

OUR WINS IN 2023



Mr. David Ngarama
Chief Executive Officer
KenTrade

INDUSTRY

- Presidential forum on the Port of Mombasa elevates KenTrade's role
- Why the Kenyan creative industry is looking up to KenTrade

CORPORATE

- Meet the new KenTrade Board of Directors
- Partnerships and Milestones in 2023

SERVICES

- Business Intelligence Tool is a game changer for PGAs
- InfoTradeKE Portal drives KenTrade brand

We wish all our stakeholders a prosperous

2024



The KenTrade Newsletter is a quarterly publication circulated to our stakeholders and public. It is available on the resources page of our website www.kentrade.go.ke and also via QR code below. We welcome feedback via email address marketing_communications@kentrade.go.ke

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VISION

A global leader in trade facilitation

MISSION

To facilitate trade by simplifying, harmonising and automating business processes through effective and efficient management of the National Electronic Single Window System and provision of related services for Kenya's global competitiveness

CORE VALUES

Customer centric

Innovation

Excellence

One KenTrade

Integrity

TAGLINE

Trade Made Simple



CHAIRMAN'S MESSAGE



Compliments for the new year.

It is my great pleasure to extend heartfelt greetings to the readers of the first issue of our newsletter in 2024 and wish you a wonderful productive prosperous 2024.

I want to commence by sincerely thanking HE President William Ruto for appointing me to Chair the KenTrade Board on May 26, 2023. Progressively we have been receiving new Board members and today we have a full Board.

The Board has already gone through successful induction that was held in from 1st - 3rd November 2023. The induction included familiarization with the crucial aspects of Governance and Policy issues geared towards steering the organization in the next phase of growth as envisaged in the new Strategic Plan 2023/24-2027/28, public procurement regulations, financial regulations and the *Mwangozo Code* of conduct among others.

Also, key is focus on the draft National Electronic Single Window System Regulations 2023. The Draft Regulations were subjected to public participation before being refined and submitted to our parent Ministry, the National Treasury and Economic Planning for the Executive to review through the Attorney General to steer the next phase of regulation approval.

The Regulations will largely define our mandate on matters trade facilitation as per the National Electronic Single Window System Act, 2022.

I am certainly looking forward to an exciting year as we leverage on previous successes and move the Agency to the next level.

As we play our role as a Board, we must not forget to perfect the good and discarding the bad; embracing innovation and strengthening the cords that will bind our team spirit in order to deliver superior customer service.

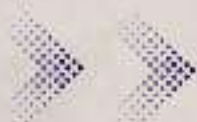
It is characteristic to only expect others to deliver and forget that we are part of "others". Customer satisfaction is realized when the product or service satisfies requirements leading to customer delight.

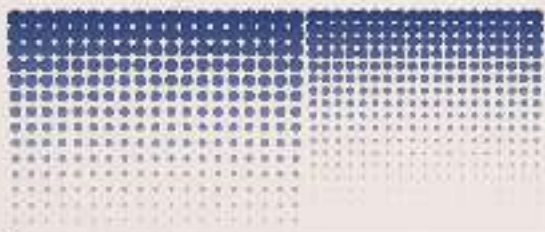
I expect that all KenTrade staff will uphold professionalism in all they do so as to enhance service delivery and customer satisfaction.

Finally, to all our stakeholders, your support has been and remains valuable to us.

Hon. Basil Criticos

Chairman





FROM THE CEO'S DESK



Dear Readers,

I hope that this New Year brings happiness, peace and health to you and your loved ones.

During the past several years many advances and changes have taken place at KenTrade, especially in our ability to implement and manage Trade Facilitation Platform to enable stakeholders to trade more efficiently.

What has not changed is our commitment to support all our stakeholders, and to implement cost effective strategies that maximize our ability to help and accomplish our mission.

These are exciting times that offer new opportunities for collaboration, networking and support. As we are on course in the implementation of our Strategic Plan 2023/24 - 2027/28, that will keep us focused on in the coming five years which is a product of intense consultation that received feedback and views from our stakeholders and the public.

The Strategic Plan intends to play a role in the delivery of our core mandate of trade facilitation and management of the National Electronic Single Window System and other value add services.

Our parent ministry, the National Treasury and Economic Planning has ensured that we have qualified and forward-thinking Board members, following the appointment of Honourable Basil Criticos on May 26, 2023, by H.E President William Ruto as the fourth Chairman, KenTrade Board of Directors.

The role of the Board of Directors is to provide strategic direction to the organization, exercise control and ensure that we are accountable to the stakeholders and the public. They also determine the organization's Mission, Vision, and Core Values. In addition, the board oversees the overall strategy and approve significant policies of the organization.

The Board is guided by the Code of Governance for Government owned entities (Mwongozo), which was developed by the implementation committee, in conjunction with State Committee Advisory Committee (SCAC) and Institute of Certified Public Secretaries (ICPSK)

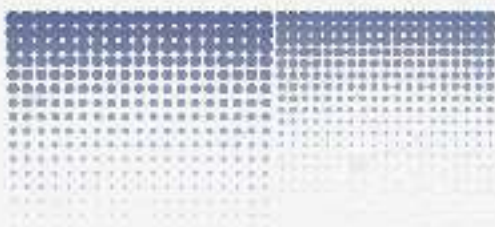
The Agency is looking forward to the Board's guidance as we strive towards enhancing trade facilitation in line with the Bottom-up Economic Transformation Agenda (BeTA). This includes the Small and Medium Enterprises and the Blue Economy where we are making deliberate efforts to forge more partnerships with both private and public organizations.

Finally, I wish to thank our parent ministry, The National Treasury and Economic Planning, for their unwavering support in ensuring that our objectives are met, I appreciate the confidence that our stakeholders have placed in us and in our work, not forgetting our staff who have worked very hard despite the challenges.

We will strive to be better each day and look forward to working with you in 2024. We look forward to your feedback via info@kentrade.go.ke. Enjoy the read.

