

CITIZENS' SERVICE DELIVERY CHARTER



SERVICE	REQUIREMENTS	USER CHARGES	TIMELINES
MERGER APPLICATION			
A. Merger requiring full analysis	<ul style="list-style-type: none"> i) Duly filled and stamped /sealed Merger Notification Form ii) Audited Financial Statements for the preceding 3 years iii) Signed copy of sale/purchase agreement iv) Board resolutions approving the transaction v) Duly filled confidentiality claim form vi) Evidence of merger filing fees payment 	Fees is payable as follows (KES): Combined annual turnover or assets 1. Below one billion (excluded) – no filing fees 2. 1B to 50B = KES 1M 3. Over 50B = KES 2M	Review of merger application and granting of confidentiality within 5 working days Merger determination within 60 working days after receipt of all relevant and complete requirements
B. Exclusion	<ul style="list-style-type: none"> i) Fill Schedule I and IV of the Merger Notification Form ii) Signed copy of sale/purchase agreement iii) Audited Financial Statements for the preceding 3 years iv) Board resolutions approving the transaction v) Duly filled confidentiality claim form 	Free	Within 14 working days after receipt of all relevant requirements
CONSUMER PROTECTION			
Investigations of consumer complaints	<ul style="list-style-type: none"> i) Evidence from complainant ii) Engagement(s) with complainant and accused iii) Engagement (s) with other relevant Government Agencies 	Free	All complaints will be investigated within 80 working days upon receipt of full information.
CONTROL OF RESTRICTIVE TRADE PRACTICES AND EXEMPTIONS			
A. Investigation of RTPs	<ul style="list-style-type: none"> i) Conduct interviews where necessary ii) Provide additional information and clarifications, where necessary. iii) Duly filled confidentiality claim form 	Free	Preliminary investigations will be carried out within 14 working days upon receipt of the requested information and determinations issued within 5 working days thereafter. Complex complaints (requiring full investigations) will be investigated and finalized within 180 working days upon receipt of all requested information and cooperation of the parties involved. Grant of confidentiality within 14 working days of claim.
B. Exemption Application	<ul style="list-style-type: none"> i) Duly filled exemption application form, ii) Duly filled confidentiality claim form, iii) Conduct interviews where necessary, iv) Provide additional information and clarifications, if need be. 	Free	Within 90 working days after receipt of all relevant documentation
ABUSE OF BUYER POWER			
Investigations	<ul style="list-style-type: none"> i) Duly filled complaint form ii) Provide evidence: Contractual agreements, Local Purchase Orders, Delivery Notes, Invoices, Goods Received Notes, communication between parties, etc iii) Duly filled confidentiality claim form 	Free	Complex complaints (requiring full investigations) will be investigated and finalized within 120 working days upon receipt of all the requested information and cooperation of the parties involved. Grant of confidentiality within 14 working days.
REQUEST FOR ADVISORY OPINION			
Issuance of the advisory opinion upon request	-	Free	Within 14 working days upon receipt of full information.
SUPPLIERS' PAYMENTS			
Payments	Supporting documents (LPO, LSO, Contract, Delivery Note, Invoice, Goods Received Note, Inspection and Acceptance Certificate)	Free	Within 30 days after submission of all supporting documents
OTHER SERVICES			
Acknowledgement of correspondences and requests for information	Correspondences or requests received	Free	Within 3 working days
Answering Telephone Calls	Incoming calls	Free	Within 3 rings
Receiving Visitors	Visitors	Free	Within 5 minutes upon arrival at the reception
Handling Customers' Complaints	Receipt of complaint either verbally, telephone call, e-mail, letter or complaint form.	Free	Complex complaints (requiring full investigations) will be investigated and finalized within 60 working days upon receipt of all the requested information and cooperation of the parties involved.

The Members of the Board, Management and staff of the Competition Authority of Kenya are committed to deliver the best services to the Kenyan Public and Economy.

