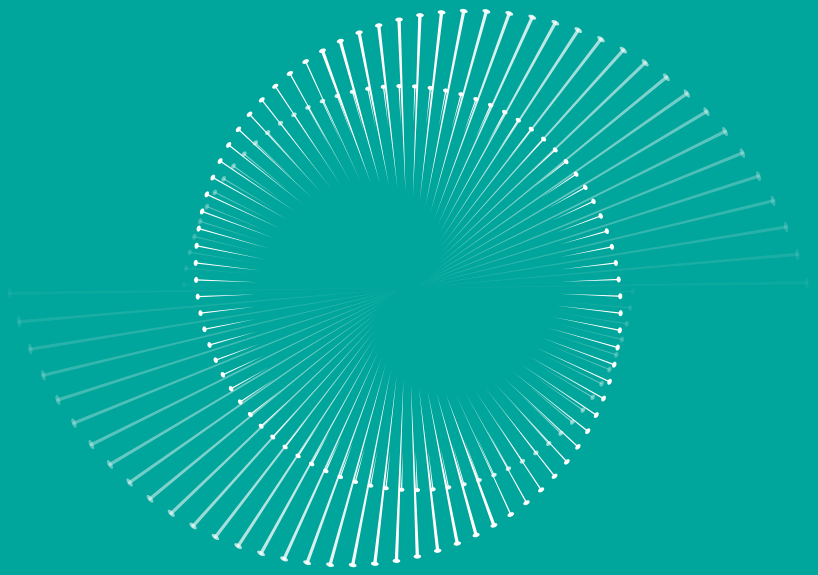
COMMUNICATIONS AUTHORITY OF KENYA

SERVICE CHARTER



OUR PROMISE

Change is Me

1.0 PURPOSE OF THIS CHARTER

* To enhance our customers' awareness of the type of services the Authority provides;
* To inform our customers about our timelines and standards for various services
* To outline the rights and responsibilities of a customer;
* To provide information on the process of lodging a complaint and making suggestions about our service delivery.

2.0 VISION

A Digitally Transformed Nation

3.0 MISSION

Building a connected society through enabling regulation, partnership and Innovation

4.0 CORE VALUES

The Authority's core values are:

Integrity : Adhering to corporate and moral values, acting with honesty and fairness, and treating all internal and external stakeholders with respect and within the law;

Innovation : Being original, flexible and more effective in creating value and growth in the market and society;

Excellence : Continuously improving and providing high quality attention to the needs of both the internal and external stakeholders.

5.0 OUR COMMITMENT TO YOU

Our commitment to service excellence is underpinned by observing and upholding our core values and as an organization we will execute our mandate prudently and timely in adherence to the following commitments

* Service: We will provide you with professional, timely, convenient and friendly service. We will treat you with fairness, respect, courtesy and in an ethical manner.

* Access to Information: We will provide you with clear, accurate, reliable, relevant and timely information on various platforms.

* Confidentiality: We will treat all information you give us with utmost privacy and confidentiality.

* Communication: We will promptly handle and seek to answer your enquiry in full.

* Complaints: We value your complaint and feedback and will acknowledge receipt and handle as per the stipulated timelines in this charter.

6.0 OUR STANDARDS

In conformity with the law and core values espoused in our Strategic Plan, we pledge to provide services in accordance with the following standards.

OUR PROMISE
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APPROVALS FOR TARIFFS, PROMOTIONS AND INTERCONNECTION



14 DAYS

APPROVAL OF INTERCONNECTION AGREEMENTS BETWEEN SERVICE PROVIDERS



3 DAYS

APPROVAL OF PROMOTIONS AND SPECIAL OFFERS



40 DAYS

APPROVAL OF TARIFFS FOR REGULATED SERVICES



3 DAYS

APPROVAL OF TARIFFS FOR UNREGULATED SERVICES

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INFORMATION



75 DAYS

PUBLISHING OF QUARTERLY ICT STATISTICS



3 DAYS

RESPONSE TO REQUEST FOR INFORMATION

COMPLAINTS HANDLING



14 DAYS

HANDLING FREQUENCY INTERFERENCE



21 DAYS

HANDLING OF COMPLAINTS (PUBLIC, BROADCASTING, CONSUMER, CYBERCRIME)

OUR PROMISE
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LICENSING



14 DAYS

ASSIGNMENT OF FREQUENCY UPON ISSUANCE OF AN OFFER



30 DAYS

ISSUANCE OF TELECOM LICENSE (VENDOR/CONTRACTOR/TECHNICAL PERSONNEL/ BUSINESS PROCESS OUTSOURCING)



100 DAYS

ISSUANCE OF BROADCAST LICENSE (RADIO AND TV)



5 DAYS

NUMBERING ASSIGNMET



7 DAYS

ISSUANCE OF COMPLIANCE CERTIFICATE



100 DAYS

ISSUANCE OF POSTAL /COURIER LICENSE

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21 DAYS

ISSUANCE OF A TYPE APPROVAL CERTIFICATE



14 DAYS

FREQUENCY LICENSE RENEWAL



7 DAYS

PROCESSING OF FREQUENCY LICENSES (AIRCRAFT, MARITIME, AMATEUR)



100 DAYS

ISSUANCE OF TELECOM LICENSE (NATIONAL AND INTERNATIONAL NFP, ASP, CSP, E-CSP)

PROCUREMENT AND PAYMENT



1 DAY

ISSUANCE OF THE LOCAL PURCHASE ORDER (LPO)



30 DAYS

PROCESSING OF INVOICES FOR SERVICE PROVIDERS

7.0 YOUR RIGHTS AND RESPONSIBILITES AS OUR CUSTOMER

We will strive to uphold your rights as our customer

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

* Provide the Authority with accurate and timely information for any action to be taken;
* Submit fully completed documentation and provide all the requirements needed for any of our services;
* Promptly respond to requests for information from us;
* Make payment of stipulated fees.

8.0 ENVIRONMENTAL SUSTAINABILITY

The Authority is committed to the protection and conservation of the environment. All staff are encouraged to discharge their duties in a manner that enhances environmental sustainability in line with existing laws and international best practices.

Commitment to Courtesy and Excellence in Service Delivery

Any service that does not conform to the above standards or any staff who does not live up to these standards or any staff who does not live up to these commitments to courtesy and excellence in Service Delivery should be report to:



The Director General, Communications Authority of Kenya
P.O Box 14448 Nairobi, 00800
Tel: +254 020 4242 000
+254 703 024 000
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
Tel: +245 020 4455 555
+254 714 445 555
+254 737 445 555
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 complain and access to information issues:

CONTACTS - Public Officers

Juma Ooro : +254 703 042 420 – Headquarters
Irene Kimeli : + 254 703 042 424 – Headquarters
Linet Onyando : 254 703 042 435 – Headquarters
Musa Etiko : +254 703 042 105 -Western Regional Office
Bernard Maranga : +254 703 042 150 – Coast Regional Office
Victor Maina : +254 703 042 181 – Central and Eastern Regional Office
Winnie Owiti : +254 703 042 131 – Nyanza Regional Office

If you still are not satisfied with the intervention provided above you may report to:

The Commission Secretary/Chief Executive Officer
Commission on Administrative Justice
West End Towers, 2 nd Floor, Waiyaki Way
P.O Box 20414, City Square, 00200
Tel: +254 020 2270 000
+254 020 2303 000

Email: complaints@ombudsman.go.ke
Website: www.ombudsman.go.ke

COMMUNICATIONS AUTHORITY OF KENYA

10.0 HOW TO 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: cero@ca.go.ke