



**LEGAL NOTICE NO. ....**

**THE NATIONAL ELECTRONIC SINGLE WINDOW SYSTEM ACT, 2022**  
(No. 25 of 2022)

**THE NATIONAL ELECTRONIC SINGLE WINDOW SYSTEM (FEE  
REDUCTION AND EXEMPTION) REGULATIONS, 2025**

*Arrangement of Regulations*

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LEGAL NOTICE NO. ....

**THE NATIONAL ELECTRONIC SINGLE WINDOW SYSTEM ACT, 2022**

*(No. 25 of 2022)*

**IN EXERCISE** of the powers conferred by section 11(2) of the National Electronic Single Window System Act, 2022, the Cabinet Secretary for National Treasury and Economic Planning in consultation with the Agency makes the following Regulations —

**THE NATIONAL ELECTRONIC SINGLE WINDOW SYSTEM (FEE  
REDUCTION AND EXEMPTION) REGULATIONS, 2025**

**PART I — PRELIMINARY**

Citation.                    1. These Regulations may be cited as the National Electronic Single Window System (Fee Reduction and Exemption) Regulations, 2025.

Interpretation.            2. In these Regulations unless the context otherwise requires—

No. 25 of 2022.              “Act” means the National Electronic Single Window System Act, 2022;

“Agency” means the Kenya Trade Network Agency established under Section 26 of the Act;

“Board” means the Board of Directors established under section 28 of the Act;

“Chief Executive Officer” has the meaning assigned to it under Section 32 of the Act;

“exemption” means waiving a fee prescribed in the General Regulations, subject to certain conditions;

“General Regulations” The National Electronic Single Window System (General) Regulations, 2024.

“reduction” means setting a fee lower than the amount prescribed in the General Regulations subject to certain conditions;

“sub-register” means an extract or a designated section of the electronic register established under Regulation 10 of the general Regulations, which contains records exclusively for exempted users;

“System” has the meaning assigned to it under section 2 of the Act;

“user” has the meaning assigned to it under the General Regulations;

“user fees” means the fees prescribed under the Second Schedule of the General Regulations.

Objects and  
purpose of  
Regulations.

**3.** The objects and purpose of these Regulations is to—

- (a) reduce fees payable for use of the System;
- (b) provide for conditions for reduction of payment of fees under paragraph (a);
- (c) exempt users from fees payable for use of the System;
- (d) provide for conditions for exemption from payment of fees under paragraph (c);

## **PART II— REDUCTION AND EXEMPTION OF FEES**

Reduction

**4.** (1) A user may be eligible for a reduction in user fees when using the System.

(2) The applicable fees shall be as prescribed in the First Schedule.

Conditions  
for reduction

**5.** A user shall qualify for a reduction in fees under regulation 4 only if the user is engaged in exporting or using the System for purposes of exports.

Exemption

**6.** (1) A user may be eligible for exemption from payment of user fees when using the System.

(2) The applicable exemptions shall be as prescribed in the Second Schedule.

Conditions  
for exemption

**7.** A user shall qualify for an exemption under regulation 6 only if the user is exempted from the payment of administrative fees under any written law.

Application  
for  
exemption.

**8.** (1) Where a user intends to be exempted from payment of user fees under these Regulations, such user shall apply to the Agency for registration as an exempted user of the System.

(2) An application for registration under sub-regulation (1) shall be—

- (a) in form KTNA I (*Registration for Exemption*) set out in the Third Schedule;
- (b) accompanied by—

- (i) registration certificate or statutory instrument of registration of the entity or an identity document of an individual;
- (ii) evidence of registration as a taxpayer from the relevant tax authority where applicable;
- (iii) evidence of registration by the relevant regulatory authority where the applicant is a regulated entity; and
- (iv) evidence of exemption from payment of administrative fees from a relevant authority.

(3) Upon receipt of an application under this regulation, the Agency shall consider the application and where the applicant meets the conditions for registration as an exempted user under sub-regulation (2), enrol the applicant in a training on the use of the System.

Registration of user.

**9.** (1) The Agency shall conduct trainings on the use of the System from time to time as a pre-requisite for applicants seeking to be registered as exempted users of the System.

