

# SERVICE DELIVERY CHARTER

SERVICE	REQUIREMENT	COST		TIMELINE
Attending to Walk-in Customers	Avail self to any KenTrade office and specify the inquiry	No Payment Required		Within 5 minutes
Telephone Inquiry	Make a call to our telephone numbers	No Payment Required		Within 3 rings
Emails and social media inquiries	Email or post an inquiry via social media	No Payment Required		Within 8 working hours
Training of stakeholders on the Kenya TradeNet System	Request for training on the KenTrade website	Training fees in Nairobi & Mombasa	Training fees in other regions	Within two weeks after receiving payment
	i. Permits/Trader Module	Kshs. 17,400	Kshs. 10,440	2 days
	ii. Port/Manifest	Kshs. 17,400	Kshs. 10,440	2 days
	iii. Customs Security Bond	Kshs. 17,400	Kshs. 10,440	1 days
	iv. Duty Remissions & Exemptions	Kshs. 17,400	Kshs. 10,440	1 days
	v. Partner Government Agency	Kshs. 26,100	Kshs. 46,980	2 days
	i. Urgent Training	Kshs 5,800 per person per request		
	ii. Annual Mandatory Refresher Training	Kshs 5,800 per person		
	i. Virtual Training	Kshs. 5,000 per person		
	ii. Client Onsite Training	Kshs. 5,000 per person		
Registration of users of the Kenya TradeNet System	User to have undergone training before registration	Above training fees apply		Within 24hrs after receiving payment of training fees
Sensitization of stakeholders and Partner Government Agencies (PGA's) on the TradeNet System	Request calls or email, however, KenTrade will hold scheduled quarterly sensitization workshops.	No Payment Required		2-3 hours per session
Access to i-Screen Kenya System	Access the portal through the link (www.iscreenkenya.go.ke) Request for registration, Login, Select Pricing plan, Subscribe and pay relevant fees.	Subscription Pricing Plans: i. Monthly Kshs 10,450 ii. Quarterly Kshs 25,080 iii. Bi-Annually Kshs 50,160 iv. Annually Kshs 100,320		24 hours / 7 days
Augmented Services i. Facilitating nomination of Clearing Agents ii. Facilitating the generation of e-slip iii. Facilitating applications of Bond, Permits etc. iv. Facilitating TradeNet's password reset v. Facilitating amendment of Consignment Documents vi. Facilitating deletion of draft documents	An Email, Phone Call or Social Media Request to KenTrade's Contact Centre	Kshs. 348 (VAT inclusive) per request		Within two (2) hours
Access and availability of the Kenya TradeNet System	Be a registered User of the Kenya TradeNet System	No Payment Required		24 hours / 7 days
Maintenance Notification of the Kenya TradeNet System	General Public	No Payment Required		48 hours before the maintenance.
Access to the Marine Cargo Insurance Module (MCI)	Submit MCI application on the TradeNet Portal or Insurance Company Portal	Determined by the Insurance Company		Within One (1) day
Access and availability of the Maritime Single Window System	Lodge maritime Single Window Forms for aproval by Partner Government Agencies	No Payment Required		24 hours / 7 days
Access and availability of the Information for Trade portal	Access is via <a href="https://infotradekenya.go.ke">https://infotradekenya.go.ke</a>	No Payment Required		24 hours / 7 days
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
Payment of suppliers	Avail invoice / delivery note, copy of LSO / LPO	No Payment Required		Thirty (30) days after receipt of invoice, delivery note, LSO / LPO
Acknowledgment of Physical/Online Letters to KenTrade	Address the letter to the Chief Executive Officer, KenTrade	No Payment Required		Within five (5) working days upon receipt of the letter

**Our Contacts:** Kenya Tradenetwork Agency (KenTrade)

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For Complaints email: [complaints@kentrade.go.ke](mailto:complaints@kentrade.go.ke)