



SERVICE DELIVERY CHARTER

S/No	SERVICE	REQUIREMENT	COST		TIMELINE	
1.	Response to inquiry by Walk-in Customers	Walk in and make the inquiry	Free		Within 5 minutes	
2.	Response to phone calls (Landline or any other official line)	Phone call	Free		Within 15 seconds	
3.	Response to correspondence	Written Correspondence	Free		Within 5 days	
		E-mail and social media	Free		Within 24 hours	
4.	Application for Registration as a User of the National Electronic Single Window System (NESWS)	<ul style="list-style-type: none"> i. Duly completed registration forms obtainable from the NESWS: - KTNA 1 for Non-Government Entity - KTNA 2 for Partner Government Agencies ii. Registration certificate of the business entity or an identity document of an individual iii. Evidence of registration as a taxpayer from the relevant tax authority iv. Evidence of registration by the relevant regulatory authority where the applicant is a regulated entity 	Fifty United States Dollars per user or its equivalent in Kenya Shillings		Within 24 hours	
5.	Renewal of Annual Access Fee	Be a registered User of the NESWS	Fifty United States Dollars per user or its equivalent in Kenya Shillings		Within 24 hours	
6.	Training of Users for Registration on the NESWS	<ul style="list-style-type: none"> i. Download the registration form on the KenTrade website www.kentrade.go.ke ii. Duly completed request form submitted to https://registration.kentrade.go.ke/ 	Free		Weekly	
		Request for training on the KenTrade website	Training fees in Nairobi & Mombasa	Training fees in other regions	Once per month (Every 3rd Thursday of the month)	
7.	Training on Request	<ul style="list-style-type: none"> i. Permits/Trader Module ii. Port/Maritime Single Window iii. Duty Remissions & Exemptions iv. Partner Government Agency 	Kshs. 17,400	10,440		
			Kshs. 17,400	10,440		
			Kshs. 17,400	10,440		
			Kshs. 26,100	Ksh. 46,980		
			Additional Kshs 5,800 to the above training payments per person per request			
			<ul style="list-style-type: none"> vi. Annual Mandatory Refresher Training vii. Virtual Training (Any of the above modules) viii. Client Onsite Training 	Kshs 5,800 per person		Kshs 5,000 per person
		Kshs 5,000 per person				
8.	Request for Change of Particulars	<ul style="list-style-type: none"> i. Be a User of the NESWS ii. Proof of Identification 	Five United States Dollars per request, per user or equivalent in Kenya Shillings		Within 24 hours	
9.	Application for lifting of a suspension	Be a registered User of the NESWS	Ten United States Dollars per request, per user or its equivalent in Kenya Shillings		Four (4) Days	
10.	Application for Unique Consignment Reference (UCR) number in the System	Be a registered User of the NESWS	Ten United States Dollars per request, per user or its equivalent in Kenya Shillings		Immediate	
11.	Payment of suppliers	Avail invoice / delivery note, copy of LSO / LPO	Free		Within Thirty (30) days upon receipt of valid invoice, delivery note, LSO / LPO.	
12.	Receipt of Physical/Online Letters to KenTrade	Address the letter to the Chief Executive Officer, KenTrade	Free		Acknowledge receipt of the letter within five (5) working days	
13.	Processing of request for information	Formal/Written request addressed to The Chief Executive Officer	Free		Within 21 days	

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

OMBUDSMAN CONTACT:
 The Commission Secretary/Chief Executive Officer, Commission on Administrative Justice,
 2nd Floor, West End Towers, Waiyaki Way
 P.O. Box 20414-00200 Nairobi, Kenya
 Tel: +254 (0)20 2270000
 Email: complain@ombudsman.go.ke
www.ombudsman.go.ke



HUDUMA BORA NI HAKI YAKO

