



CITIZEN SERVICE DELIVERY CHARTER

Vision

Digital access for all

Mission

Enabling a sustainable digital society through responsive regulation

Core Values

- Integrity
- Innovation
- Excellence
- Agility
- Inclusion

OUR COMMITMENT TO YOU

The Communications Authority of Kenya (CA) is the regulatory body for the ICT sector, established by the Kenya Information and Communications Act, 1998 with responsibilities in Telecommunications, Radio Communications, Cybersecurity, E-commerce, Broadcasting and Postal & Courier Services. CA is also responsible for managing the country's numbering and frequency spectrum resources, administering the Universal Service Fund (USF) as well as safeguarding the interests of consumers of ICT services.

This Charter reaffirms the Authority's commitment to delivering transparent, accountable, and high-quality services to the public. It clearly sets out the standards, timelines, and expectations that guide our service delivery, reflecting the Authority's steadfast dedication to professionalism, integrity, and responsiveness. Moreover, the Citizen Service Delivery Charter serves as an open invitation to citizens and stakeholders to engage actively with the Authority and to hold it accountable in its mission to enable a sustainable digital society through responsive regulation. Our services are available on digital platforms, and the Authority will continuously avail more services online for the convenience of our customers.

David Mugonyi, EBS

Director General/CEO

OUR TIMELINES

The Authority is committed to delivering all services in adherence to the law and the core values outlined in its Strategic Plan (2023-2027). In pursuit of this commitment, the Authority will strategically leverage digital technologies to enhance operational efficiency, promote transparency, and ensure inclusive access to its services. A summary of service types, corresponding processes, and proposed timelines is provided below. For a comprehensive breakdown, please visit: www.ca.go.ke

COMMON SERVICES

S/No	CUSTOMER SUPPORT SERVICES	CUSTOMER REQUIREMENT(S)	COST OF SERVICE	TIMELINE
1.	Response to phone calls (Landline Phone call or any other official line)	Phone calls	Free	15 seconds
2.	Response to enquiry by Walk-in clients	Walk-in and make the enquiry	Free	1 minute
3.	Response to correspondence	Written correspondence (letters)	Free	5 working days
		Email and Social media (Twitter, Facebook & YouTube)	Free	1 working day
4.	Response/acknowledgement to enquiries, request for information, public complaints and grievances	Make a complaint	Free	1 working days
5.	Resolution of complaints	Make verbal or written a complaint	Free	14 Working days
6.	Registration of Suppliers	Duly filled application form, Company profile, Certificate of Incorporation, Registration, PIN Certificate, Valid Tax	Free	14 Working days

Revised 1st January 2026

S/No	CUSTOMER SUPPORT SERVICES	CUSTOMER REQUIREMENT(S)	COST OF SERVICE	TIMELINE
		Compliance Certificate/Exemptions, Original Bank Statement, Copy of certificate of registration with relevant regulatory bodies, Non-refundable fee payment receipt, Copies of annual return forms filed by company registry, National ID/Passport		
7.	Processing of tenders	Submit bids for good and services	Free	90 days from the date of receipt of bids
8.	Notification of successful and unsuccessful bidders	Access e-procurement portal for notification	Free	1 working day
9.	Payment for goods and services	L.P.O / Invoice Certificate of Completion / Goods / Services Received	Free	30 days from the date of receipt of the invoice
10.	Disposal of obsolete stores	Submission of bids	Free	60 days from date advertisement
11.	Public participation in policy-making process	Familiarization with issues and active participation	Free	1 day
12.	Recruitment of staff	Make formal application based on the advert	Free	90 days
13.	Processing request of information	Make a request for information	Free	21 days

REGULATORY SERVICES

NO.	SERVICE	REQUIREMENTS TO OBTAIN SERVICE/GOOD	COST OF SERVICE	TIMELINE
1.	Publishing of quarterly ICT statistics	Approved proposal for production of publicity materials from originating department	Free	75 days from the end of the quarter
2.	Handling Frequency Interference	Duly filled Interference Complaint form	Free	14 days
3.	Approval of Interconnection Agreements between service providers	Duly Signed Interconnection agreement and cover letter	Free	14 days
4.	Approval of Promotions and Special Offers	Duly filled application form for New/Revised Promotion and Special Offer	Free	3 days
5.	Approval of Tariffs for Regulated Services	Duly filled application form	Free	40 days
6.	Approval of Tariffs for Unregulated Services	Duly filled application form	Free	3 days
7.	Issuance of Statement of Accounts	Submission of Annual Compliance returns	Free	1 Day

