



“Powering Growth”

ANNEX 7

Service Charters
(English and Kiswahili)



SPECIAL ECONOMIC ZONES AUTHORITY

Citizen Service Charter

This service charter is a promise and our commitment to deliver high quality services to our esteemed customers at all times. In implementing this charter, the Authority commits to ensuring that our clients and stakeholders are at the center of everything we do.

Our Vision

Globally competitive and Sustainable Zones Investments in the Region.

Our Mission

To create an enabling environment for a globally competitive and sustainable Zones investment destination through appropriate policy, incentives and regulatory framework.

	Service	Requirements	Timelines	Charges
1	Acknowledgment of letters and any other correspondence	The inquiry must be precise, relevant, and within the mandate	7 Days	Nil
2	Dispute Resolution	Have all the particulars that will enhance dispute resolution	30 Days	Nil
3	Application for Gazettement of land	<ul style="list-style-type: none"> Inquiry or Letter of interest from the proponent Submission of gazettement application package. Land search and site evaluation by the Authority to assess the proposed SEZ land 	150 Days	Nil
4	Applications and Issuance of SEZ Developer /or Operators license	<ul style="list-style-type: none"> Present business plan of proposed SEZ activity and fill SEZ project enterprise application form Submit detailed project documentation Register SEZ company after SEZA project approval Obtain NEMA certificate 	30 Days	USD 5,000
5	Renewal of SEZ Developer /or Operators license	<ul style="list-style-type: none"> Applicants must have submitted all the quarterly and/or Bi-Annual reports for the previous year and meet all the requirements 	7 Days	USD 5,000
6	Applications and issuance of SEZ Enterprises license	<ul style="list-style-type: none"> Present business plan of proposed SEZ activity and fill SEZ project enterprise application form Register SEZ company after SEZA project approval Obtain NEMA certificate 	30 Days	USD 1,000
7	Renewal of SEZ Enterprises license	<ul style="list-style-type: none"> Applicants must have submitted all the quarterly and/or Bi-Annual reports for the previous year and meet all the requirements 	7 Days	USD 1,000
Our Responsibilities				
✓	The Authority endeavors to handle your data (If collected) with a lot of privacy and in accordance with the Data Protection Act 2019 requirements			
✓	Answer your calls promptly & precisely after two rings			
✓	Treat you with courtesy, confidentiality, and fairness.			
Your Responsibilities as a Customer				
✓	Treat our staff courteously and with a lot of respect			
✓	Provide all the relevant information about your inquiry, complaints, or resolution			

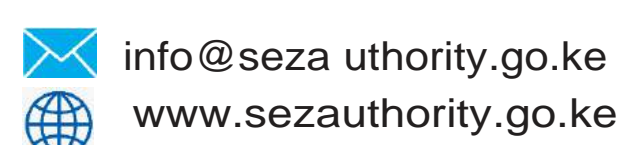
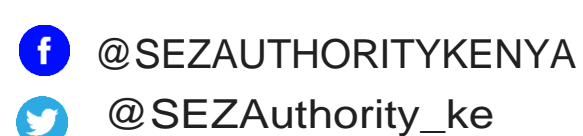
We are committed to courtesy and excellence in service and delivery

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:

The Chief Executive Officer,
Special Economic Zones Authority
UAP Old Mutual Tower, 14th Floor, Upper Hill Road
P.O Box 30418-00100, GPO, Nairobi, Kenya
Tel: +254 20 7863971
Email: info@sezauthority.go.ke
Website: www.sezauthority.go.ke

The Commission Secretary/ Chief Executive Officer,
Commission of Administrative Justice,
2nd Floor, West End Towers, Waiyaki Way, Nairobi.
P.O. Box 20414-00200 Nairobi
Tel: +254 (0)20 2270000/2303000
Email: complain@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO





REPUBLIC OF KENYA



"Powering Growth"

**SPECIAL
ECONOMIC
ZONES
AUTHORITY**

MKATABA WA HUDUMA KWA WANANCHI

Huu mkataba wa huduma kwa wananchi ni ahadi na kujitolea kwetu kutoa huduma zenye ubora zaidi kwa wateja wetu wakati wote. Katika kuutekeleza mkataba huu halmashauri hii imejitolea kuhakikisha kuwa wateja na washikadau wetu wanapewa kipaumbele katika shughuli zetu zote tunazofanya.

Maono Yetu

Kuwa na uwekezaji wa kudumu nchini na wenye ushindani ulimwenguni kote.

Lengo Letu

Kujenga mazingira yenye kuwezesha biashara yenye ushindani ulimwenguni na ya kudumu kupitia kwa sera, motisha na mfumo wenye utaratibu.