David Nyaranta

Chief Executive Officer



The Board of Directors



Hon. Basil Criticos
Chairman



Dr. Florence Chemtai
Independent Director



Mr. Abubakar Lewano
Independent Director



Mr. Paul Mucheke
Independent Director



Ms. Rose Masita
Alternate Director, PS State
Department for Trade



Mr. Ibrahim Maalim Abdi
Alternate Director, PS, State
Department for Transport



Ms. Isabella Kogeï
Alternate Director - CS National
Treasury & Economic Planning



Ms. Noreen Wambui Kanyua
Representative of the Inspector
General (Corporations) Inspectorate
of State Corporations



Mr. David Ngarama
Chief Executive Officer



Mr. Benard Milewa
Corporation Secretary



New Board members induction

On May 26, 2023, His Excellency President William Ruto appointed Hon. Basil Criticos as the Chairman of KenTrade Board of Directors. Also joining Hon. Criticos to the Board were Dr. Florence Chemtai, Abubakar Lewano and Paul Mucheke who are all independent Directors. Others were Rose Masita (representing PS State Department for Trade), Ibrahim Maalim Abdi (representing PS State Department for Transport), Isabella Kogei (representing CS The National Treasury) and Noren W. Kanyua (representative of the Inspectorate of State Corporations).

The new Board brings unique insights and capabilities to drive the 2023/24 – 2027/28 Strategic Plan to advance the Agency’s vision of being a global leader in trade facilitation. Together with the management, the Board has held strategic meetings to advance a rigorous roadmap that will take the Agency to the next level. The Board will serve for a period of three years.



KenTrade Board members and senior management staff together with a representative of National Treasury Mr Festus Mwanzi (fourth left) pose for a group photo during an inaugural retreat for the recently constituted KenTrade Board held in Naivasha in November 2023.



CS Ndungu hosts Chairman Criticos



The Chairman of KenTrade Board of Directors Hon. Basil Criticos accompanied by the CEO Mr. David Ngarama, Director Corporate Services Mr. Chrispus Mbogo and the Assistant Manager Legal Affairs Ms. Judith Ogeda, paid a courtesy call to the Cabinet Secretary National Treasury and Economic Planning Prof. Njuguna Ndungu on July 14, 2023. The Chairman updated the CS on KenTrade's progress in implementing the National Electronic Single Window System (NESWS) Regulations as well as the status of various trade facilitation initiatives at the Agency.



Our Trade Facilitation initiatives and wins

By David Ngarama

Eliminating challenges related to processing of import and export cargo that have impacted Kenya's business climate and global competitiveness remains a key pillar of the Government's transformative agenda.

This is more so on international and cross-border trade where Kenya is undertaking robust reforms at the ports and border points through ongoing digitization and automation through our trade facilitation transaction processes.

One of the key solutions has been the National Electronic Single Window System, the online cargo clearance platform known as the Trade Facilitation Platform (TFP)

As a trade facilitation tool, the platform enables parties involved in international trade to submit regulatory import and export-related documentation through a single window platform. Currently, we have thirty-nine (39) Partner Government Agencies (PGAs) including twenty-seven (27) permit issuing and twelve (12) non-permit issuing integrated onto the system.

Countries that have implemented the Single Window System have realized faster and efficient processing of administrative requirements as goods pass through customs.

KenTrade has also integrated the National Electronic Single Window System with the e-Citizen payment gateway to ease the mode of payment of trade transactions. As at June 30, 2023, the Trade Facilitation Platform served over 18,572 users with an average of 800,000 transactions being processed annually.

Studies show countries that have implemented the Single Window System have realized faster and efficient processing of administrative requirements as goods pass through customs.

In 2017,

KenTrade implemented the Information for Trade in Kenya portal known as the InfoTrade Kenya portal, which is an online platform that provides a comprehensive, single-point access, and step-by-step guide on how to export, import and transit goods in Kenya.

Implementation of the InfoTrade portal is in compliance with Article 2 of the World Trade Organization (WTO) Trade Facilitation Agreement (TFA) which requires that members publish trade related information on the internet.

We have documented trade procedures for 122 commodities on the Portal. Documentation of trade Procedures on the Portal has unveiled numerous complexities, bottlenecks, and redundancies within the trade logistics value chain. To address this the Agency commenced simplification of flowers, meat and meat products, cotton, nuts & oils, avocado, fish, leather and minerals. The portal can be accessed through www.infotrade.kenya.go.ke

In July 2023, KenTrade's role was elevated during the presidential forum on Mombasa Port where stakeholders resolved that all levies collected by the permit issuing and regulatory Partner Government Agencies be harmonized for collection under the National Electronic Single Window System managed by KenTrade.

This was among the 21 Point Agenda items focusing on the implementation of Pre-arrival Clearance and streamlining of the export processes with an aim of transforming Kenya into a First Class Trade Facilitator.

In partnership with Webb Fontaine, a global leader in trade technology solutions, KenTrade is establishing a Digital Logistics Market Place (DLMP), which is an online marketplace for trade, connecting businesses and private sector players, thus simplifying trade logistics.

The DLMP will bring together the shipping lines, trucking companies, freight forwarders, importers, exporters, warehousing firms, and insurance providers in an integrated digital marketplace.

This platform seeks to empower participants to showcase their services online and compete for bids, fostering a competitive environment that drives efficiency and cost savings. It is also expected to catalyse trade volumes and expedite e-Commerce growth, playing a pivotal role in the digital economy.

Once completed, DMLP will offer Business - 2 - Business services to traders with seamless search, find, and send capabilities, fostering growth, reliability, and empowerment.

With support of TradeMark Africa, KenTrade invested Ksh90 million in a Business Intelligence (BI) Tool to ease trade in Kenya through extraction and analysis of real-time data to help trade facilitators and government agencies make data-driven decisions.

The Agency is currently engaging PGAs to develop capacity in leveraging on the BI Tool and to also support visibility of the Mombasa Port, and the Northern Corridor for improved decision-making and efficiency.

We will continue to offer superior trade facilitation services to enhance international trade competitiveness for our nation.

The year that UK, Tunisia, UAE, Germany, Morocco & Cameroon delegates came calling



LEFT TO RIGHT: CEO David Ngarama with Director General of the UK based Institute of Export & International Trade **Mr. Marco Forgione** who led the benchmarking visit to KenTrade on July, 2023. **Chairman Hon. Basil Criticos** welcomes **Ms. Neo Poh Ling**, the Executive Director of Singapore Corporation Enterprise in Africa, Latin America, Pacific Russia to our head office on November 10, 2023. CEO KenTrade welcomes leader of Moroccans benchmarking delegation **Ms. Rim Hawet** at our head office in Nairobi on November 8, 2023.