(2) Where an applicant completes the training stipulated in regulation 8(3), the Agency shall register the applicant as an exempted user of the System.

Rejection of an application.

**10.** (1) The Agency may reject an application for exemption where an applicant—

- (a) fails to provide the required evidence or documents;
- (b) fails to undertake the training required under regulation 8(3);
- (c) has their exemption status revoked by a relevant authority; or
- (d) otherwise contravenes provisions of any written law relating to registration.

(2) Where the Agency rejects an application for exemption, the Agency shall, within forty-eight hours of the decision, notify the applicant of the decision indicating reasons.

Review of decision

**11.** (1) An applicant who is aggrieved by a decision of the Agency under Regulation (10), may apply to the Chief Executive Officer for a review of the decision within forty-eight hours after the notification under sub-regulation 10(2).

(2) An application for review under sub-regulation (1) shall be in form KTNA 2 (*Review and Appeal on Exemption*) set out in the Third Schedule and shall include the grounds and reasons for seeking review.

Appeal to the Board

(3) The Chief Executive Officer shall consider the grounds and reasons for review and shall communicate the decision to the applicant within forty-eight hours of receiving the application for review.

**12.** (1) Where an applicant is dissatisfied with the decision of the Chief Executive Officer under sub-regulation 11(3), the applicant may appeal to the Board within forty-eight hours of receiving the Chief Executive Officer's decision.

(2) An appeal under sub-regulation (1) shall be in form KTNA 2 (*Review and Appeal on Exemption*) set out in the Third Schedule and shall include grounds and reasons for appeal.

(3) The Board shall consider the grounds and reasons for appeal and shall communicate the decision to the applicant within fourteen days of receiving the appeal.

Period of exemption and reduction

**13.** The period during which a user may benefit from a reduction or exemption of fees shall subsist only for as long as the conditions set out in these Regulations are met by the user.

Register of exempted users.

**14.** (1) The Agency shall keep and maintain a sub-register of exempted users registered in accordance with these Regulations.

(2) The sub-register shall contain the following particulars of users—

- (a) the name of the user;
- (b) the physical address of the user;
- (c) the phone number and e-mail address of the user; and
- (d) the basis of exemption for the user.

(2) Where a user changes any of their particulars, the user shall notify the Agency of the change by seeking an update of the record in the sub-register.

(3) A notification under paragraph (2) shall be made in Form KTNA 3 (*change of particulars*) set out under the Third Schedule.

(4) Within seven days of receipt of the notification under paragraph (3), the Agency shall consider the user's request, verify the particulars of the user and update the sub-register.

## **FIRST SCHEDULE**

### **REDUCED FEES**

(r.4(2))

<b>NO.</b>	<b>DESCRIPTION OF THE SERVICE</b>	<b>USER FEES (Amount)</b>
1.	Application for Unique Consignment Reference (UCR) number in the System	Fifty percent of UCR fee set out in the Second Schedule to the General Regulations

## **SECOND SCHEDULE**

### **EXEMPTED FEES**

(r.6(2))

<b>NO.</b>	<b>DESCRIPTION OF THE SERVICE</b>	<b>USER FEES (Amount)</b>
2.	Application for registration	Exempted
3.	Annual access fee	Exempted
4.	Application for lifting of a suspension	Exempted
5.	Request for change of particulars	Exempted
6.	Application for Unique Consignment Reference (UCR) number in the System	Exempted
7.	Application for notification for impending arrival or departure of a consignment	Exempted
8.	Application for an import and export exemption	Exempted
9.	Application for a domestic trade permit or license	Exempted

## THIRD SCHEDULE

### FORMS

**KTNA-1:**

### REGISTRATION FOR EXEMPTION FORM

*(r. 4(2)(a)(i))*



*Note: This form shall be submitted electronically.*

#### DETAILS OF THE COMPANY/INSTITUTION/AGENCY

NAME.....

ADDRESS .....

PIN NUMBER .....

#### TYPE OF BUSINESS

*(Check the appropriate box)*

EXPORTER/IMPORTER (EXIM) ☐ RELIEF AGENCY/DEVELOPMENT PARTNER ☐

OTHERS SPECIFY) .....

