



S/ NO.	SERVICES	REQUIREMENTS	COST	TIMELINE
1.	Response to phone calls (landline or any other official line)	Phone call	Free	15 seconds
2.	Response to enquiry by walk-in-clients	Walk-in and make the enquiry.	Free	1 minute
3.	Response to correspondence	Written correspondence	Free	5 working days
		Email and social media (Twitter, Facebook and YouTube)	Free	1 working day
4.	Response to public complaints and grievances	Make a complaint	Free	1 working day
5.	Resolution of complaints	Make a verbal or written complaint	Free	14 working days
6.	Registration of suppliers	<ul style="list-style-type: none"> ✓ 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
7.	Processing of tenders	Submit bids for goods and services	Free	90 days
8.	Notification of successful and unsuccessful bidders	Access e-procurement portal for notification	Free	1 working day
9.	Payment for goods and services received	L.P.O/ Invoice/Certificate of completion/ Goods/ Services Received	Free	60 days from the date of receipt of the invoice

S/ NO.	SERVICES	REQUIREMENTS	COST	TIMELINE
10.	Disposal of obsolete stores	Submission of bids	Free	60 days from the date of advertisement
11.	Public participation in policy- making process	Familiarization with issues and active participation	Free	1 day
12.	Recruitment of staff	Make formal application based on the advert	Free	90 days
13.	Processing of request for information	Make a request for information	Free	21 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
15.	Product design and development	Submission of completed enterprise profile form	Free	Within 5 working days
16.	Export trade training	Responses to advertisements	Free	With 10 days after application deadline
17.	Customized research	Request for information via email or phone call	Free	Dependent on scope and agreed timelines
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