



Your G2B trading partner

Simplifying Trade Processes for Kenya's Competitiveness

THE MANDATE OF KENTRADE

The mandate of the KenTrade as provided in the Legal Notice No 6 of 2011 is to establish and manage a National Electronic Single Window System (Kenya TradeNet System) and to facilitate trade. The National Electronic Single Window System shall serve as a single entry point for parties involved in international trade and transport logistics to:

- i. Lodge documents electronically, for processing and approval; and
- ii. Make payments electronically for fees, levies, duties and taxes due to the government, on goods imported or exported in the country.

2.2 CORE FUNCTIONS

Arising from its Mandate, the Agency's core functions are to:

- a) Implement, in consultation with the Minister for Finance, policies relating to the National Electronic Single Window System;
- b) Integrate electronic systems of public and private entities involved in receipting, processing and approving documents relating to international trade transactions;
- c) Develop, manage, and promote interchange of electronic data for facilitation of trade;
- d) Undertake and co-ordinate research and surveys in electronic commerce aimed at simplifying and harmonizing trade documentation;
- e) Maintain an electronic database of all imported and exported goods and services and the levies, fees, duties and taxes charged on imported or exported goods and services;
- f) Collect trade statistics;
- g) Plan, develop, monitor and evaluate training programmes for all stakeholders to ensure conformity with international best practices; and
- h) Perform such other functions related to trade facilitation and other such duties as the Minister may, from time to time, assign to the Agency.

2.3 VISION

To be among the global leaders in trade facilitation through e-commerce.

2.4 MISSION

To facilitate trade by simplifying and harmonizing business processes through effective management of the TradeNet System and provision of related services for Kenya's global competitiveness.

2.5 CORE VALUES

In an endeavor to realize its vision and mission, the Agency upholds the following core values:

i. Customer focus

The Agency commits itself to attaining the highest standards in service delivery to all stakeholders.

ii. Integrity

The Agency is committed to acting in an honest, transparent and responsible manner in discharging its roles.

Shall work as a team and

iii. Efficiency

The Agency will ensure that all its operations are undertaken in a manner that facilitates efficiency and effectiveness in service delivery.

iv. Equity

In discharging its functions, the Agency will treat all stakeholders equitably.

v. Accountability

The Agency shall remain accountable to its stakeholders and will accept responsibility for its decisions and actions.

vi. Creativity and innovation

The Agency will be a learning organization that embraces change and continuously enhances creativity and innovation in its business processes.

vii. Team work

The staff and the Board of KenTrade

nurture a performance driven culture.

KENTRADE CUSTOMER SERVICE CHARTER

The tables below shows the services being offered by KENTRADE, the requirements before the service can be obtained, the costs and the processing time service standards for our interaction with our clients. However, these service standards are indicative only as individual cases may be decided in longer or shorter periods than the service standard, depending on a range of factors, individual circumstances and the complexity of each case.

NO.	SERVICES	REQUIREMENTS TO OBTAIN SERVICES	COST	TIMELINE/STDs
1.	Attending to walk ins	Specify the inquiry	No Payment Required	Within 5 Minutes
2.	Telephone Inquiry	A telephone call	No Payment Required	Within 3 rings of the phone
3.	Emails and social media	Specify the inquiry	No Payment Required	Feedback within 8 Hours
4.	Trade Transaction Turn-Around Time	Compliance to Statutory requirements	No Payment Required	2hours
5.	Availability and accessibility of trade statistics	Registration to Kentrade	No Payment Required	Within 3 Working Days
6.	Stakeholders Systems integration with the Kenya TradeNet System	Internal Processes automated/readiness	No Payment Required	9months
7.	Training of stakeholders and Partner Government Agencies(PGA's) on the Kenya TradeNet System	Request for training	Kshs 10,000	2 Days
8.	Sensitization of stakeholders and Partner Government Agencies(PGA's) on the Kenya TradeNet System	Potential users of the Kenya TradeNet System	No Payment Required	2 Hours per Session
9.	Facilitate Submission of Impending Arrival Report (IAR) /Manifest/Baplie/Delivery Orders Cargo Declaration and other cargo clearance documents	Compliance with Statutory Regulations	No Payment Required	Within 30 Minutes

10	Facilitate submission of cargo manifests and declarations;	Compliance with statutory regulations	No Payment Required	Within 30 Minutes
11	Distribute approved manifests	Compliance with statutory regulations	No Payment Required	Within 30 Minutes
12	Generation of E-slip	Generate E-slip for IDF/Permits lodged through Kenya TradeNet System	No Payment Required	Within 30 minutes
13	Facilitate payments for transactions duties and, taxes for goods imported /exported	Credibility with Bank	No Payment Required	1 hour
14	Registration of vessel particular	Register vessel particulars in Kenya TradeNet System	No Payment Required	Within 20 Minutes
15	Facilitate submission of delivery orders	Compliance with statutory regulations	No Payment Required	Within 20 Minutes
16	Respond to System Support issue raised by KRA ,KPA and other stakeholders	Respond to all issue raised by Stakeholders	No Payment Required	Within 30 Minutes
17	Kenya TradeNet System user Creation, Password reset and Unregistering users	A dully filled registration obtain ed from our website, Email requesting the password reset or deregistration	No Payment Required	Within 24Hours

OUR CONTACTS:

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Amos Wangora

Ag. CHIEF EXECUTIVE OFFICER

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