



Your G2B trading partner

# SERVICE DELIVERY CHARTER

SERVICE	REQUIREMENT	COST		TIMELINE
Attending to Walk-in Customers	Avail self to any KenTrade office and specify the inquiry	No Payment Required		Within 5 minutes
Telephone Inquiry	Make a call to our telephone numbers	No Payment Required		Within 3 rings
Emails and social media inquiries	Email or post an inquiry via social media	No Payment Required		Within 8 working hours
Training of stakeholders on the National Electronic Single Window System	Request for training on the KenTrade website	Training fees in Nairobi & Mombasa	Training fees in other regions	Within two weeks after receiving payment
		NB: All Training Costs are inclusive of VAT		
	i. Permits/Trader Module	Kshs. 17,400	Kshs. 10,440	2 days
	ii. Port/Manifest Module	Kshs. 17,400	Kshs. 10,440	2 days
	iii. Development Agency Exemptions (DA1s)	Kshs. 17,400	Kshs. 10,440	1 day
	iv. Duty Remissions & Exemptions Module	Kshs. 17,400	Kshs. 10,440	1 day
v. Partner Government Agency	Kshs. 26,100	Kshs. 46,980	2 days	
	i. Urgent Training ii. Annual Mandatory Refresher Training	Kshs. 5,800 per person per request Kshs. 5,800 per person per request		
	i. Virtual Training ii. Client on-site Training	Kshs. 5,800 per person per request Kshs. 5,800 per person per request		
Registration of users of the National Electronic Single Window System	User to have undergone training before registration	Above training fees apply		Within 24hrs after receiving payment of training fees
Sensitization of stakeholders and Partner Government Agencies (PGA's) on the National Electronic Single Window System	Request calls or email, however, KenTrade will hold scheduled quarterly sensitization workshops	No Payment Required		2-3 hours per session
Facilitation of Optional Premium Services i. Nomination of clearing agents ii. Paying for permits / licenses iii. Password reset	An E-mail, Phone Call or Social Media Request To KenTrade's Contact Centre	KShs. 580 (VAT inclusive)		Within two (2) hours
iv. Applications of permits v. Request for email change		KShs. 1,160 (VAT inclusive)		
vi. Request for lodgement of documents		Kshs. 5,800 (VAT inclusive) per permit with corresponding UCR		
vii. Verification of permits required for Base Documents (BDs) creation		KShs. 580 (VAT inclusive)		
viii. Account reactivations (for accounts dormant for over 6 months)				
Access and availability of the National Electronic Single Window System	Be a registered User of the National Electronic Single Window System	No Payment Required		24 hours / 7 days
Maintenance Notification of the National Electronic Single Window System	General Public	No Payment Required		48 hours before the maintenance
Access to the Marine Cargo Insurance Module (MCI)	Submit MCI application on the National Electronic Single Window System Portal or Insurance Company Portal	Determined by the Insurance Company		Within One (1) day
Access and availability of the Maritime Single Window System	Lodge maritime Single Window Forms for approval by Partner Government Agencies	No Payment Required		24 hours / 7 days
Access and availability of the Information for Trade portal	Access is via https://infotradekenya.go.ke	No Payment Required		24 hours / 7 days
Request for Access to Information	Formal/written request addressed to the Chief Executive Officer (information relating to the Agency's functions and responsibilities can be accessed on the Agency's website)	No Cost		Acknowledgement of formal request received 2 days Processing of Urgent Requests 48 hours Processing of Ordinary Request 21 days
Payment of suppliers	Avail invoice / delivery note, copy of LSO / LPO	No Payment Required		Thirty (30) days after receipt of invoice, delivery note, LSO / LPO
Acknowledgment of Physical/Online Letters sent to KenTrade	Address the letter to the Chief Executive Officer, KenTrade	No Payment Required		Within Five (5) working days upon receipt of the letter

## WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

**Any service/good rendered that does not conform to the above standards or any officer who does not live up to commitment to courtesy and excellence in Service Delivery should be reported to:**

### KENTRADE CONTACT:

Kenya Trade Network Agency (KenTrade)  
**Head Office:** 1st Floor Embankment Plaza, Longonot Rd - Upperhill, Nairobi  
 Address: P.O. Box 36943 - 00200 Nairobi, Kenya.  
 Email: [contactcentre@kentrade.go.ke](mailto:contactcentre@kentrade.go.ke) / Tel: +254 709 950 000, +254 204 965 000  
 For Complaints email: [complaints@kentrade.go.ke](mailto:complaints@kentrade.go.ke)

### OMBUDSMAN CONTACT:

The Commission Secretary/Chief Executive Officer,  
 Commission on Administrative Justice, 2nd Floor,  
 West End Towers, Waiyaki Way, Nairobi  
 P.O. Box 20414-00200 Nairobi  
 Tel: +254 (0)20 2270000 / 2303000/ 0800221349 (Toll free)  
 Email: [complain@ombudsman.go.ke](mailto:complain@ombudsman.go.ke)



## HUDUMA BORA NI HAKI YAKO

