



REPUBLIC OF KENYA



Powering Growth

SEZ
AUTHORITY

SEZ AUTHORITY CITIZEN SERVICE CHARTER

SERVICE	WHAT TO EXPECT	CHARGES	TIME FRAME
Response to phone calls	Timely Response	Free	Calls answered within 15 seconds
Response to enquiry by Walk -in clients	Immediate Response	Free	Within 1 minute
Response to Correspondence	Acknowledgment of email	Free	1 working day
	Response to email	Free	1-5 working days
	Letters	Free	5 working days
	Social media	Free	1 working day
Response to Enquiry Through Website	Timely Response to Enquiry Through Website	Free	1 Working day
Declaration of Special Economic Zone	Submission of Request letter, and other for Designation	USD 150	30 working days
	Submission and evaluation of Project to the Committee Board for approval.		90 working days
	Approval/Referral by CS for Designation/Gazettement		30 working days
Applications and Issuance of SEZ Developer/or/operator license	Duly completed and Submission of Developer/or/operator license Application form with relevant document.	USD 5000	30 working days
Application and issuance of SEZ Enterprise License	Duly completed and Submission of Investment Proposal form Duly completed and Submission of Enterprise License Application form with relevant document.	USD 1000	30 working days
Renewal of SEZ Developer/or Operators License	Duly completed and submission of renewal form with Bi -annual Returns	USD 5000	7 Working days
Duly completed and submission of renewal form with Quarterly Returns	Renewal of SEZ Enterprise License	USD 1000	7 Working days
Lease of land in Public SEZ's	Board vetting Provide design Processing of the land.	USD 3000 per hectare for Naivasha ZES	90 Working days
Issuance of immigration clearance letter	Timely Processing	Free	within 2 working days of receipt of request from investor
Payment of goods and services	Prompt and efficient payments payments	As per the invoice	Within 30 days of receipt of the statement
Response to public complaints and grievances	Make a complaint	Free	1 working day
Resolution of complaints	Make a verbal or written complaint	Free	30 Working days

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 MISSION

To create a conducive environment for a globally competitive and sustainable investment destination through provision of an enabling policy, legal and institutional framework for economic transformation

OUR VISION

Globally competitive investment hubs for economic transformation

YOUR RESPONSIBILITIES AS A CUSTOMER

- * Treat our staff courteously and with a lot of respect.
- * Provide all the relevant information about our inquiry, complaints, or resolution.

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.

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
8th floor Old Mutual Tower, Upper Hill Road
P.O Box 23722- 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,
P.O Box 20414- 00200, NAIROBI
Nairobi, Kenya
Tel: +254 (0)20 2270000/2303000
Email: complain@ombudsman.go.ke



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@SEZAuthority_ke



www.sezauthority.go.ke



info@sezauthority.go.ke

HUDUMA BORA NI HAKI YAKO



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MKATABA WA UTOAJI HUDUMA KWA WANANCHI

