

S/No	SERVICE	REQUIREMENT	COST	TIMELINE														
1.	Attending to Walk-in Customers	Avail self to any KenTrade office and specify the inquiry	No Payment Required	Within 5 minutes														
2.	Telephone Inquiry	Make a call to our telephone numbers	No Payment Required	Within 3 rings														
3.	Emails and social media inquiries	Email or post an inquiry via social media	No Payment Required	Within 8 working hours														
4.	Training of stakeholders on the National Electronic Single Window System	Request for training on the KenTrade website	<table border="1"> <thead> <tr> <th>Training fees in Nairobi & Mombasa</th> <th>Training fees in other regions</th> </tr> </thead> <tbody> <tr> <td colspan="2">NB: All Training Costs are inclusive of VAT</td> </tr> <tr> <td>Kshs. 17,400</td> <td>Kshs. 10,440</td> </tr> <tr> <td>Kshs. 17,400</td> <td>Kshs. 10,440</td> </tr> <tr> <td>Kshs. 17,400</td> <td>Kshs. 10,440</td> </tr> <tr> <td>Kshs. 17,400</td> <td>Kshs. 10,440</td> </tr> <tr> <td>Kshs. 26,100</td> <td>Kshs. 46,980</td> </tr> </tbody> </table>	Training fees in Nairobi & Mombasa	Training fees in other regions	NB: All Training Costs are inclusive of VAT		Kshs. 17,400	Kshs. 10,440	Kshs. 17,400	Kshs. 10,440	Kshs. 17,400	Kshs. 10,440	Kshs. 17,400	Kshs. 10,440	Kshs. 26,100	Kshs. 46,980	Once per month (every 3 rd Thursday, & Friday)
		Training fees in Nairobi & Mombasa	Training fees in other regions															
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<ul style="list-style-type: none"> i. Permits/Trader Module ii. Port/Manifest Module iii. Development Agency Exemptions (DA1s) iv. Duty Remissions & Exemptions Module v. Partner Government Agency 																		
<ul style="list-style-type: none"> i. Urgent Training ii. Annual Mandatory Refresher Training 	Kshs. 5,800 per person per request Kshs. 5,800 per person per request																	
<ul style="list-style-type: none"> i. Virtual Training ii. Client on-site Training 	Kshs. 5,000 per person per request Kshs. 5,000 per person per request																	
5.	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														
6.	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														
7.	Facilitation of Optional Premium Services i. Nomination of clearing agents ii. Paying for permits / licenses iii. Password reset iv. Applications of permits v. Request for email change vi. Request for lodgement of documents vii. Verification of permits required for Base Documents (BDs) creation viii. Account reactivations (for accounts dormant for over 6 months)	An E-mail, Phone Call or Social Media Request To KenTrade's Contact Centre	KShs. 580 (VAT inclusive)	Within two (2) hours														
			KShs. 1,160 (VAT inclusive)															
			Kshs. 5,800 (VAT inclusive) per permit with corresponding UCR															
			KShs. 580 (VAT inclusive)															
8.	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														
9.	Maintenance Notification of the National Electronic Single Window System	General Public	No Payment Required	48 hours before the maintenance														
10.	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														
11.	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														
12.	Access and availability of the Information for Trade portal	Access is via https://infotradekenya.go.ke	No Payment Required	24 hours / 7 days														
13.	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														
14.	Payment of suppliers	Avail invoice / delivery note, copy of LSO / LPO	No Payment Required	Thirty (30) days after receipt of invoice, or as per signed contract														
15.	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.
 E-mail: contactcentre@kentrade.go.ke / Tel: +254 709 950 000, +254 204 965 000
 For Complaints email: 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/ 0800221 349 (Toll free)
 E-mail: complain@ombudsman.go.ke