Dubai based, ACI Logistics executives **Mr. Kuki Knowles** and **Mr. Aron Smith** made a familiarization tour to our head office in Nairobi where they met with **CEO David Ngarama** (above left photo) and were later taken on a tour of the premise by Assistant Manager **Evelyn Wamae**



LEFT-TO RIGHT: CEO David Ngarama led staff in welcoming the Cameroonian benchmarking delegation to KenTrade. **Mrs. Andrea Ulbrich** from German Ministry of Economic Development and Cooperation (BMZ, Trade Section), Berlin, Germany (in red blouse) with KenTrade officials when she led the team from our development partner GiZ for a courtesy visit.

The year that UK, Tunisia, UAE, Germany, Morocco , Cameroon and COMESA delegates came calling



KenTrade on April 20, 2023 hosted a delegation from the Common Market for Eastern and Southern Africa (COMESA) member states represented by Egypt, Ethiopia and Eritrea.



Moroccan benchmarking delegation with KenTrade officials and representatives of our development partner GIZ at our head office in Nairobi



Chargé d'Affaires of Tunisia Embassy in Kenya Mr. Sofiene Dridi and the Commercial Attaché Mr. Slim Yahia paid a courtesy call to CEO David Ngoramo on October 18, 2023.



On July, 2023 we welcomed a benchmarking delegation from United Kingdom based Institute of Export & International Trade led by Mr.Marco Forgione (fifth left)



Strathmore University partners with KenTrade



On 16th May 2023 KenTrade and the Strathmore University Business School signed a Memorandum of Understanding on the Kenya Small Business Development Centers Program (Kenya SBDC) offered by the university.

The program is geared towards empowering Micro, Small and Medium Enterprises (MSMEs) to take advantage of export opportunities, in line with our mandate, to facilitate cross border trade.

KenTrade CEO Mr. David Ngarama and the Founding Executive Dean of Strathmore University Business School (SBS) Dr. George Njenga, signed the MoU on behalf of the two organisations.

Ms. Fridah Kaberia, the Director of Strategy Compliance and Business Development who is overseeing the KenTrade's execution of the MoU said that the collaboration is expected to promote the use of Information for Trade in Kenya portal.

This will ensure stakeholders remain well apprised on the step-by-step procedure required to export and import across borders.

The program is being supported by the (USAID - US Agency for International Development). For more information on the portal visit <https://infotradekenya.go.ke> or contact us via e-mail: contactcentre@kentrade.go.ke or Tel: +254 709 950 000, +254 204 965 000.



Port Health Services goes paperless with KenTrade



By Samwel Rambaya

KenTrade CEO Mr. David Ngarama (second left in the above photo) and head of the PHS Mr. Benjamin Murkomen (left) held a review meeting held at PHS office. The CEO was accompanied by Edwin Wanyama (Manager, Innovation Solutions Development), Bonface Asiligwa (Manager, Information Technology and Infrastructure) as well as colleagues from IT department.

KenTrade has recorded a groundbreaking milestone with a system development that transforms the business operations of our Partner Government Agency, the Port Health Services (PHS).

PHS now has the capacity to automate its non-trade related chargeable services that will also strengthen its capacity on vaccination, inspection and medical services offered at the Point of Entry.

The System is fully Kenyan and developed by a team of experts at KenTrade and is billed as the first of its kind in the trade facilitation sector.

PHS through KenTrade will enable stakeholders to log into the portal apply for vaccination services, book vaccination dates and obtain the vaccine certificate online.

Travellers and other vaccine recipients can now at the click of a button be able to know the closest vaccination centres and availability of vaccines in those centres.

The portal seeks to automate the vaccination, inspection and medical services for PHS and the implementation will take a phased approach. This project is key in achieving the digitization of health services envisioned by the government of Kenya.

The efforts have a far-reaching impact which will enable Kenya to meet the WHO compliance requirements on cross border communicable disease management as the system will adopt the guidelines and policies established by World Health Organisation(WHO).

Listening to our stakeholders



Listening to our stakeholders and updating them on our service delivery is at the heart of what we do at KenTrade. The Nairobi stakeholders engagement forum at Eka hotel in October, 2023 was one of the in-person engagements we had this year. These are the pictorial highlights of the event where CEO David Ngarama led the team in listening to the feedback and responding to traders based in Nairobi. Our customer support services are available all days of the week via e-mail contactcentre@kentrade.go.ke.





By Hilda Asirigwa

What Africa wants for its Ports and Trade Logistics

Representatives of Africa continent's leading shippers, shipping lines, logistics providers, third-party logistics (3PLs), ports and cargo terminals operators met in Morocco's port city of Tangier in September 2023 for the inaugural Terminal Operations Conference (TOC) Africa 2023.

Kenyan delegation, sponsored by development partner, GIZ, was drawn from KenTrade, Shippers Council of Eastern Africa, Kenya Ports Authority and African Development Bank.

The forum assessed the governance and business models in African ports and also reflected on the state of exports and imports trade business in African with focus on how international trade in Africa can move from raw materials to manufactured goods.

It also discussed scaling up African exports to boost industry in specific regions and how the ports, financial trade centres and special economic zones can stimulate intraregional and interregional trade.

Among the key outcomes of the conference were that over-regulation which involves high level of documentation is a barrier to trade and was responsible for inefficiency especially government run ports.

There was a consensus that ports are a contributor of intra-Africa Trade and therefore countries need to invest more in their ports, including putting up Special Economic Zones. It was also agreed that African Ports with exception of Tangier Med Port, rank very low in World Bank Performance Index because of inefficiencies rooted in lack of auditing including poor safety and security standards

The conference called for closing of gap in Trade Finance, capacity building, reducing policies, embracing ICT logistics, strengthening institutions through management and introduction of Special Economic Zones as game changers.



By Billy Ngumi

Lessons from the Djibouti Global Summit on Single Window Systems

The Electronic Single Window as a tool for simplifying trade procedures is now a reality in Africa's trade economy. The focus is on overcoming its implementation obstacles by prioritising on challenge of ownership, ecosystems, interoperability and political goodwill.

