"Powering Growth"

SPECIAL ECONOMIC ZONES AUTHORITY

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
Website: www.sezauthority.go.ke

SEZ AUTHORITY SERVICE CHARTER CONFORMITY MATRIX FOR FY 25/26 Q4

S/ No	Service Charter Element	Specific Action	Indicator	Measure of Success	Evidence	Responsible Party	Conformity Status	Action Plan for Continuous Improvement
1	Response to Phone Calls	Answer and log incoming calls	Response time	95% answered within 15 seconds	Call report Annexure 1	Customer Care Team	Yes	Maintain a call-logging process and incorporate a phone system
2	Response to enquiry by Walk-in client	Attend to visitors and assist immediately at the reception desks	Customer average wait time	95% served within 1 minute	Visitor sign-in register & request logs Annexure 2	Customer Care Team	Yes	Additional front-office staff and capacity building the team
3.	Response to Correspondence - Emails - Letters	Acknowledge receipt of email/letters	Response time	100% acknowledged within 24 hours	Email/Mail register	Administration team	Yes	Escalation to supervisor after Day 2, issue tracking

"Powering Growth"

SPECIAL ECONOMIC ZONES AUTHORITY

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
Website: www.sezauthority.go.ke

SEZ AUTHORITY SERVICE CHARTER CONFORMITY MATRIX FOR FY 25/26 Q4

	- Social Media Inquiries	Respond to inquiries or DMs	Response/engagement time	100% within 1 working day	Social media analytics, response logs Annexure 3	Communications team	Yes	Schedule weekly reviews of delayed responses, and assign a dedicated social media team
4	Response to Enquiry through Website	Acknowledge and respond to the inquiries through the website	Response time	100% acknowledged within 24 hours	Query logs Annexure 4	ICT / Communications Team	Yes	Optimize website query forms Review weekly reports to address delays
5	Declaration of Special Economic Zone	Review proposals, evaluate, and process for gazettement	Stage-by-stage processing timelines	Monthly compliance reports 100% within:	Declaration applications, evaluation reports	Legal & Licensing Team	Yes	Conduct regular procedural reviews to maintain efficient gazettement.

"Powering Growth"

SPECIAL ECONOMIC ZONES AUTHORITY

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
Website: www.sezauthority.go.ke

SEZ AUTHORITY SERVICE CHARTER CONFORMITY MATRIX FOR FY 25/26 Q4

			- Proposal submission - Evaluation - Approval	-30 working days -90 working days -30 days working days	Recommendations Memos Annexure 5			Monitor Delays
6	Applications and Issuance of SEZ Developer/Operator License	Process Developer/Operator Licensing applications and issue licenses	Number of applications processed and licenses issued within the timeline	100% of applications are processed within 30 days after the provision of complete documentation by the client	Developer/Operator License Issued Annexure 6	Licensing Department	Yes	Conduct periodic reviews of the licensing Acquire the ERP system to improve the efficiency of the licensing process

"Powering Growth"

SPECIAL ECONOMIC ZONES AUTHORITY

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
Website: www.sezauthority.go.ke

SEZ AUTHORITY SERVICE CHARTER CONFORMITY MATRIX FOR FY 25/26 Q4

7	Application and Issuance of SEZ Enterprise Licenses	Process enterprise applications and issue licenses	Number of applications processed and licenses issued within the timeline	100% processed within 30 days after the provision of complete documentation by the client	Enterprise licenses register Annexure 7	Licensing Department	Yes	Conduct periodic reviews of the licensing Acquire the ERP system to improve the efficiency of the licensing process
8	Renewal of Developer/Operator Licenses	Process renewal applications and issue renewed licenses	Renewal turnaround time	100% processed within 7 working days after provision of complete documentation by the client	Renewal application reports & issued licenses Annexure 8	Licensing Department	Yes	Conduct periodic reviews of the licensing Acquire the ERP system to improve the efficiency of the licensing process
9	Renewal of Enterprise Licenses	Process renewal applications	Process enterprise renewal	100% processed within 7	Renewal application reports	Licensing Department	Yes	Conduct periodic

"Powering Growth"

