



## PUBLIC NOTICE ON THE AUTHORITY'S E-FILING PORTAL

22<sup>nd</sup> August, 2020

Since **July 1, 2019**, the Competition Authority of Kenya has been receiving and processing applications lodged through its Case Management Systems (CMS) "E-filing Portal" which is accessible via the link: <https://competition.cak.go.ke:444/>

Automation has reduced the time taken to process files since it eliminates handling and moving physical copies of documents between the Authority and its stakeholders as well as between case officers, irrespective of their geographical location.

Further, the E-filing Portal has secured the integrity of documentation while facilitating our stakeholders to track the status of the applications lodged with the Authority in real-time.

In view of the foregoing, the Authority will from **September 1, 2020** cease receiving physical applications relating to its technical processes, including filing of mergers and exemptions as well as registering restrictive trade practices, abuse of buyer power and consumer complaints.

To facilitate our stakeholders efficiently use the E-Filing Portal, the Authority has developed and uploaded technical services User Manuals which can be accessed under the E-Services tab on the Authority's Website. Any stakeholder facing challenges accessing or operating the E-filing Portal can channel their feedback to the Authority through [efiling@cak.go.ke](mailto:efiling@cak.go.ke).

The Authority can also be contacted via a phone call to **+254 20 277 9000** or sending an email to [complain@cak.go.ke](mailto:complain@cak.go.ke) and [info@cak.go.ke](mailto:info@cak.go.ke)

This permanent operational change is aimed at improving the Authority's efficiency and is in line with the Government's agenda of enhancing the presence and use of digital platforms in service delivery.