This was the key message during the 9th edition of the International Single Window Conference that was held in Djibouti on 25th to 26th September 2023 under the theme "**Accelerating the Implementation of Single Window with the Latest Technologies for Trade Facilitation and Smart Logistics**"

The two days event was hosted by Ethiopian government in partnership with the African Alliance for Electronic Commerce, European Union (EU) and World Bank.

It highlighted investment opportunities and ongoing developments on the African continent that will improve trade efficiency globally.

This involves putting in place mechanisms likely to stimulate regional economic integration and facilitate regional trade, in accordance with the objectives of the African Continental Free Trade Area (AfCFTA).

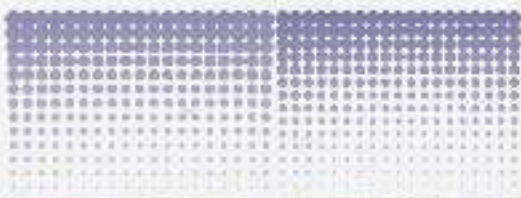
The conference covered a wide range of topics, which included the impacts of Single Window System on Trade Facilitation, Logistics Performance and Economic Growth.

In focus was enhancing cross border trade for landlocked countries through smart corridors and intermodal connectivity with highlight on the need for real time data sharing and the importance of smart and ecological corridors based on international standards.

January 1, 2024 was the date set for all ports to be Maritime Single Window System compliant, a challenge the conference addressed with focus on need for digitization and interoperability.

The recommendation included using Single Window System to mitigate disruption on customs clearance, promoting cross border interoperability, leveraging digital technologies, implementing capacity building programs for SMEs, and using artificial intelligence and data analytics to optimize resources and provide personalized services.





e-Citizen onboards KenTrade's Trade Facilitation Platform

By Ann Odero

The Government has been working tirelessly to automate processes and digitize information and services using various systems.

These initiatives are part of the country's Vision 2030 geared at transforming Kenya into a globally competitive economy that guarantees high quality of life to its citizens.

One such platform is the e-Citizen portal which was developed as a payment gateway and integrated with electronic payment platforms including mobile telephone money payment services.

Other than providing resource mobilization for Government, e-Citizen aims at enhancing service delivery to Kenyans.

President William Ruto while launching the e-Citizen platform in June 2023 said that the digital platform has eliminated brokers and intermediaries.

The e-Citizen platform has eased access to services, reduced costs while at the same time increasing revenue collection, while Kenyans can track the progress of their interactions in real time, thus eliminating uncertainty, corruption and frustration" he said.

The President further directed that by December 2023, 10,000 services should be available on the platform to enable Kenyans access government services from the comfort of their home, or from their shambas, kiosks, on the road, and everywhere else.

KenTrade is one of the state agencies that have integrated with e-Citizen platform in compliance with the Presidential directive on the digitalization of public services.

The Agency has since June 19,2023 onboarded the e-Citizen payment portal to facilitate payments of processed permits.

This is in compliance with the Presidential directive on the digitalization of public services.

This means that all payments for permits lodged via KenTrade's Trade Facilitation Platform (TFP) are transacted through the e-Citizen payment gateway and Pay bill 222222.

In August, KenTrade and e-Citizen team organized joint sensitization and training on Facilitating Seamless Digital Payments to stakeholders.

Making efficient payments for services is a critical focus and a show of commitment to reduce inefficiencies in service delivery brought about by resource constraints, bureaucratic processes, and lack of accountability.



Good News for Kenyan creatives

Industry regulator, KECOBO, turns to KenTrade to secure creatives' revenue



KenTrade CEO Mr. David Ngorama (centre) in above photo, KECOBO CEO Mr. Edward Sigei (left) together with representatives of Music Copyright Society of Kenya and Kenya Association of Music Producers held a consultative meeting at our head office in Nairobi on October 18th, 2023. The Ksh. 6 billion creative industry in Kenya is set for a major boost following a partnership between KenTrade and industry regulator, the Kenya Copyright Board (KECOBO) that involves key stakeholders and is aimed at streamlining revenue collection and payments.

What is Blank Tape Levy and why does it matter ?

The automation of the process of collecting the Blank Tape Levy (BTL) on the Kenya Trade Network Agency - Trade Facilitation Platform TFP) ensures all designated imported items attract the BTL fee effective September 16, 2023.

This will help creatives realize monetary benefits from their talents as envisaged in the Government's Bottom - Up Economic Transformation Agenda (BETA) and the Talanta program.

The fee is charged on the blank recording media such as DVDs, flash disks among others.

To ensure effective collection of the Blank Tape Levy, KECOBO as the industry regulator turned to KenTrade for partnership that will leverage on our Trade Facilitation Platform. So, what is Blank Tape Levy and why does it matter to Kenya's national economy?

What is Blank Tape Levy?

Blank Tape Levy is a nominal fee imposed on the sale of blank media and devices such as CDs, DVDs, USB drives, and smartphones, which can be used to make personal copies of copyrighted content.

Why is Blank Tape Levy imposed?

These monies are levied to compensate copyright holders for potential revenue lost when individuals make private copies of their copyrighted works, such as music, movies or software.

Who pays the Blank Tape Levy?

Typically, the levy is paid by the manufacturers or importers of the blank media or devices.

What is the purpose of private copying?

Private copying allows individuals to make copies of copyrighted material such as making a backup of a music CD or copying a movie to a personal device for their own use.