REASONS FOR REQUEST.....

.....  
.....  
.....  
.....

#### NAME OF STATUE/LAW GIVING YOUR COMPANY/INSTITUTION EXEMPTION

*(attach certified copies (by a Notary) of the Name of Statue/Law).*

.....  
.....

#### TYPE EXEMPTION GRANTED

ADMINISTRATIVE FEES ☐ LEVIES ☐ IMPORT DUTY ☐ VAT ☐

OTHERS SPECIFY) .....

#### Business Owner/Director

Name.....

Signature .....

Date.....

#### Notes

1. Company's Directors/Business Owners are liable for all the details submitted on this form.
2. Any false or misleading information provided will lead to disqualification.

3. *KenTrade reserves the right to suspend or revoke an exemption granted to a company/Business due to abuse of system, advice from any government agency, inactive account for period of 6 months*

**Application Authorization (FOR OFFICIAL USE ONLY)**

APPLICATION:            GRANTED [ ☐ ]                      DENIED [ ☐ ]

REASONS:

.....  
.....  
.....

APPROVED BY .....

DESIGNATION.....

SIGNATURE .....

DATE.....

PROCESSED BY.....

SIGNATURE ..... DATE .....



**KTNA 2:****REVIEW AND APPEALS FORM***[r. 7(2), 8(2), 13(2), 14(2), 16(2), 17(2)]*

Name of User / Applicant			
Nature of request	Review - Yes/No		Appeal - Yes/No
Date lodged			
Entity			
Cellphone Number			
Physical Address		Email	
Are You Currently a Registered System User?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Preferred Contact Method	<input type="checkbox"/> Call <input type="checkbox"/> Email
Review/Appeal relates to	<input type="checkbox"/> Registration <input type="checkbox"/> Suspension <input type="checkbox"/> De-registration		
Reasons for Review / Appeal			
Grounds for Review / Appeal			
User/Applicant request			
<b><i>For Official use</i></b>			
Decision made:			
<b>Date</b>			

**KTNA-3**

**USER ACCOUNT NOTIFICATION FORM**

*(r. 10 (3))*

*Note: This form shall be submitted electronically.*

**DETAILS OF THE PERSON REQUESTING UPDATE**

NAME.....

ADDRESS .....

TELEPHONE

.....

EMAIL: .....

PIN NUMBER .....

**SELECT PROFILE PREVIOUSLY ASSIGNED**

*(Check appropriate box)*

CLEARING AGENT ☐ (CA)      EXPORTER/IMPORTER (EXIM)      CFS OPERATOR (CFS)

PGA

CONSOLIDATOR ☐ (CON)      BANK ☐ (BNK)      INSURANCE ☐ (INS)

SHIPPING AGENTS

OTHERS (SPECIFY).....

**TYPE OF REQUEST:**

AMEND USER DETAILS [ ]

LIFTING SUSPENSION [ ]

REASONS FOR

REQUEST.....

**DETAILS OF ACCOUNT TO BE UPDATED/ACTIVATED**

SURNAME..... OTHER

NAMES.....

PIN NUMBER ..... ID

NO.....

USER LOGIN ID .....

TELEPHONE... MOBILE

.....

OLD

EMAIL.....

NEW

EMAIL.....

ACCOUNT OWNER SIGNATURE.....

**Where necessary add more users**

**Business Owner/Director**

**name**.....

**Signature** .....

**Date**.....

**Notes**

1. *Company's Directors/Business Owners are liable for all the user details submitted on this form*
2. *KenTrade reserves the right to suspend a company/Business account and user account due to abuse of system, advise from any government agency, inactive account for period of 6 months*

**Application Authorization (FOR OFFICIAL USE ONLY)**

APPLICATION:       GRANTED [ ]                      DENIED [ ]

REASONS:

.....  
.....  
.....

APPROVED BY .....

DESIGNATION.....

SIGNATURE .....

DATE.....

PROCESSED BY.....

SIGNATURE ..... DATE .....

Made on the....., 2025

**JOHN MBADI,**  
**Cabinet Secretary,**  
**National Treasury and Economic Planning.**