SPECIAL ECONOMIC ZONES AUTHORITY

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
Website: www.sezauthority.go.ke

SEZ AUTHORITY SERVICE CHARTER CONFORMITY MATRIX FOR FY 25/26 Q4

		and issue renewed licenses	applications and issue renewed licenses within the timeline	working days after provision of complete documentation by the client	& issued licenses Annexure 9			reviews of the licensing Acquire the ERP system to improve the efficiency of the licensing process
10	Land Lease in Public SEZs	Process lease applications and issue lease agreements	End-to-End allocation timeline	≥ 90% processed within 90 working days after board approval and payment	Land Lease application request by the client Annexure 10(a)	Land & Infrastructure Dept	Yes	Conduct Regular Evaluations of the leasing process
		Issue Lease Agreements	90 days after approvals and clearance of the	Lease issuance records	Letter of offer/Lease Department	Land & Infrastructure Department	Yes	Conduct regular evaluation of leasing process

"Powering Growth"

SPECIAL ECONOMIC ZONES AUTHORITY

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
Website: www.sezauthority.go.ke

SEZ AUTHORITY SERVICE CHARTER CONFORMITY MATRIX FOR FY 25/26 Q4

			invoice by the client		Annexure 10(b)			
11	Issuance of Immigration Clearance Letter	Receive and review requests and supporting documents, then prepare and issue the clearance letter.	Processing time	100% of complete requests processed and letters issued	Request register, copies of issued letters and email/ dispatch records Annexure 11	Licensing Team, in liaison with the relevant department	Yes	Maintain a request register and follow up on missing documents and pending reviews
12	Payment of Goods & Services	Verify invoices, approvals, and disbursement	Payment performance	100% processed within 30 days	Monthly payment reports, invoices, payment vouchers Annexure 12	Finance Department	Yes	Acquire ERP System to improve efficiency

"Powering Growth"

SPECIAL ECONOMIC ZONES AUTHORITY

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
Website: www.sezauthority.go.ke

SEZ AUTHORITY SERVICE CHARTER CONFORMITY MATRIX FOR FY 25/26 Q4

13	Response to Public Complaints and grievances	Register & Acknowledge Complaints	Acknowledgment & resolution times	100% acknowledged within 1 working day	Complaints register CAJ Report Annexure 13	Customer Service/ Communications Team	Yes	Conduct periodic complaint analysis. Have a dedicated investigators team
14	Resolution of Complaints	Investigate complaints, close complaint cases	Resolution time	95% within 30 working days	Resolution reports, case logs Annexure 14	Customer Service/Communications Department	Yes	Have a dedicated complaint handling team

SPECIAL
ECONOMIC
ZONES
AUTHORITY

"Powering Growth"

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
Website: www.sezauthority.go.ke

SEZ AUTHORITY SERVICE CHARTER CONFORMITY MATRIX FOR FY 25/26 Q4

Prepared by

Sign .....

Date ..... 3rd JULY 26 .....

Elizabeth Maina

Senior Customer Care Assistant

Approved by

Sign .....

Date ..... 3-07-26 .....

Ronald Kemboi
Ag. Manager, Marketing

"Powering Growth"

SPECIAL ECONOMIC ZONES AUTHORITY

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
Website: www.sezauthority.go.ke

SEZ AUTHORITY SERVICE CHARTER CONFORMITY MATRIX FOR FY 25/26 Q3

S/ No	Service Charter Element	Specific Action	Indicator	Measure of Success	Evidence	Responsible Party	Conformity Status	Action Plan for Continuous Improvement
1	Response to Phone Calls	Answer and log incoming calls	Response time	95% answered within 15 seconds	Call report Annexure 1	Customer Care Team	Yes	Maintain a call-logging process and incorporate a phone system
2	Response to enquiry by Walk-in client	Attend to visitors and assist immediately at the reception desks	Customer average wait time	95% served within 1 minute	Visitor sign-in register & request logs Annexure 2	Customer Care Team	Yes	Additional front-office staff and capacity building the team
3.	Response to Correspondence - Emails - Letters	Acknowledge receipt of email/letters	Response time	100% acknowledged within 24 hours	Email/Mail register	Administration team	Yes	Escalation to supervisor after Day 2, issue tracking