KenTrade's Trade Facilitation Role

In July 2023, President William Ruto Chaired the Mombasa port stakeholders' forum whose resolution included a greater role for KenTrade. The resolutions were as follows:

- Implementation of Pre-arrival Clearance & Streamlining of the Export Processes;
- Adoption of global best practices in transshipment, in terms of operations and procedures in order to attract more transshipment business through the ports of Mombasa and Lamu;
- Responsible Agency to take responsibility for any unreasonable delays arising from their respective system downtime;
- Both the Government and private sectors involved in cargo clearance at the Port to facilitate cargo clearance 24/7 and over the weekends;
- Eliminate non-tariff barriers including weigh-bridges, county cess fees, and enhancing security. The President directed that transit cargo be weighed only twice and full elimination of roadblocks on the transit corridor;
- Review and harmonize charges levied by various shipping lines as well as regulation of arbitrary charges introduced by other cargo interveners;
- Re-introduce local repair of local containers which will not only create jobs but also generate revenue for the Country;
- Reduce the current over 600 long-stay containers at the port yards, over 1,000 long-stay containers, and over 1,000 long-stay motor vehicles at the various Containers Freight Stations (CFSs)
- Procurement of additional drive-through scanners through private partnerships
- The re-introduction of bunkering operations (Ship to Ship, Off-shore bunkering outside Port limits (OPL)), at the Port of Mombasa. Towards this end, the president directed that this be fast tracked;
- Fast-track the Customs Regulations bill will lead and enhance predictability in revenue collection from customs agents, enhancing compliance levels and professionalism.
- All processes on cargo intervention should be carried offsite, and the duplication of roles at the wrong place (port) by various agencies such as Port Health, KEPHIS, and KEBS among other agencies are to be eliminated to avoid unnecessary delays;
- Duplication of levies collected by Government Agencies e.g., on imported rice by KEPHIS, KEBS, PORT HEALTH, all levies to be harmonized for collection under the KenTrade system;
- Suggestion for all three Government institutions to adopt a harmonized standard to avoid mismatch and discrepancies in vehicle age limits between KRA, NTSA & KEBS e.g., block year for year of manufacture of motor vehicles;
- Review VISA and work permit requirements for DRC; the President committed to ensuring this is implemented immediately;
- Compliance with EAC harmonized truck entry fees on trucks crossing to Kenya from Uganda and Tanzania by member states;
- Collection of fuel levy destined for Democratic Republic of Congo;
- Establishment of a centralized sampling center at the Port of Mombasa;
- Incorporation of a cargo dwell time dashboard for public access under the KPA system;
- Review of the practice by shipping lines getting involved in the formation of subsidiary companies that deal in clearing and forwarding, logistics, and transport chain; Towards this end, the President directed this to be effected immediately;
- Hosting of Kenya International Freight and Warehousing Association (KIFWA) is scheduled to host the global conference in November 2023. The event attracts key logistics and trade players from across the globe and will position Kenya on the global logistics front.

SOURCE:MINISTRY OF TRADE AND INVESTMENT



Emerging Decisions in the Data Protection Law in Kenya

Compiled by Edna Macharia

Data protection in Kenya is regulated by the Data Protection Act No. 24 of 2019 (the "DPA"). The DPA came into effect on 25 November 2019.

This Act established the Office of the Data Protection Commissioner (ODPC) to regulate personal data processing in Kenya. Subsequently, the following regulations came into effect on 31 December 2021:

- The Data Protection (General) Regulations,
- The Data Protection (Registration of Data Controllers and Data Processors) Regulations,
- and The Data Protection (Complaints Handling and Enforcement Procedures) Regulations, 2021.

These Laws establish offenses and penalties for Data Processors and Data Controllers. Below are some of the Customer complaints received and determined by the ODPC.

1. Jeff Nduko v One Acre Fund (ODPC Complaint No. 0574 of 2023)

Nature of Complaint: Violation of the Data Accuracy Principle

Jeff Nduko, the complainant, lodged a complaint against One Acre Fund as a result of receiving messages and calls demanding repayment for a loan he had never taken. He made it clear that he had never subscribed to any of the Respondent's products or services. The Respondent admitted that they had erroneously entered the complainant's number into their database and treated him as their client. Prior to the Data Commissioner's determination of the claim, the Respondent took corrective actions by rectifying the error that gave rise to the complaint

Key Findings:

- Violation of data protection principles
- Corrective actions
- Implementation and operationalisation of data protection measures
- Certificate of registration not proof of compliance

2. Lucy Kinyanjui v Easy Coach Limited (ODPC Complaint No. 0537 of 2023)

Nature of Complaint: Failure to Secure Personal Data

On April 10th 2023, Lucy Kinyanjui boarded a vehicle owned by Easy Coach Limited. Shortly after her trip, she started receiving suspicious phone calls from an unknown individual accusing her of stealing luggage. Concerned about the potential misuse of her personal data, she filed a complaint against Easy Coach Limited. In her complaint, Lucy requested that the company should take measures to protect passengers' data from unauthorised use and establish internal procedures for safeguarding personal information.

The Respondent acknowledged that passenger information was stored in servers, but hardcopies of the passenger manifest were given to drivers to track passenger numbers during stop-overs.

The hard copy manifest may have led to the unauthorised access to data. The Respondent produced evidence to show that it had proactively implemented measures to prevent the recurrence of similar violations.

This included developing a comprehensive complaints & request handling procedure and implementing redaction measures on passenger manifests by limiting details to only a passenger's identification.

