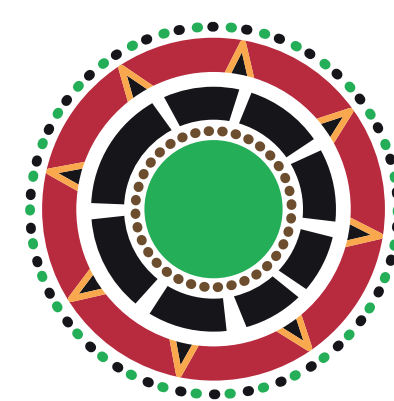




S/ NO.	SERVICES	REQUIREMENTS	COST	TIMELINE	S/ NO.	SERVICES	REQUIREMENTS	COST	TIMELINE
1.	Response to phone calls (landline or any other official line)	Phone call	Free	15 seconds	10.	Disposal of obsolete stores	Submission of bids	Free	60 days from the date of advertisement
2.	Response to enquiry by walk-in-clients	Walk-in and make the enquiry.	Free	1 minute	11.	Public participation in policy-making process	Familiarization with issues and active participation	Free	1 day
3.	Response to public complaint and grievances	Make a complaint	Free	1 working day	12.	Recruitment of staff	Make formal application based on the advert	Free	85 days
4.	Resolution of complaints	Make a verbal or written complaint	Free	14 working days	13.	Processing of request for information	Make a request for information	Free	21 days
5.	Registration of suppliers	Duly filled application form Company profile Certificate of Incorporation/ Registration PIN Certificate Valid Tax Compliance Certificate/Exemptions Original Bank Statement Copy of certificate of registration with relevant regulatory bodies Non-refundable fee payment receipt Copies of annual return forms filed by company registry National ID/Passport	Free	14 working days	14.	Selection of companies based on product and market relevance of promotional activity	Acknowledgment of receipt of applications	Free	7 working days after receipt of applications Within 14 working days after selection is completed
6.	Request for Quotations	RFQ documents	Free	7 days – Submission period	15.	Product design and development	Submission of completed enterprise profile form	Free	Within 5 working days
7.	Processing of tenders	Submit bids for good and services	Free	14 days – National (submission) 21 days – International (submission)	16.	Export trade training	Responses to advertisements	Free	With 10 days after application deadline
8.	Notification of successful and unsuccessful bidders	Access e-procurement portal for notification	Free	1 working day	17.	Customized research	Request for information via email or phone call	Free	Dependent on scope and agreed timelines
9.	Payment for goods and services received	L.P.O/ Invoice Certificate of completion/ Goods/ Services Received	Free	30 days from the date of receipt of the invoice	18.	Product tariff information	Request for information via email or phone call	Free	Within five working days
					19.	Market intelligence	Request for information via email or phone call	Free	Dependent on the scope and nature of information (average time is one month)
					20.	Photography, video production and graphic design	Written request for services	Charges apply	According to agreed timelines

**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 both of the following:

THE CHIEF EXECUTIVE OFFICER

Kenya Export Promotion and Branding Agency
16th Floor Anniversary Towers, University Way
P.O. Box 40247-00100 Nairobi, Kenya

Tel: +254(020)2228534 /
0722 205 875;
Email: chiefexe@brand.ke |
enquiries@brand.ke

Or

THE COMMISSION FOR ADMINISTRATIVE JUSTICE

(Office of the Ombudsman) 2nd Floor, West End Towers
Opposite Aga Khan High School off Waiyaki Way -
Westlands