"Powering Growth"

SPECIAL ECONOMIC ZONES AUTHORITY

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
Website: www.sezauthority.go.ke

SEZ AUTHORITY SERVICE CHARTER CONFORMITY MATRIX FOR FY 25/26 Q3

	- Social Media Inquiries	Respond to inquiries or DMs	Response/engagement time	100% within 1 working day	Social media analytics, response logs Annexure 3	Communications team	Yes	Schedule weekly reviews of delayed responses, and assign a dedicated social media team
4	Response to Enquiry through Website	Acknowledge and respond to the inquiries through the website	Response time	100% acknowledged within 24 hours	Query logs Annexure 4	ICT / Communications Team	Yes	Optimize website query forms Review weekly reports to address delays
5	Declaration of Special Economic Zone	Review proposals, evaluate, and process for gazettement	Stage-by-stage processing timelines	Monthly compliance reports 100% within:	Declaration applications, evaluation reports	Legal & Licensing Team	Yes	Conduct regular procedural reviews to maintain efficient gazettement.

"Powering Growth"

SPECIAL ECONOMIC ZONES AUTHORITY

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
Website: www.sezauthority.go.ke

SEZ AUTHORITY SERVICE CHARTER CONFORMITY MATRIX FOR FY 25/26 Q3

			- Proposal submission - Evaluation - Approval	-30 working days -90 working days -30 days working days	Recommendations Memos Annexure 5			Monitor Delays
6	Applications and Issuance of SEZ Developer/Operator License	Process Developer/Operator Licensing applications and issue licenses	Number of applications processed and licenses issued within the timeline	100% of applications are processed within 30 days after the provision of complete documentation by the client	Developer/Operator License Issued Annexure 6	Licensing Department	Yes	Conduct periodic reviews of the licensing Acquire the ERP system to improve the efficiency of the licensing process

"Powering Growth"

SPECIAL ECONOMIC ZONES AUTHORITY

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
Website: www.sezauthority.go.ke

SEZ AUTHORITY SERVICE CHARTER CONFORMITY MATRIX FOR FY 25/26 Q3

7	Application and Issuance of SEZ Enterprise Licenses	Process enterprise applications and issue licenses	Number of applications processed and licenses issued within the timeline	100% processed within 30 days after the provision of complete documentation by the client	Enterprise licenses register Annexure 7	Licensing Department	Yes	Conduct periodic reviews of the licensing Acquire the ERP system to improve the efficiency of the licensing process
8	Renewal of Developer/Operator Licenses	Process renewal applications and issue renewed licenses	Renewal turnaround time	100% processed within 7 working days after provision of complete documentation by the client	Renewal application reports & issued licenses Annexure 8	Licensing Department	Yes	Conduct periodic reviews of the licensing Acquire the ERP system to improve the efficiency of the licensing process
9	Renewal of Enterprise Licenses	Process renewal applications	Process enterprise renewal	100% processed within 7	Renewal application reports	Licensing Department	Yes	Conduct periodic

"Powering Growth"

SPECIAL ECONOMIC ZONES AUTHORITY

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
Website: www.sezauthority.go.ke

SEZ AUTHORITY SERVICE CHARTER CONFORMITY MATRIX FOR FY 25/26 Q3

		and issue renewed licenses	applications and issue renewed licenses within the timeline	working days after provision of complete documentation by the client	& issued licenses Annexure 9			reviews of the licensing Acquire the ERP system to improve the efficiency of the licensing process
10	Land Lease in Public SEZs	Process lease applications and issue lease agreements	End-to-End allocation timeline	≥ 90% processed within 90 working days after board approval and payment	Land Lease application request by the client Annexure 10(a)	Land & Infrastructure Dept	Yes	Conduct Regular Evaluations of the leasing process
		Issue Lease Agreements	90 days after approvals and clearance of the	Lease issuance records	Letter of offer/Lease Department	Land & Infrastructure Department	Yes	Conduct regular evaluation of leasing process

"Powering Growth"

SPECIAL ECONOMIC ZONES AUTHORITY

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
Website: www.sezauthority.go.ke