For any questions, complaints, and compliments regarding the quality of service, please contact:

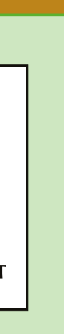
The Director General
The Competition Authority of Kenya
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Email: info@cak.go.ke, complain@cak.go.ke & integrity@cak.go.ke
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Twitter: @CAK_Kenya

OR
Commission for Administrative Justice
West End Building, 2nd Floor
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Westlands, NAIROBI
Tel: +254-20-2270000/2303000/2603765/2441211/8030666
Email: complain@ombudsman.go.ke

"It is Your Right to Receive Efficient Service"

Issued by:.....Signature.....
(Director General)



ISO 9001:2015 Certified

HATI YA UTOAJI HUDUMA KWA WANANCHI (UMMA)



HUDUMA	MAHITAJI	GHARAMA KWA MTUMIAJI	MUDA WA KUHUDUMIWA
MAOMBI YA MUUNGANO WA MAKAMPUNI			
A. Muungano unaohitaji uchambuzi wa kina	i) Fomu ya taarifa ya muungano iliyojazwa na kupigwa muhuri; ii) Taarifa za kifedha za miaka mitatu iliyotangulia na zilizokaguliwa; iii) Nakala ya mkataba wa mauzo au ununuzi iliyotiwa sahihi; iv) Uamuzi wa bodi ya wakurugenzi ya kuidhinisha mauzo au ununuzi; v) Fomu ya kuomba usiri wa taarifa iliyojazwa. vi) Kithibitisho cha malipo ya maombi ya muungano	Ada zinalipwa kama ifuatavyo: Jumla ya mauzo ya mwaka au mali ya makampuni yanayoungana 1. Chini ya shilingi bilioni moja (zimetengwa)-haku na malipo 2. Bilioni moja hadi bilioni 50, malipo ni shilingi milioni moja 3. Zaidi ya bilioni 50, malipo ni shilingi milioni mbili	Tathmini ya kwanza na uamuzi wa maombi ya usiri ndani ya siku 5 za kazi Uamuzi wa ombi la muungano wa makampuni ndani ya siku 60 baada ya kupokelewa habari yote husika
B. Maombi ya muungano wa makampuni yatakayotengwa	i) Kujaza ratiba ya kwanza (I) na ya nne (IV) ya fomu ya taarifa ya muungano; ii) Nakala ya mkataba wa mauzo au ununuzi iliyotiwa sahihi; iii) Taarifa za kifedha za miaka mitatu iliyotangulia na zilizokaguliwa; iv) Uamuzi wa bodi ya wakurugenzi ya kuidhinisha mauzo au ununuzi. v) Fomu ya kuomba usiri wa taarifa iliyojazwa.	Bure	Ndani ya siku 14 za kazi baada ya habari husika na kamalifu kupokelewa.
ULINZI WA WATUMIAJI HUDUMA NA BIDHA			
Uchunguzi wa malalamishi	i) Ushahidi kutoka kwa mlalamishi ii) Mawasiliano na mlalamishi/mtuhumiwa iii) Mawasiliano na Halmashauri za Serikali	Bure	Uchunguzi na uamuzi ndani ya siku 80 za kazi na baada ya kupokea habari yote husika
KUTOA MSAMAHA NA KUDHIBITI MIENENDO YA KIBIASHARA INAYOLETA VIZUIZI			
A. Uchunguzi wa mienendo ya kibiashara inayoleta vizuizi	i) Mahojiano na mlalamishi iwapo itahitajika ii) Kupeana habari ya ziada na ufafanuzi ikilazimu iii) Fomu ya kombi usiri wa taarifa iliyojazwa.	Bure	Tathmini ya kwanza itafanywa ndani ya siku 14 za kazi baada kupokelewa habari yote husika na uamuzi ndani ya siku 5 baadaye Malalamishi tata - uamuzi ndani ya siku 180 za kazi na baada ya kupokea habari yote husika na ushirikiano wa pande zote husika Ruzuku ya usiri wa taarifa kupeanwa siku 14 baada ya maombi kupokelewa na Halmashauri