	Huduma	Mahitaji	Muda	Malipo
1	Barua yoyote ya mawasiliano	<ul style="list-style-type: none"> Mawasiliano wazi na mafupi 	Siku 7	Bure
2	Kushughulikia wageni	<ul style="list-style-type: none"> Tembelea ofisi zetu 	Wakati wowote	Bure
3	Kusuluhisha mizozo	<ul style="list-style-type: none"> Uwe na stakabadhi zitakazoweza kusuluhishwa kwa mizozo 	Siku 30	Bure
4	Ombi la kuidhinishwa kwa ardhi katika gazeti rasmi	<ul style="list-style-type: none"> Swala au barua ya ombi kutokakwawanaohitaji. Kuwasilisha stakabadhi zote za ombi ili kusajiliwa katika gazeti rasmi. Uchunguzi wa ardhi na eneo kutoka kwa halmashauri hii ili kutathmini ardhi ya Special Economic Zones Authority iliyopendekezwa. 	Siku 150	Bure
5	Maombi na kutolewa kwa leseni ya ustawishaji wa eneo la kiuchumi (SEZ) na/au leseni ya Operesheni.	<ul style="list-style-type: none"> Kuwasilisha mpango wa kibiashara wa shughuli ya kiuchumi ya Special Economic Zones Authority. Iliyopendekezwa nakujaza fomu ya ombi ya mradi wa Special Economic Zones Authority. Wasilisha nyaraka ya mradi huu yenyemaelezo kamilifu. Baada ya mradi wa Special Economic Zones Authority kukubaliwa, sajili kampuni ya Special Economic Zones Authority. Pata stakabadhi ya Halmashauri ya kuhifadhimazingira (NEMA). 	Siku 30	Dola za Marekani 5000
6	Kupata leseni mpya ya ustawishaji wa eneo la kiuchumi la SEZ	<ul style="list-style-type: none"> Wanaotuma maombi wawe wamewasilisha ripoti zote (zinazotolewa mara nne kwa mwaka na/au zinazotolewa mara mbili kwa mwaka) za mwaka uliopita na wawe wametimiza mahitaji yote yanayotakikana. 	Siku 7	Dola za Marekani 5000
7	Maombi na kutolewa kwa leseni ya biashara ya SEZ	<ul style="list-style-type: none"> Wasilisha mpango wa biashara wa shughuli ya Special Economic Zones Authority na ujaze fomu za mradi wa Special Economic Zones Authority. Sajili kampuni ya Special Economic Zones Authority baada ya mradi wa Special Economic Zones Authority kukubaliwa. Pata stakabadhi ya Halmashauri ya kuhifadhimazingira (NEMA). 	Siku 30	Dola za Marekani 1000
8	Kupata leseni mpya ya kibiashara ya SEZ	<ul style="list-style-type: none"> Wanaotuma maombi wawe wamewasilisha ripoti zote (zinazotolewa mara nne kwa mwaka na/au mara mbili kwa mwaka) za mwaka uliopita na wawe wametimiza mahitaji yote yanayotakikana. 	Siku 7	Dola za Marekani 1000
Majukumu Yetu				
✓	Halmashauri hii imejitolea kuwekadata yako (ikiwa imekusanywa) kwa usiri mkubwa na kulingana na Sheria ya Utunzaji wa Data ya mwaka 2019. Kupokea simu yako papo kwa hapo baada ya simu kukirizi mara mbili.			
✓	Kukuhudumia kwa heshima, kwa kuheshimu usiri na kwa haki.			
✓	Wajibu Wako Kama Mteja			
✓	Husiana na wafanyakazi wetu kwa heshima na taadhima.			
✓	Toa habari zote muhimu kuhusu maswali yako kwetu, malalamishi na uamuzi wako.			

Tumejitolea katika kutoa huduma kwa HESHIMA na ubora.

<p>Huduma yoyote au bidhaa iliyotolewa kwako bila kuzingatia viwango vya ubora viivyowekwa hapo juu au afisa yeyote asiyezingatia heshima na ubora katika kutoa huduma aripotiwe kwa:</p> <p>Afisa mkuu mtendaji Kitengo Maalum cha Halmashauri ya Kiuchumi UAP Old Mutual Tower Ghorofa ya 14, Upper Hill Road S.L.P 30418-00100, GPONairobi, Kenya Simu: +25420 7863971 Barua pepe: info@sezauthority.go.ke Tovuti: www.sezauthority.go.ke</p>	<p>Katibu wa Tume/ Afisa Mkuu Mtendaji, Tume ya Kiutawala ya Haki Ghorofa ya 2, West End Towers, Waiyaki Way, Nairobi S.L.P 20414-00200 Nairobi Simu: +254 (0)20 2270000/ 2303000 Barua pepe: complain@ombudsman.go.ke</p>
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HUDUMA BORA NI HAKI YAK