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NO.	SERVICE	REQUIREMENTS TO OBTAIN SERVICE/GOOD	COST OF SERVICE	TIMELINE
8.	Frequency License renewal	Duly filled frequency license renewal forms	License renewal fee based on returns	14 days
9.	Issuance of Frequency Licenses	Duly filled application form Payment of Application fee	Varies with the license category. Refer to fee schedule on the Website	7 days
10.	Issuance of Compliance Certificate	Duly filled compliance forms	Free	3 days
11.	Application of Broadcast License (Radio and TV)	Duly filled application form Payment of Application fee	KES. 5,000	100 days
12.	Application for Telecom License (National and International Network Facilities Provider (NFP), Application Service Provider (ASP),	Duly filled application form Payment of Application fee	KES. 5,000	100 days
13.	Content Service Provider (CSP), Electronic Certification Service Provider E-CSP)	Duly filled application form Payment of Application fee	KES. 5,000	60 days

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NO.	SERVICE	REQUIREMENTS TO OBTAIN SERVICE/GOOD	COST OF SERVICE	TIMELINE
14.	Issuance of Telecom License (Vendor/ contractor/Technical Personnel/ Business Process Outsourcing)	Duly filled application form Payment of Application fee	KES.500	20 days
15.	Numbering Assignments	Duly filled application form	Free	5 days
16.	Application of Postal /Courier License	Duly filled application form Payment of Application fee	KES. 5,000	100 days
17.	Issuance of a Type Approval Certificate	Duly filled application form Payment of Type approval fees	Charged based on the type of equipment and use.	14 days
18.	Issuance of the Local Purchase Order (LPO) upon acceptance of offer/submission of quotation	Letter of Offer/Acceptance	Free	1 day

The cost for our services can be accessed through CA Website/QR Code.

Revised 1st January 2026

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YOUR RIGHTS AND RESPONSIBILITIES AS OUR CUSTOMER

We are committed to upholding the rights and interests of all our customers, including Licensees, Suppliers, Affiliated/Partner Organizations, and Consumers.

As our esteemed customer, you have the right to expect the highest standards of service delivery from us and to forward for resolution any dissatisfaction or complaints regarding our services.

In this respect, **you have the right to:**

- Be treated with fairness, courtesy, dignity and consideration in all your interactions with us.
- Complete, up-to-date and accurate information on all aspects of the service you seek from us.
- Be updated on the status of the service you seek from us.
- Privacy and confidentiality with respect to your interaction with us.
- Complain when aggrieved by services received from us.

To enable us serve you better and deliver our commitment to you, we expect that you shall;

- Uphold and treat our staff with courtesy.
- Provide the Authority with accurate and timely information for any action to be taken.
- Timely payment of stipulated fees.

This Charter will be reviewed periodically, incorporating feedback and suggestions from our stakeholders to ensure its continued relevance, effectiveness, and responsiveness to the evolving needs of our customers.

Feedback and Compliments

Any feedback/concerns to be sent to:

The Director General

Communications Authority of Kenya

P.O Box 14448-00800 Nairobi

Tel: +254 020 424 000

+254 703 042 000

Email: info@ca.go.ke

Website: www.ca.go.ke

Complaints against providers of ICT services should be reported to:

Email: chukuahatua@ca.go.ke

complaints@ca.go.ke

Tel: +254 020 445 555

+254 714 444 555

+254 737 445 555

Office Hours

8.00am to 5:00pm Monday – Friday

(Weekends and Public Holidays excluded)

The following Public Complaints and Access to Information Officers are based at the CA Headquarters and Regional Offices and handle any public complaint and access to information issues:

+245 703 042 420

+254 703 042 424

+254 703 042 105 - Western Regional Office

+254 703 042 150 - Coast Regional Office

+254 703 042 131 – Nyanza Regional Office

+254 703 024 181 – Central & Eastern Regional Office

Escalation

Any escalation may be reported to:

The Commission Secretary/Chief Executive Officer

Commission on Administrative Justice

West End Towers, 2nd Floor, Waiyaki Way

P.O Box 20414, City Square, 00200

Tel: +254 020 2270 000

+254 020 2303 000

Email: complain@ombudsman.go.ke (for complaints)

Website: www.ombudsman.go.ke

CONTACT US

Head Office

CA Centre

P.O Box: 14448-00800, Nairobi

Mobile: 0703 042000, 0730 172000

Email: info@ca.go.ke

CA Western Regional Offices

1st Floor, KVDA Plaza, Eldoret

P.O Box: 2346, Eldoret 30100

Mobile: 0703 042105

Email: wro@ca.go.ke

CA Coast Region Office

3rd Floor, NSSF Building, Mombasa

P.O Box: 8041-80100, Mombasa

Mobile: 0703 042152

Email: cro@ca.go.ke

CA Nyanza Regional Office

2nd Floor Lake Basin Mall

P.O Box: 2016, Kisumu 40100

Mobile: 0703042130

Email: nro@ca.go.ke

CA Central Region Office

Ground Floor, Advocates Plaza

P.O Box: 134, Nyeri 10100

Mobile: 0703042181

Email: zero@ca.go.ke

Facebook: Communications Authority of Kenya

Twitter: CA-Kenya

Instagram: ca.kenya

YouTube: CA Kenya

Revised 1st January 2026