SEZ AUTHORITY SERVICE CHARTER CONFORMITY MATRIX FOR FY 25/26 Q3

			invoice by the client		Annexure 10(b)			
11	Issuance of Immigration Clearance Letter	Receive and review requests and supporting documents, then prepare and issue the clearance letter.	Processing time	100% of complete requests processed and letters issued	Request register, copies of issued letters and email/ dispatch records Annexure 11	Licensing Team, in liaison with the relevant department	Yes	Maintain a request register and follow up on missing documents and pending reviews
12	Payment of Goods & Services	Verify invoices, approvals, and disbursement	Payment performance	100% processed within 30 days	Monthly payment reports, invoices, payment vouchers Annexure 12	Finance Department	Yes	Acquire ERP System to improve efficiency

"Powering Growth"

SPECIAL ECONOMIC ZONES AUTHORITY

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
Website: www.sezauthority.go.ke

SEZ AUTHORITY SERVICE CHARTER CONFORMITY MATRIX FOR FY 25/26 Q3

13	Response to Public Complaints and grievances	Register & Acknowledge Complaints	Acknowledgment & resolution times	100% acknowledged within 1 working day	Complaints register CAJ Report Annexure 13	Customer Service/ Communications Team	Yes	Conduct periodic complaint analysis. Have a dedicated investigators team
14	Resolution of Complaints	Investigate complaints, close complaint cases	Resolution time	95% within 30 working days	Resolution reports, case logs Annexure 14	Customer Service/Communications Department	Yes	Have a dedicated complaint handling team

SPECIAL
ECONOMIC
ZONES
AUTHORITY

"Powering Growth"

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
Website: www.sezauthority.go.ke

SEZ AUTHORITY SERVICE CHARTER CONFORMITY MATRIX FOR FY 25/26 Q3

Prepared by

Sign .....

Date 01 - 04 - 2026

Elizabeth Maina

Senior Customer Care Assistant

Approved by

Sign .....

Date April 1 2026

Ronald Kemboi
Ag. Manager, Marketing

"Powering Growth"

SPECIAL ECONOMIC ZONES AUTHORITY

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
Website: www.sezauthority.go.ke

SEZ AUTHORITY SERVICE CHARTER CONFORMITY MATRIX FOR FY 25/26 Q2

S/ No	Service Charter Element	Specific Action	Indicator	Measure of Success	Evidence	Responsible Party	Conformity Status	Action Plan for Continuous Improvement
1	Response to Phone Calls	Answer and log incoming calls	Response time	95% answered within 15 seconds	Call report Annexure 1	Customer Care Team	Yes	Maintain a call-logging process and incorporate a phone system
2	Response to enquiry by Walk-in client	Attend to visitors and assist immediately at the reception desks	Customer average wait time	95% served within 1 minute	Visitor sign-in register & request logs Annexure 2	Customer Care Team	Yes	Additional front-office staff and capacity building the team
3.	Response to Correspondence - Emails - Letters	Acknowledge receipt of email/letters	Response time	100% acknowledged within 24 hours	Email/Mail register	Administration team	Yes	Escalation to supervisor after Day 2, issue tracking

"Powering Growth"

SPECIAL ECONOMIC ZONES AUTHORITY

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
Website: www.sezauthority.go.ke

SEZ AUTHORITY SERVICE CHARTER CONFORMITY MATRIX FOR FY 25/26 Q2

	- Social Media Inquiries	Respond to inquiries or DMs	Response/engagement time	100% within 1 working day	Social media analytics, response logs Annexure 3	Communications team	Yes	Schedule weekly reviews of delayed responses, and assign a dedicated social media team
4	Response to Enquiry through Website	Acknowledge and respond to the inquiries through the website	Response time	100% acknowledged within 24 hours	Query logs Annexure 4	ICT / Communications Team	Yes	Optimize website query forms Review weekly reports to address delays
5	Declaration of Special Economic Zone	Review proposals, evaluate, and process for gazettement	Stage-by-stage processing timelines	Monthly compliance reports 100% within:	Declaration applications, evaluation reports	Legal & Licensing Team	Yes	Conduct regular procedural reviews to maintain efficient gazettement.