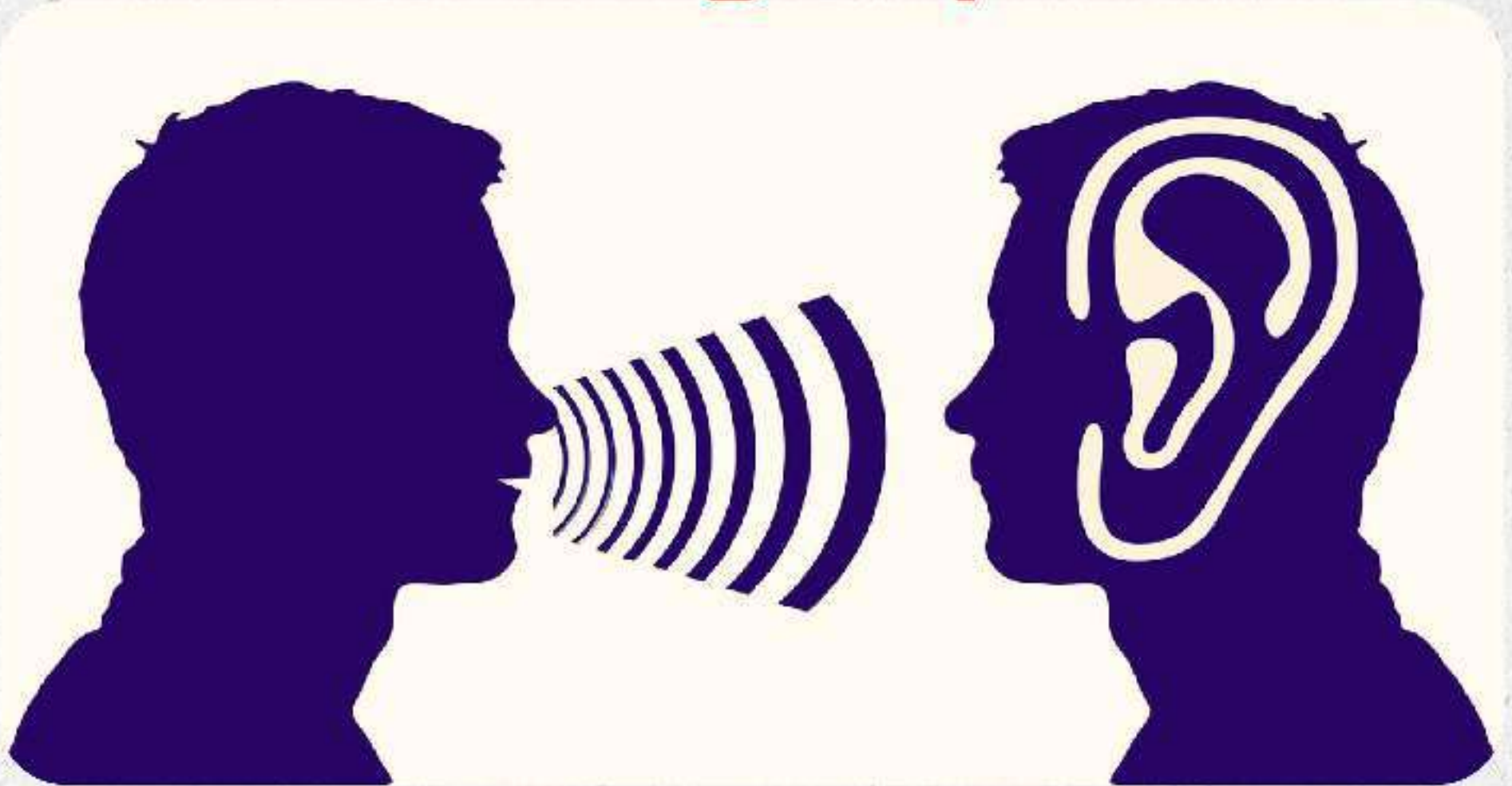
Key Findings

- Lawful Basis for Processing Personal Data
- Data subject notification
- Technical and organisational measures

The above decisions were based on customer complaints regarding data privacy thereby put focus on the role and obligations of institutions that process or store data also known as Data Processors or Controllers. Data Processors/Controllers must therefore safeguard their customer's data by not only adhering to transparent and proper data collection procedures but also informing the customers on why they are collecting the data.



What you need to know about hearing impairment



By Ann Odero

Hearing impairment refers to any degree of hearing loss, mild to severe, and can occur when there is a problem with a part of the ear, including the inner, middle, and outer ears, or the nerves needed for hearing.

Hard of hearing refers to people who still have some useful hearing, and can understand spoken language in some situations, with or without amplification.

Most hard of hearing people can use the phone and use hearing aids.

Deaf people, on the other hand, have little or no hearing.

They may use sign language and hearing aid to help make speech understandable.

The World Health Organisation recommends regularly hearing checkups especially for those at risk such as adults aged above 50 years of age.

Also at risk are those working in noisy places, those who listen to music at high volumes for long periods and those experiencing hearing problems. If you experience a sudden drop in hearing, unexpected dizziness, drainage from the ear (s), or significant pain in your ear or head, it is advisable to see a doctor.

Many people live with unidentified hearing loss, often failing to realize that they are missing out on certain sounds and words, and getting checked is the first step towards addressing the issue.

The deaf community is comprised of culturally deaf people who use sign language. Members of deaf communities all around the world identify themselves as members of a cultural and linguistic group. Each deaf community is a cultural group which shares sign language and a common heritage.

In Kenya, the deaf community communicate using the Kenyan Sign Language, which is a visual language using gestures and facial expressions to communicate.

They often meet to discuss their successes and challenges. They also prefer to marry from the same community and to live within the same environment.

The author is a trained Sign Language Interpreter and a communications specialist at KenTrade

KenTrade takes part in the "Jaza Miti" initiative



Director, Strategy Compliance & Business Development **Ms. Fridah Kaberia** (front row left) with Langata Women prison official and staff of KenTrade at the kick off of tree planting in Langata. The Agency staff planted a total of 3000 trees.

By Ann Odera

On December 21, 2022, His Excellency President William Ruto launched a groundbreaking program called "Jaza Miti," aimed at encouraging Kenyan citizens to plant 15 billion trees by 2032.

The initiative requests each individual living in Kenya to plant 30 trees a year amounting to 300 trees per person in 10 years. (2022-2032).

This initiative seeks to combat the devastating effects of climate change, including droughts, floods, diseases, and unpredictable rainfall patterns, by reducing greenhouse emissions and addressing varying climate changes.

The programme is being undertaken in all 47 counties nationwide with all stakeholders including community groups, NGOs, schools, churches, farmers and others being called upon to take active participation by raising tree nurseries and planting trees in their compounds and forests.

On September 4th to 6 th, 2023, the Government of Kenya and the African Union Commission (AUC) convened the inaugural Africa Climate Summit (ACS) at the Kenyatta International Convention Centre in Nairobi.

The ACS, championed by H.E. President William Ruto, addressed the increasing exposure to climate change and its associated costs globally and particularly in Africa.

Several leaders who attended the meeting expressed concern that many African countries face the risks from climate change-related, unpredictable weather patterns, acknowledging that climate change is the single greatest challenge facing humanity and the single biggest threat to all life on earth.

When the government declared November 13, 2023 a public holiday to encourage citizenry to plant 100

million trees across the country, staff members also headed the call and joined Kenyans in the initiative.

Over the last decade, KenTrade has been playing its part and has worked with various institutions such as Kenya Forest Service, schools and local communities to plant over 10,000 trees in Nairobi, Nakuru, Mombasa, Kajiado and Elgeyo Marakwet Counties.

KenTrade also partnered with the Lang'ata Women's Prisons where staff planted 3,000 tree seedlings which included cypress, grevillea and casuarina

The "jaza miti" initiative represents a pivotal step forward for Kenya's environmental conservation efforts.