P.O. Box 20414 – 00200, NAIROBI.
Tel: +254-20-2270000

MUUNDO WA MKATABA WA UTOAJI HUDUMA KWA RAIA

NAMBARI	HUDUMA	UNACHOHITAJI	GHARAMA	RATUBA YA WAKATI
1	Kujibu simu za ofisini na nambari rasmi	Kupiga simu	Bure	Sekunde kumi na tano
2	Majibu kwa wateja ofisini	Ingia ofisini kisha uliza	Bure	Dakika moja
3	Kujibu malalamishi ya Umma	Eleza malalamiko	Bure	Siku moja rasmi ya kazi
4	Kutatua Malalamishi	Eleza ama Andika malalamishi	Bure	Siku kumi na nne rasmi za kazi
5	Kuandikisha Wachuuzi	- Fomu ya maombi iliyojazwa kikamilifu. - Wasifu wa kampuni. - Cheti cha usajili wa kampuni - Cheti halali cha kujisajili kutoa kodi. - Cheti halali cha kutoa kodi ama cheti cha msamaha wa kodi. - Nakala halali za benki. - Chapa ya cheti cha kusajiliwa na chama cha usajili husika. - Risiti ya fedha zisizo rejeshwa. - Chapa za nakala ya mapato ya kodi ya waka, iliyothibitishwa na msajili wa kampuni. - Kitambulisho ama Pasipoti.	Bure	Siku kumi na nne rasmi za kazi.
6	Ombi la kunukuu	Hati ya kunukuu	Bure	Siku saba
7	Usindikizaji wa zabuni	Wasilisha zabuni za bidhaa na huduma	Bure	Siku kumi na nne (nchini) Siku ishirini na moja (nchi za nje)
8	Arifa ya kuhusu mshindi wa zabuni	Fika kwa tovuti ya ununuzi ya kielektroniki kwa arifa	Bure	Siku moja ya kazi
9	Malipo ya bidhaa na huduma zilizopokelewa	Wasilisha Ankara ama agizo la ununuzi. Cheti cha ukamilishaji wa huduma ama bidhaa	Bure	Siku thelathini tangu kupokea anakara

NAMBARI	HUDUMA	UNACHOHITAJI	GHARAMA	RATUBA YA WAKATI
10	Uondoaji wa bidhaa za kizamani	Wasilisha Zabuni	Bure	Siku sitini tangu siku ya matangazo
11	Kushirikisha Umma katika kutengeza sera	Kujifahamisha kuhusu mambo muhimu na kujihusisha kikamilifu	Bure	Siku moja
12	Ajira ya wafanyikazi	Leta maombi rasmi kuhusu matangazo	Bure	Siku themanini na tano
13	Jinsi ya Kupata Habari	Weka ombi la kutaka Habari	Bure	Siku ishirini na moja
14	Kuchagua kampuni kulingana na umuhimu wa bidhaa kwa soko juu ya shughuli ya kutangaza	kudhibitisha kupokea maombi	Bure	Siku saba baada ya kupokea maombi ndani ya siku kumi na nne baada ya kuchagua
15	Kubuni na maendeleo ya bidhaa	Uwasilishaji ya fomu ya wasifu ya biashara	Bure	Kwa siku tano
16	Mafunzo ya biashara ya nchi za nje	Majibu kwa matangazo	Bure	Kwa siku kumi baada ya kutamatisha mualiko
17	Utafiti uliofanyika	Ombi la taarifa kupitia barua pepe au simu	Bure	Hutegemea upeo na mda ulio kubaliwa
18	Taarifa ya bei wa bidhaa	Ombi la taarifa kupitia barua pepe au simu	Bure	Ndani ya siku tano
19	Utafiti wakina wa soko	Ombi la Habari kupitia barua pepe	Bure	Hutegemea upeo na mda ulio kubaliana
20	Picha, uzalishaji wa filamu na ubunifu kwa uchoraji	Andika ombi la huduma	Ina gharama	Kulingana na mda uliokubaliana

TUNAWAJIBIKA KWA TAADHIMA NA UBORA WA UTOAJI HUDUMA
Toa ripoti kuhusu utoaji huduma au bidhaa isiyofikiana na viwango vya ubora na taadhima kama ilivyo kwenye mktaba huu ifuatavyo:

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Kenya Export Promotion and Branding Agency
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