"Powering Growth"

SPECIAL ECONOMIC ZONES AUTHORITY

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
Website: www.sezauthority.go.ke

SEZ AUTHORITY SERVICE CHARTER CONFORMITY MATRIX FOR FY 25/26 Q2

			- Proposal submission - Evaluation - Approval	-30 working days -90 working days -30 days working days	Recommendations Memos Annexure 5			Monitor Delays
6	Applications and Issuance of SEZ Developer/Operator License	Process Developer/Operator Licensing applications and issue licenses	Number of applications processed and licenses issued within the timeline	100% of applications are processed within 30 days after the provision of complete documentation by the client	Developer/Operator License Issued Annexure 6	Licensing Department	Yes	Conduct periodic reviews of the licensing Acquire the ERP system to improve the efficiency of the licensing process

"Powering Growth"

SPECIAL ECONOMIC ZONES AUTHORITY

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
Website: www.sezauthority.go.ke

SEZ AUTHORITY SERVICE CHARTER CONFORMITY MATRIX FOR FY 25/26 Q2

7	Application and Issuance of SEZ Enterprise Licenses	Process enterprise applications and issue licenses	Number of applications processed and licenses issued within the timeline	100% processed within 30 days after the provision of complete documentation by the client	Enterprise licenses register Annexure 7	Licensing Department	Yes	Conduct periodic reviews of the licensing Acquire the ERP system to improve the efficiency of the licensing process
8	Renewal of Developer/Operator Licenses	Process renewal applications and issue renewed licenses	Renewal turnaround time	100% processed within 7 working days after provision of complete documentation by the client	Renewal application reports & issued licenses Annexure 8	Licensing Department	Yes	Conduct periodic reviews of the licensing Acquire the ERP system to improve the efficiency of the licensing process
9	Renewal of Enterprise Licenses	Process renewal applications	Process enterprise renewal	100% processed within 7	Renewal application reports	Licensing Department	Yes	Conduct periodic

"Powering Growth"

SPECIAL ECONOMIC ZONES AUTHORITY

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
Website: www.sezauthority.go.ke

SEZ AUTHORITY SERVICE CHARTER CONFORMITY MATRIX FOR FY 25/26 Q2

		and issue renewed licenses	applications and issue renewed licenses within the timeline	working days after provision of complete documentation by the client	& issued licenses Annexure 9			reviews of the licensing Acquire the ERP system to improve the efficiency of the licensing process
10	Land Lease in Public SEZs	Process lease applications and issue lease agreements	End-to-End allocation timeline	≥ 90% processed within 90 working days after board approval and payment	Land Lease application request by the client Annexure 10(a)	Land & Infrastructure Dept	Yes	Conduct Regular Evaluations of the leasing process
		Issue Lease Agreements	90 days after approvals and clearance of the	Lease issuance records	Letter of offer/Lease Department	Land & Infrastructure Department	Yes	Conduct regular evaluation of leasing process

"Powering Growth"

SPECIAL ECONOMIC ZONES AUTHORITY

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
Website: www.sezauthority.go.ke

SEZ AUTHORITY SERVICE CHARTER CONFORMITY MATRIX FOR FY 25/26 Q2

			invoice by the client		Annexure 10(b)			
11	Issuance of Immigration Clearance Letter	Receive and review requests and supporting documents, then prepare and issue the clearance letter.	Processing time	100% of complete requests processed and letters issued	Request register, copies of issued letters and email/ dispatch records Annexure 11	Licensing Team, in liaison with the relevant department	Yes	Maintain a request register and follow up on missing documents and pending reviews
12	Payment of Goods & Services	Verify invoices, approvals, and disbursement	Payment performance	100% processed within 30 days	Monthly payment reports, invoices, payment vouchers Annexure 12	Finance Department	Yes	Acquire ERP System to improve efficiency

"Powering Growth"

SPECIAL ECONOMIC ZONES AUTHORITY

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
Website: www.sezauthority.go.ke