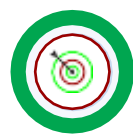
Majibu ya Simu	Majibu kwa Wakati	Bure	Simu Zilizojibiwa Ndani ya milio 3
Majibu ya Uchunguzi kwa Wateja wa Walk-in	Jibu la papo hapo	Bure	Ndani ya dakika moja
Majibu ya Mawasiliano	Uthibitisho wa barua pepe	Bure	1 Siku ya kazi
	Jibu kwa barua pepe	Bure	Siku 1-5 za kazi
	Barua	Bure	Siku 5 za kazi
	Mtandao wa kijamii	Bure	1 Siku ya kazi
Majibu ya Uchunguzi Kupitia Tovuti	Majibu ya Wakati kwa Uchunguzi Kupitia Tovuti	Bure	1 Siku ya kazi
Tamko la Ukanda Maalum wa Kiuchumi	Uwasilishaji wa Barua ya Ombi, na Su nyingine kwa kusambaza Nyaraka ajili ya Kuteuliwa	USD 150	Siku 30 za kazi
	Uwasilishaji, Tathmini na idhini ya bodi ya kamati.		Siku 90 za kazi
	Idhini/ Rufaa na Katibu wa Baraza la Mawaziri kwa Uteuzi/Gazeti		Siku 30 za kazi
Maombi na Utoaji wa SEZ Leseni ya Msanidi/au/Mendeshaji	Imekamilishwa ipasavyo na Uwasilishaji wa Msanidi/au/ Fomu ya maombi ya Leseni ya Opereta iliyo na hati husika.	USD 5000	Siku 30 za kazi
Maombi na Utoaji wa Leseni ya Biashara ya SEZ	Imejazwa ipasavyo na Uwasilishaji wa Fomu ya Pendekezo la Uwekezaji Imejazwa Ipasavyo na Uwasilishaji wa Fomu ya Maombi ya Leseni ya Biashara pamoja na Nyaraka Husika.	USD 1000	Siku 30 za kazi
Usasishaji wa Leseni ya Msanidi/au Mendeshaji wa SEZ	Imejazwa ipasavyo na Uwasilishaji wa fomu ya usasishaji na Marejesho ya Marudio ya kila mwaka mara mbili	USD 5000	Siku 7 za kazi
Upyajaji wa Leseni ya Biashara ya SEZ	Imejazwa ipasavyo na Uwasilishaji wa fomu ya Usasishaji na Rejesho za Kila Robo	USD 1000	Siku 7 za kazi
Ukodishaji wa Ardhi katika SEZ za Umma	Ukaguzi wa Bodi, Kutoa Usanifu, Idhini ya Bodi, Usindikaji wa Ardhi.	USD 3000 kwa hekta kwa Naivasha SEZ	Siku 90 za kazi
Malipo ya Bidhaa na Huduma	Malipo ya haraka na yenye ufanisi	Kwa mujibu wa ankara	Ndani ya siku 30 baada ya kupokea ankara inayotumika kikamilifu
Majibu ya Malalamiko ya Umma na Kero	Toa malalamiko	Bure	Siku ya kazi
Utatuzi wa Malalamiko	Fanya malalamiko ya mdomo au maandishi	Bure	Siku 30 za kazi

MKATABA WA HUDUMA KWA WANANCHI

Hati hii ya huduma ni ahadi na dhamira yetu ya kutoa huduma za ubora wa juu kwa wateja wetu tunaowaheshimu kila wakati. Katika kutekeleza mkataba huu, Mamlaka imejizatiti kuhakikisha kuwa wateja na wadau wetu wanakuwa katikati ya kila jambo tunalofanya.

DHAMIRA YETU

Kuweka mazingira mazuri kwa ajili ya marudio ya uwekezaji yenye ushindani wa kimataifa na endelevu kupitia utoaji wa sera wezeshi, mfumo wa kisheria na kitaasisi kwa ajili ya mabadiliko ya kiuchumi.



MAONO YETU

Vituo vya Uwekezaji vyenye Ushindani wa Kimataifa kwa Mabadiliko ya Kiuchumi



WAJIBU WAKO KAMA MTEJA

- * Watendee kazi kwa adabu na heshima nyingi.
- * Toa taarifa zote muhimu kuhusu uchunguzi wako, malalamiko au utatuzi wako.



MAJUKUMU YETU

- * Mamlaka hujitahidi kushughulikia data yako (Ikikusanywa) kwa faragha nyingi na kwa mujibu wa mahitaji ya sheria ya Ulinzi wa Data ya 2019
- * Jibu simu zako mara moja na kwa usahihi baada ya milio mitatu.
- * Kukutendea kwa adabu, usiri, na haki.



TUMEJITOLEA KWA ADABU NA UBORA KATIKA UTOAJI HUDUMA

Huduma yoyote au nzuri inayotolewa ambayo haiambatani na viwango vilivyo hapo juu au ikiwa kuna malalamiko yoyote kuripoti kwa;

Afisa Mtendaji Mkuu,
Mamlaka ya Kanda Maalum za Kiuchumi
8th Sakafu Old Mutual Tower, Upper Hill Road
SLP 23722- 00100, GPO Nairobi,
Kenya Simu: +254 20 7863971/ +254 769 444 111
Barua pepe: info@sezauthority.go.ke
Tovuti: www.sezauthority.go.ke

Katibu wa Tume/ Afisa Mtendaji Mkuu,
Tume ya Haki ya Utawala,
2nd Ghorofa, West End Towers, Waiyaki Way,
SLP 20414- 00200, NAIROBI Nairobi, Kenya
Simu: +254 (0)20 2270000/2303000
Barua pepe: complain@ombudsman.go.ke