



## COMPLIANCE RETURN FORM

### BUSINESS PROCESS OUTSOURCING

PURSUANT TO THE PROVISIONS OF THE KICA 1998 AND THE KICA AMENDMENT ACT, 2013, AND THE KENYA INFORMATION AND COMMUNICATIONS REGULATIONS AND THE LICENSE CONDITIONS

*Please note that the latest version of this form must be downloaded from the Authority's website at the end of each quarter*

#### 1. GENERAL INFORMATION

1.1 Name of Licensee: \_\_\_\_\_

License No: \_\_\_\_\_

Other Licenses held: \_\_\_\_\_

1.2 **Period under review** (Tick against appropriate quarter)

**FINANCIAL YEAR** \_\_\_\_\_ (based on Government of Kenya Financial year)

Quarter 1  
(1<sup>st</sup> July – 30<sup>th</sup> Sep)

Quarter 2  
(1<sup>st</sup> Oct – 31<sup>st</sup> Dec)

Quarter 3  
(1<sup>st</sup> Jan – 31<sup>st</sup> Mar)

Quarter 4  
(1<sup>st</sup> Apr – 30<sup>th</sup> Jun)

1.3 **Address**

#### **1. Physical Address:**

Town \_\_\_\_\_ Street/Road \_\_\_\_\_

L.R. No. \_\_\_\_\_ Floor No. \_\_\_\_\_ Room No. \_\_\_\_\_

Name of Building \_\_\_\_\_

#### **2. Postal Address:**

P. O. Box \_\_\_\_\_ Postal Code \_\_\_\_\_

Post Office Town \_\_\_\_\_

#### **3. Phone and Fax Contact:**

Tel. No. \_\_\_\_\_

Mobile No. \_\_\_\_\_ Other Tel. Nos. \_\_\_\_\_

#### **4. Email and Web Address:**

Email address: \_\_\_\_\_

Web Address: \_\_\_\_\_

Did any of the address information change during the quarter? (Tick as appropriate) Yes  No

*(If Yes, attach a letter documenting the changes in address information)*

1.4 **Contact details**

Name of Head Of Organization (CEO): \_\_\_\_\_

Title of Head Of Organization: \_\_\_\_\_

Name of contact person: \_\_\_\_\_

Designation: \_\_\_\_\_

Telephone: (a) Landline \_\_\_\_\_ (b) Mobile: \_\_\_\_\_

Email: \_\_\_\_\_ Web address: \_\_\_\_\_

Signature of submitting contact person: \_\_\_\_\_ Date \_\_\_\_\_

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1.5 **Instructions**

1. **This form has provision for both quarterly and annual reporting.**
2. **Please provide information in the space provided. You may insert additional rows and pages as required.**

**PART A: QUARTERLY REPORTING SECTION**

**2. CUSTOMER INFORMATION**

2.1 Domestic Call Center Service

Client Name	Client's Industry	Service offered to Client	Contract period
1.			
2.			
3.			
4.			
5.			

2.2 International Call Center Service

Client Name	Client's Industry*	Country	Service offered to Client	Contract period
1.				
2.				
3.				
4.				
5.				

\* Indicate IT, Financial services, Communication (Telecom), Manufacturing, etc

**3. CONNECTIVITY DETAILS** (Service provided by operator)

Call center location	Data Link Provider	Access technology i.e. OFC, leased lines, Satellite	Bandwidth [MBps]
1.			
2.			
3.			
4.			
5.			

**PART B: ANNUAL REPORTING SECTION**

**(Information to be submitted at the end of the Quarter ending 30<sup>th</sup> June)**

**4. SHAREHOLDING INFORMATION**

Name of Shareholder	Citizenship	Shareholding (Percentage)

**5. FINANCIAL DATA:**

Year	
Revenue generated from local outsourcing	
Revenue generated from international outsourcing	

**In addition, please attach the following;**

- I. A copy of your Annual Audited Accounts for the preceding year.**
- II. Valid tax compliance certificate.**

**6. STAFF**

Staff category		Local (Kenyan Citizens)		Expatriates	
		Male	Female	Male	Female
<b>Technical</b>	Permanent				
	Contract				
	Temporary				
<b>None Technical</b>	Permanent				
	Contract				
	Temporary				
<b>Total</b>					

**7. COMMENTS/ SUGGESTIONS**

Please share any challenges and suggestions to improve the regulatory environment.

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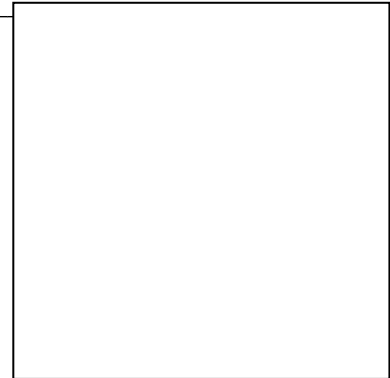
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Signed.....  
 Name.....  
 Title.....  
 Date .....



Company Stamp Here

*(NB: Where Nil returns are provided an explanation **MUST** be provided under the Comments/Suggestions section of this form)*

**THANK YOU FOR COMPLETING THE FORM**

**FOR OFFICIAL USE ONLY – DO NOT FILL BELOW THIS LINE**

**These returns have been:-**

	<b>Checked By:</b>	<b>Verified by:</b>	<b>Approved <input type="checkbox"/> Rejected <input type="checkbox"/></b> <b>(Tick as appropriate)</b>
<b>Name</b>			
<b>Title</b>			
<b>Signature</b>			
<b>Date</b>			

**N/B A COMPLIANCE CERTIFICATE WILL NOT BE ISSUED IF THE COMPLIANCE RETURNS ARE SUBMITTED LATE OR REJECTED BY THE AUTHORITY**