SEZ AUTHORITY SERVICE CHARTER CONFORMITY MATRIX FOR FY 25/26 Q2

13	Response to Public Complaints and grievances	Register & Acknowledge Complaints	Acknowledgment & resolution times	100% acknowledged within 1 working day	Complaints register CAJ Report Annexure 13	Customer Service/ Communications Team	Yes	Conduct periodic complaint analysis. Have a dedicated investigators team
14	Resolution of Complaints	Investigate complaints, close complaint cases	Resolution time	95% within 30 working days	Resolution reports, case logs Annexure 14	Customer Service/Communications Department	Yes	Have a dedicated complaint handling team

SPECIAL
ECONOMIC
ZONES
AUTHORITY

"Powering Growth"

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
Website: www.sezauthority.go.ke

SEZ AUTHORITY SERVICE CHARTER CONFORMITY MATRIX FOR FY 25/26 Q2

Prepared by

Sign .....

Date ....5TH JAN 26.....

Elizabeth Maina

Senior Customer Care Assistant

Approved by

Sign .....

Date ....05/01/2026.....

Ronald Kemboi
Ag. Manager, Marketing

"Powering Growth"

SPECIAL ECONOMIC ZONES AUTHORITY

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
Website: www.sezauthority.go.ke

SEZ AUTHORITY SERVICE CHARTER CONFORMITY MATRIX FOR FY 25/26 Q1

S/ No	Service Charter Element	Specific Action	Indicator	Measure of Success	Evidence	Responsible Party	Conformity Status	Action Plan for Continuous Improvement
1	Response to Phone Calls	Answer and log incoming calls	Response time	95% answered within 15 seconds	Call report Annexure 1	Customer Care Team	Yes	Maintain a call-logging process and incorporate a phone system
2	Response to enquiry by Walk-in client	Attend to visitors and assist immediately at the reception desks	Customer average wait time	95% served within 1 minute	Visitor sign-in register & request logs Annexure 2	Customer Care Team	Yes	Additional front-office staff and capacity building the team
3.	Response to Correspondence - Emails - Letters	Acknowledge receipt of email/letters	Response time	100% acknowledged within 24 hours	Email/Mail register	Administration team	Yes	Escalation to supervisor after Day 2, issue tracking

"Powering Growth"

SPECIAL ECONOMIC ZONES AUTHORITY

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
Website: www.sezauthority.go.ke

SEZ AUTHORITY SERVICE CHARTER CONFORMITY MATRIX FOR FY 25/26 Q1

	- Social Media Inquiries	Respond to inquiries or DMs	Response/engagement time	100% within 1 working day	Social media analytics, response logs Annexure 3	Communications team	Yes	Schedule weekly reviews of delayed responses, and assign a dedicated social media team
4	Response to Enquiry through Website	Acknowledge and respond to the inquiries through the website	Response time	100% acknowledged within 24 hours	Query logs Annexure 4	ICT / Communications Team	Yes	Optimize website query forms Review weekly reports to address delays
5	Declaration of Special Economic Zone	Review proposals, evaluate, and process for gazettement	Stage-by-stage processing timelines	Monthly compliance reports 100% within:	Declaration applications, evaluation reports	Legal & Licensing Team	Yes	Conduct regular procedural reviews to maintain efficient gazettement.

"Powering Growth"

SPECIAL ECONOMIC ZONES AUTHORITY

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
Website: www.sezauthority.go.ke

SEZ AUTHORITY SERVICE CHARTER CONFORMITY MATRIX FOR FY 25/26 Q1

			- Proposal submission - Evaluation - Approval	-30 working days -90 working days -30 days working days	Recommendations Memos Annexure 5			Monitor Delays
6	Applications and Issuance of SEZ Developer/Operator License	Process Developer/Operator Licensing applications and issue licenses	Number of applications processed and licenses issued within the timeline	100% of applications are processed within 30 days after the provision of complete documentation by the client	Developer/Operator License Issued Annexure 6	Licensing Department	Yes	Conduct periodic reviews of the licensing Acquire the ERP system to improve the efficiency of the licensing process

"Powering Growth"

SPECIAL ECONOMIC ZONES AUTHORITY

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
Website: www.sezauthority.go.ke