B. Maombi ya msamaha wa kushiriki mienendo ya kibiashara inayoleta vizuizi	i) Fomu ya maombi ya msamaha iliyojazwa kikamilifu; ii) Fomu ya kuomba usiri wa taarifa iliyojazwa; iii) Mahojiano iwapo yatahitajika; iv) Kupeana habari ya ziada na ufafanuzi ikilazimu.	Bure	Ndani ya siku 90 baada ya kutimiza mahitaji yote ya maombi ya msamaha.
UTUMIZI MBAYA WA NGUVU ZA MNUNUZI			
Uchunguzi	i) Fomu ya malalamishi iliyojazwa ii) Stakabadhi za ushahidi: Kwa mfano Mkataba uuzaji na ununuzi, Ankara ya kibiashara, Agizo la ununuzi na kadhhalika. iii) Fomu ya kuomba usiri wa taarifa iliyojazwa.	Bure	Malalamishi tata - uamuzi ndani ya siku 120 za kazi na baada ya kupokea habari yote husika na ushirikiano wa pande zote husika Ruzuku ya usiri wa taarifa kupeanwa siku 14 baada ya maombi kupokelewa na halmashauri
MAOMBI YA MAONI YA USHAURI			
Kushughulikia maombi ya maoni ya ushauri	-	Bure	Ndani ya siku 14 za kazi baada ya kupokelewa kwa maombi
MALIPO KWA WASAMBAZAJI WA HUDUMA NA BIDHA			
Malipo	Stakabadhi za kuthibitisha utoaji wa huduma na uuzaji wa bidhaa (Kwa mfano: Utaratibu wa ununuzi wa ndani; Rekodi ya usambazaji huduma au bidhaa; Ankara; Rekodi ya kupokea bidhaa - yaani, LPO, LSO, Mkataba, Delivery Note, Invoice, Goods Received Note, Cheti cha Ukaguzi na Ukubalifu)	Bure	Malipo kufanyika ndani ya siku 30 baada ya kuwasilisha stakabadhi zote
HUDUMA NYINGINEZO			
Kuthibitisha kupokelewa kwa maombi ya habari na mawasiliano	Maombi au mawasiliano yaliyopokelewa	Bure	Ndani ya siku 3 za kazi
Kujibu simu za wateja	Simu zinazolingia	Bure	Ndani ya milio 3
Kupokea wageni	Wageni	Bure	Ndani ya dakika 5 baada ya kufika kwenye meza ya mapokezi
Kushughulikia malalamishi ya kawaida ya wateja	Kukamilisha fomu ya malalamishi	Bure	Malalamishi tata - uamuzi ndani ya siku 60 za kazi na baada ya kupokea habari yote husika na ushirikiano wa pande zote husika

Wanachama wa Bodi, Usimamizi na Wafanyakazi wa Halmashauri ya Ushindani wa Kibiashara Nchini (Competition Authority of Kenya) wamejitolea kutoa huduma bora kwa Umma na Uchumi wa Kenya.

Kwa maswali, malalamishi na pongezi kuhusu huduma zetu, wasiliana na:

Mkurugenzi Mkuu
Halmashauri ya Ushindani wa Kibiashara Nchini
Makao Makuu ya Reli ya Kenya, Jumba la 'D'
Gorofa ya Chini na ya Kwanza,
Barabara ya Workshop, inayoungana na Barabara ya Haille Salassie
S.L.P. 36265-00200, City Square
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Barua Pepe: complain@ombudsman.go.ke

AU
Tume ya Haki na Utawala
Jumba la West End, Gorofa ya Pili
S.L.P. 20414-00200
Westlands, NAIROBI

“Ni haki yako kupokea Huduma bora”

Imetolewa na:.....Sahihi:.....
(Mkurugenzi Mkuu - CAK)