The success of the program relies on combined efforts and understanding the benefits of planting trees in securing a better tomorrow for generations to come.

PICTORIALS

A Year of fun and progress



On Friday June 30, 2023 CEO David Ngarama joined KenTrade staff in a fun filled team building activity at the Kenya School of Monetary studies. The exciting event was conducted by a team from Harmony Solutions Limited. These are the pictorial highlights of the 2023 team building event.



A year of fun and progress



This is a pictorial essay of KenTrade staff during team building activities at the Kenya school of Monetary Studies in Nairobi and at the Langata Women Prison forest in Nairobi.



Customer Service Week



Staff celebrate the Customer Service Week, 2023 whose theme was **Driving Customer Experience Agility**.



Some of the KenTrade staff in sporting attire during the day 3 of the Customer Service Week, 2023



Motivational speaker Thomas Obunde (fourth right) was a guest speaker during the Customer Service Week. He is welcomed by staff led by CEO David Ngarama to our head office in Nairobi.

PICTORIALS



Secretary Productivity Dr. Nahashon Moitaleel (PhD) is welcomed by KenTrade's Director of Corporate Services Chrispus Mbogo at the Kenya School of Monetary Studies for capacity building for KenTrade staff on Productivity which is now a key deliverable in the Public Service Performance Contracting. Onlooking are Corporation Secretary and Head of legal affairs Mr. Benard Milewa (extreme right) and the head of our Human Resources and Development Ms. Hellen Wasike, CHRP(K) (extreme left).



KenTrade CEO Mr David Ngarama (centre front row) and the Strathmore Business School Executive dean Dr. George Njenga(second left front row) with officials of the two organisations at the University after the signing of the Memorandum of Understanding under the Kenya Small Business Development Centers Program. The program is geared towards empowering Micro, Small and Medium Enterprises to take advantage of export opportunities, in line with our mandate.



KenTrade donated assorted gifts items to the Langata Women Prison, Nairobi. The donations were handed to the Langata Women's Prison representative, Senior Superintendent Gladys Kisa by KenTrade's Director Strategy Compliance and Business Development, Ms Fridah Kaberia. #KenTradeCares



Update on InfoTrade Portal

Uasin-Gishu County adopts the InfoTrade Kenya Portal



The Agency in Q1 of FY 2023-2024, managed to embed the *Infotrade Kenya portal* on Uasin Gishu County website for increased awareness and accessibility of the portal from different sites.

Key Milestones

The information for trade simplification exercise has seen reduction & duplication of steps and documentation as well as costs as below:

- 53 procedures have undergone simplification.
- 45 steps have been eliminated.
- 66 required documents have been removed.

- 21 steps can now be completed online.
- There has been Ksh 218, 611 administrative burden cost savings for these procedures.
- 93 hours waiting time in the queue, at the counter & in between steps have been saved.

The table below shows 2 commodity procedures simplified since 2018 with support from TMEA, EU Markup Project and GIZ for Meat & meat products and Flowers, through the port of Mombasa and JKIA respectively.

	Product/Process	Original procedure	Current procedure
1.	Export of Meat and Meat products through Port of Mombasa	57	37
2.	Export of Flowers through JKIA	40	35



Update on InfoTrade Portal

The table below illustrates the number of infoTradeKe portal visitors per country in Q1 of FY 2023-2024.

Country	+	↓ Users	New users	Engaged sessions	Engagement rate
		8,732 100% of total	8,395 100% of total	6,506 100% of total	52.06% Avg 0%
1	Kenya	6,456	6,112	4,723	51.39%
2	India	235	225	193	63.91%
3	Netherlands	228	217	169	65.76%
4	United States	226	215	145	48.17%
5	United Kingdom	165	163	104	49.29%
6	South Africa	116	110	96	60.76%
7	China	96	91	28	25.23%
8	Germany	96	88	49	42.98%
9	United Arab Emirates	82	75	65	59.63%
10	Tanzania	66	64	47	55.29%

Log on to KenTrade's InfoTrade Portal

and get easy access to information on trade processes



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	Training fees in Nairobi & Mombasa	Training fees in other regions	
			NB: All Training Costs are inclusive of VAT		
		i. Permits/Trader Module	Kshs. 17,400	Kshs. 10,440	
		ii. Port/Manifest Module	Kshs. 17,400	Kshs. 10,440	
	iii. Development Agency Exemptions (DAIs)	Kshs. 17,400	Kshs. 10,440		
	iv. Duty Remissions & Exemptions Module	Kshs. 17,400	Kshs. 10,440		
	v. Partner Government Agency	Kshs. 26,100	Kshs. 16,980		
	i. Urgent Training	Kshs. 5,800 per person per request			
	ii. Annual Mandatory Refresher Training	Kshs. 5,800 per person per request			
	i. Virtual Training	Kshs. 5,000 per person per request			
	ii. Client on-site Training	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 (PGAs) 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:	An E-mail, Phone Call or Social Media Request To KenTrade's Contact Centre	i. Nomination of clearing agents	KShs. 580 (VAT inclusive)	
	ii. Paying for permits / licenses				
	iii. Password reset				
	iv. Applications of permits				
	v. Request for email change				
vi. Request for lodgement of documents		KShs. 1,160 (VAT inclusive)	Within two (2) hours		
vii. Verification of permits required for Base Documents (BDs) creation		Kshs. 5,800 (VAT inclusive) per permit with corresponding UCR			
viii. Account reactivations (for accounts dormant for over 6 months)		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 / 0800221349 (Toll free)
E-mail: complain@ombudsman.go.ke