SEZ AUTHORITY SERVICE CHARTER CONFORMITY MATRIX FOR FY 25/26 Q1

7	Application and Issuance of SEZ Enterprise Licenses	Process enterprise applications and issue licenses	Number of applications processed and licenses issued within the timeline	100% processed within 30 days after the provision of complete documentation by the client	Enterprise licenses register Annexure 7	Licensing Department	Yes	Conduct periodic reviews of the licensing Acquire the ERP system to improve the efficiency of the licensing process
8	Renewal of Developer/Operator Licenses	Process renewal applications and issue renewed licenses	Renewal turnaround time	100% processed within 7 working days after provision of complete documentation by the client	Renewal application reports & issued licenses Annexure 8	Licensing Department	Yes	Conduct periodic reviews of the licensing Acquire the ERP system to improve the efficiency of the licensing process
9	Renewal of Enterprise Licenses	Process renewal applications	Process enterprise renewal	100% processed within 7	Renewal application reports	Licensing Department	Yes	Conduct periodic

"Powering Growth"

SPECIAL ECONOMIC ZONES AUTHORITY

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
Website: www.sezauthority.go.ke

SEZ AUTHORITY SERVICE CHARTER CONFORMITY MATRIX FOR FY 25/26 Q1

		and issue renewed licenses	applications and issue renewed licenses within the timeline	working days after provision of complete documentation by the client	& issued licenses Annexure 9			reviews of the licensing Acquire the ERP system to improve the efficiency of the licensing process
10	Land Lease in Public SEZs	Process lease applications and issue lease agreements	End-to-End allocation timeline	≥ 90% processed within 90 working days after board approval and payment	Land Lease application request by the client Annexure 10(a)	Land & Infrastructure Dept	Yes	Conduct Regular Evaluations of the leasing process
		Issue Lease Agreements	90 days after approvals and clearance of the	Lease issuance records	Letter of offer/Lease Department	Land & Infrastructure Department	Yes	Conduct regular evaluation of leasing process

"Powering Growth"

SPECIAL ECONOMIC ZONES AUTHORITY

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
Website: www.sezauthority.go.ke

SEZ AUTHORITY SERVICE CHARTER CONFORMITY MATRIX FOR FY 25/26 Q1

			invoice by the client		Annexure 10(b)			
11	Issuance of Immigration Clearance Letter	Receive and review requests and supporting documents, then prepare and issue the clearance letter.	Processing time	100% of complete requests processed and letters issued	Request register, copies of issued letters and email/ dispatch records Annexure 11	Licensing Team, in liaison with the relevant department	Yes	Maintain a request register and follow up on missing documents and pending reviews
12	Payment of Goods & Services	Verify invoices, approvals, and disbursement	Payment performance	100% processed within 30 days	Monthly payment reports, invoices, payment vouchers Annexure 12	Finance Department	Yes	Acquire ERP System to improve efficiency

SPECIAL ECONOMIC ZONES AUTHORITY

"Powering Growth"

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
Website: www.sezauthority.go.ke

SEZ AUTHORITY SERVICE CHARTER CONFORMITY MATRIX FOR FY 25/26 Q1

13	Response to Public Complaints and grievances	Register & Acknowledge Complaints	Acknowledgment & resolution times	100% acknowledged within 1 working day	Complaints register CAJ Report Annexure 13	Customer Service/ Communications Team	Yes	Conduct periodic complaint analysis. Have a dedicated investigators team
14	Resolution of Complaints	Investigate complaints, close complaint cases	Resolution time	95% within 30 working days	Resolution reports, case logs Annexure 14	Customer Service/Communications Department	Yes	Have a dedicated complaint handling team

SPECIAL
ECONOMIC
ZONES
AUTHORITY

"Powering Growth"

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
Website: www.sezauthority.go.ke

SEZ AUTHORITY SERVICE CHARTER CONFORMITY MATRIX FOR FY 25/26 Q1

Prepared by

Sign .....

Date 07-10-25

Elizabeth Maina

Senior Customer Care Assistant

Approved by

Sign .....

Date 7 OCTOBER 2025

Ronald Kemboi
Ag. Manager, Marketing