


OUR SERVICE CHARTER

SERVICES	REQUIREMENTS	TIMELINES
Attending to Walk-In Customers	Avail self to KenTrade Offices	Within 5 Minutes
Telephone Inquiry	A phone call to the Agency	Within first 3 Rings
Responding to Email/ Social media	Email: contactcentre@kentrade.go.ke Twitter: @KenTrade_Care Facebook: www.facebook.com/ KenTradeCare	Within 8 Working Hours
Stakeholders Systems Integration with the Kenya TradeNet System	Internal Processes Automated /Readiness	6 months
Training of Stakeholders on the Kenya TradeNet System	Request for Training Nairobi & Mombasa Kshs.10,000 Per Person Other Regions Kshs 18,000 Per Person	3 Days
Sensitization of stakeholders on the Kenya TradeNet System	KenTrade will hold Quarterly Sensitization Workshops.	2-3 Hrs per Session
Submission of Impending Arrival Report (IAR), Manifest, Baplie, Delivery Orders, Declaration and other documents	Compliance with Statutory Regulations	Within 10 Minutes
Facilitate Submission of Cargo Manifests and Declarations	Compliance with Statutory Regulations	Within 10 Minutes
Distribute Approved Manifests	Compliance with Statutory Regulations	Within 10 Minutes
Generation of e-slip	Generate e-slip for Import Declaration Forms (IDF), Permits	10 Minutes after application
Registration of Vessel particulars	Register Vessel particulars in Kenya TradeNet System	Within 20 minutes after receipt of Vessel details
Facilitate Submission of Delivery Orders	Compliance with Statutory Regulations	Within 20 Minutes
Respond to System Support Issues	Respond to all issues raised by Stakeholders	Within 30 Minutes
Kenya TradeNet System User Creation; Password reset and deregistration	A dully filled form from our website Request for password reset or deregistration	Within 24Hours
Kenya TradeNet System Availability	Be a registered User of the Kenya TradeNet System	24 Hrs,7Days Week.
Scheduled Maintenance on the Kenya TradeNet System	Be a registered User of the Kenya TradeNet System	48 Hrs before start of maintenance.


OUR CONTACTS

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 customercare@kentrade.go.ke; for complaints email complaints@kentrade.go.ke

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 Regional Offices: Mombasa, Malaba, Busia, Isebania & Namanga