S/N	HUDUMA	MAHITAJI	GHARAMA	MUDA	
1.	Kushughulikia wateja wanacingia	Jiwasilisha kwenye ofisi yoyote ya KenTrade na uweke wazi swali ulilo nalo	Hamna malipo yanayohitajika	Katika muda wa dakika tano	
2.	Maulizo kwa njia ya simu	Piga simu kwa nambari zetu	Hakuna gharama	Katika milio mitatu	
3.	Barua pepe na maulizo ya mitandao ya kijamii	Andika barua pepe au uchapishie swali lako kwenye mitandao ya kijamii	Hamna malipo yanayohitajika	Katika muda wa masaa manane ya kufanya kazi	
4.	Mafunzo ya wateja kuhusu mfumo wa National Electronic Single Window System	Tuma ombi la mafunzo kwenye tovuti ya KenTrade	Ada za mafunzo Nairobi na Mombasa * Gharama Zotezi Mafunzo zinajumuisha VAT	Mara moja kwa mwezi (kila Alhamisi 3 na Jumatatu)	
		i. Vibali/Kitengo cha mfanyabiashara ii. Bandari/Chihirisho iii. Misamaha ya Wakala wa Maendeleo ya Bandari/Inonyesha (DAI's) iv. Ushuru na misamaha ya ushuru v. Wakala wa serikali mshiriki	Ada za mafunzo katika maeneo mengine Shilingi 17,400 Shilingi 17,400 Shilingi 17,400 Shilingi 17,400 Shilingi 26,100		Shilingi 10,440 Shilingi 10,440 Shilingi 10,440 Shilingi 10,440 Shilingi 46,980
		i. Mafunzo ya dharura ii. Mafunzo ya kuzima ya urujeshi ya kila mwaka	Shilingi 5,800 kila mtu mmoja kwa kila ombi Shilingi 5,800 kila mtu mmoja kwa kila ombi		
	i. Mafunzo ya mtandao ii. Mafunzo ya wateja, walipo	Shilingi 5,000 kila mtu mmoja kwa kila ombi Shilingi 5,000 kila mtu mmoja kwa kila ombi			
5.	Usajili wa watumizi wa mfumo wa National Electronic Single Window System	Mtumizi awe amepitia mafunzo kabla ya usajili	Juu ya ada ya mafunzo inatumika	Katika kipindi cha saa 24 baada ya kupokea malipo ya ada ya mafunzo	
6.	Uhamasishaji wa wadau na mashirika ya serikali washiriki (PGA's) kuhusu mfumo wa TradeNet	Wadau kutuma barua pepe ama kupiga simu/ KenTrade kuandaa warsha zilizopangwa kila mmo mwaka	Hamna malipo yanayohitajika	Masaa 2-3 kila kikao	
7.	Huduma za Nyongeza Uwezeshaji wa:				
	i. Uteuzi wa mawakala wa forochani ii. Maombi ya dhamana iii. Kuweka upya nywila		Shilingi 580 (ukijumuisha VAT)		
	iv. Maombi ya vibali v. Ombi la kubadilisha barua pepe	Barua-pepe, Simu au Ombi la Mitandao ya Kijamii Kwa Kituo cha Mawasiliano cha KenTrade	Shilingi 1,160 (ukijumuisha VAT)	Katika kipindi cha masaa mawili	
	vi. Ombi la uwasilishaji wa hati		Shilingi 5,800 (ukijumuisha VAT) kwa kibali na UCR inayolingana		
vii. Uthibitishaji wa vibali vinavyohitajika kwa uundaji wa Hati za Msingi (BDs)		Shilingi 500 (VAT ikijumuisha)			
viii. Uwezeshaji wa akaunti (kwa akaunti ambazo hazijatumiwa kwa zaidi ya miezi sita (6))					
8.	Upatikanaji na uwepo wa mfumo wa National Electronic Single Window System	Uwe mtumizi aliyesajiliwa wa mfumo wa National Electronic Single Window System	Hamna malipo yanayohitajika	Masaa 24/ siku 7	
9.	Taarifa ya ukarabati wa mfumo wa National Electronic Single Window System	Ilani ya Umma	Hamna malipo yanayohitajika	Masaa 48 kabla ya ukarabati	
10.	Upatikanaji wa taarifa kuhusu bima ya mizigo ya baharini (MCI)	Tuma ombi la MCI kwenye jukwaa la National Electronic Single Window System au jukwaa la kampuni ya bima	Hutathminiwa na kampuni ya bima	Katika kipindi cha siku moja	
11.	Upatikanaji wa mfumo wa baharini wa Maritime Single Window System	Wasilisha fomu za mfumo wa maritime Single Window, ili zipitishwe na wakala wa serikali	Hamna malipo yanayohitajika	Masaa 24 / siku 7	
12.	Upatikanaji na uwepo wa jukwaa la taarifa za biashara	Kupitia kwa https://infotradekenya.go.ke	Hamna malipo yanayohitajika	Masaa 24/ siku 7	
13.	Ombi la kupata taarifa/habari	Ombi rasmi la maandishi linaoelekezwa kwa Ofisi Mtendaji Mkuu (habari zinazohusiana na kazi na majukumu ya wakala zinaweza kupatikana kwenye tovuti ya wakala)	Hakuna gharama	Kukubaliwa kwa ombi rasmi liliopokewa, siku 2 Kushughulikiwa kwa maombi ya haraka, masaa 48 Kushughulikiwa kwa ombi la kawaida, siku 21	
14.	Malipo ya wasambazaji bidhaa	Pata stakabadhi ya malipo / notisi ya uwasilishaji, makala ya LSO/LPO	Hamna malipo yanayohitajika	Siku 30 baada ya kupokea risiti ya malipo au kwa mujibu wa mkataba uliosainiwa	
15.	Barua za kuwasilisha au mtandaoi kwa KenTrade	Wasilisha barua hiyo kwa Afisa Mkuu Mtendaji, KenTrade	Hamna malipo yanayohitajika	Katika kipindi cha siku tano za kufanya kazi baada ya kupokea barua hio	

Iwapo hujaridhika na viwango vya huduma au bidhaa zetu, unaweza kuwasilisha malalamiko yako kwa:

Wasiliana nasi kupitia:

KUWASILIANA NA KENTRADE:

Kenya Trade Network Agency (KenTrade)
Ofisi Kuu: Gorofa ya Kwanza, Embankment Plaza,
Bara bara ya Longonot, Upperhill, Nairobi.
Anwani: Sanduku La Posta 36943 - 00200 Nairobi, Kenya.
Barua Pepe: contactcentre@kentrade.go.ke / Simu: +254 709 950 000, +254 204 965 000
Kwa malalamishi Andika Barua Pepe: complaints@kentrade.go.ke

KUWASILIANA NA OMBUDSMAN:

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 (Bila malipo)
Barua pepe: complain@ombudsman.go.ke



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For more Info. reach us on:

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contactcentre@kentrade.go.ke



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