



# SPECIAL ECONOMIC ZONES AUTHORITY

UAP Old Mutual Tower, 8th Floor, Upper Hill Road  
P.O Box 23772-00100, GPO  
Nairobi, Kenya  
Tel: +254 20 7863971  
Email: [info@sezauthority.go.ke](mailto:info@sezauthority.go.ke)  
Website: [www.sezauthority.go.ke](http://www.sezauthority.go.ke)

## SEZ AUTHORITY SERVICE CHARTER CONFORMITY MATRIX FOR FY 23/24 Q4

S/no	Service Charter Element	Specific Action	Indicator	Measure	Evidence	Responsible Party	Conformity Status	Action Plan for Non-Conformity
1.	Response to Phone Calls	Answer incoming calls	90% of calls answered within 3 rings; 100% within 5 rings	Monthly call response report showing % of compliance	Call Logs register Annexure 1	Customer Care team	Yes	Implement a call-logging process through the incorporation of a phone system
		Log and track calls	100% of calls logged accurately	Monthly report of the call logs				
2.	Response to Enquiry by Walk-in Clients	Attend to walk-in visitors	95% of visitors attended within 1 minute	Daily visitor register	Visitor sign-in register Annexure 2	Customer Care team	Yes	Implement visitor feedback process
		Provide information and assistance	Immediate upon request	100% Customer satisfaction rate				Create an FAQ resource for frontline staff
3.	Response to Correspondence - Emails	Acknowledge receipt	90% acknowledged within	Automated acknowledgment logs	An automated response	Administrative team	Yes	Improve the processes of handling of the



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	- Letters		24 hours; 100% within 48 hours		acknowledgment template  Annexure 3			correspondence
	- Social Media Inquiries	Provide comprehensive response	95% responded within 24 hours; 100% within 48 hours	Social media platform activity logs	Social media monitoring dashboard  Annexure 4	Communications team	Yes	Introduce an AI chatbot  Schedule weekly reviews of delayed responses
4.	Response to enquiry through the website	Acknowledge and respond to online queries	90% acknowledged within 24 hours; 100% responded to within 48 hours.	Percentage of queries acknowledged/responded to.	Query logs	ICT/Communication teams	Yes	Review weekly reports to address delays
5.	Declaration of Special Economic Zone	Process declaration requests	90% processed within 30 days; 100%	Monthly compliance reports	Application for declaration, designation,	Licensing team	Yes	



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			within 45 days after complete documentation by the client		and gazettelement  Annexure 5			Conduct process reviews
		Report and Recommendation to Board	Within 90 days of	Monthly reports	Gazettelement notice  Annexure 5			Monitor delays
		Approval by CS for gazettelement	30 days after Board approval					
6.	Applications and Issuance of SEZ Developer/Operator or License	Process applications	95% processed within 30 days after documentation received	License issuance reports	Developer/Operator-issued license  Annexure 6	Licensing team	Yes	Introduce application status tracking portal
		Issue licenses	100% of licenses issued	Quarterly audit of issued licenses			Yes	Ensure periodic review of



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			upon approval		Licensing license reports Annexure 6			approval delays
7.	Application and Issuance of SEZ Enterprise License	Process enterprise applications	License issued within 30 days upon approval	100 % of applications are processed within 30 days after the provision of complete documentation by the client	Enterprise license application Annexure 7	Licensing team	Yes	Streamline license application processing procedures
		Issue licenses		100 % of licenses issued upon approval	Enterprise License Annexure 7			
8.	Renewal of SEZ Developer/or Operator License	Process renewal applications	95% processed within 7 days; 100% within 10 days. 100%	Monthly renewal application reports	Renewal application for the Developer/ Operator License	Licensing department	Yes	Introduce renewal status tracking portal



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			issued upon approval		Annexure 8			
		Issue renewal licenses		Records of issued renewed licenses	Renewed Developer/Operator license Annexure 8		Yes	
9.	Renewal of SEZ Enterprise License	Process enterprise renewals	95% processed within 7 days; 100% within 10 days	Monthly renewal application reports	Renewal request for the Enterprise License Annexure 9	Licensing department	Yes	Conduct annual stakeholder feedback sessions
		Issue renewal licenses	100% issued upon approval	Records of issued renewed licenses	Renewed Enterprise License Annexure 9		Yes	Tracking for renewal deadlines
10.	Lease of Land in Public SEZs	Process lease applications	Average processing time of	100% (11 out of 13 in FY 2023/24)	Land lease application		Yes	Conduct regular evaluations of



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		after client approval	within 90 working days after payment for the land is made		request by client  Annexure 10	Land and Infrastructure dept		the leasing process
		Issue lease agreements	90 days after approval and clearance of the invoice by the client	Lease issuance records	Letter of offer /Lease agreement  Annexure 10	Land and Infrastructure dept	Yes	Prioritize infrastructure development in leased areas.
11.	Payment of Goods and Services	Process payments	100% of payments processed	Monthly payment reports	Invoice and payment voucher  Annexure 11	Finance department	Yes	Automate invoice verification
12.	Response to Public Complaints and Grievances	Acknowledge receipt of complaints	100% acknowledged within 24 hours	Complaint compliance reports	CAJ Report  Annexure 12	Customer Service/ Communications dept	Yes	Conduct periodic complaint analysis



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		and respond to complaints						Have a dedicated investigation team
13.	Resolution of Complaints	Resolve escalated complaints and provide feedback to the complainant	95% resolved within 20 days; 100% within 30 days	Feedback acknowledgment	Complaints collecting form uploaded on the website  Annexure 13	Customer Service/ Communications dept	Yes	Have a dedicated complaint handling team

Prepared by

*Elizbeth Maina*

Sign.....

Date 30/07/2024

**Elizabeth Maina**



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**SEZ AUTHORITY SERVICE CHARTER CONFORMITY MATRIX FOR FY 23/24 Q4**

**Senior Customer Service Assistant**

Approved by

Sign  .....

Date 30/07/24 .....

**Nimo Gure**

**Senior Communications Officer**

Sign .....

Dr. Kenneth Chelule, PhD. EBS  
**CHIEF EXECUTIVE OFFICER**