

HATI YA UTOAJI HUDUMA KWA WANANCHI (UMMA)



HUDUMA	MAHITAJI	GHARAMA KWA MTUMIAJI	MUDA WA KUHUDUMIWA
MAOMBI YA MUUNGANO WA MTU YEVOTE AU KAMPUNI			
A. Muungano unachitaji uchambuzi wa kina	<p>i) Fomu ya taarifa ya muungano iliyojazwa na kupigwa muhuri.</p> <p>ii) Taarifa za kifedha za miaka mitatu iliyotangulia na zililokupigwa.</p> <p>iii) Nakala ya mkataba wa mauzo au ununuzi iliyotwa sahihi.</p> <p>iv) Uamuzi wa bodi ya wakurugenzi ya kudihihiha mauzo au ununuzi.</p> <p>v) Fomu ya usiri wa taarifa iliyojazwa.</p> <p>vi) Kibibitisho cha malipo ya maombi ya muungano</p>	<p>Ada zinalipwa kama ifuatayo:</p> <p>Jumla ya mauzo ya mwaka au mali ya makampuni yanayoungana.</p> <p>1. Shilingi milioni 500 hadi bilioni moja halitzwi ada yoyote.</p> <p>2. Zaidi ya shilingi bilioni moja hadi bilioni 10, malipo ni shilingi milioni moja.</p> <p>3. Zaidi ya shilingi bilioni 10 hadi bilioni 50, malipo ni shilingi milioni mbili.</p> <p>4. Zaidi ya shilingi bilioni 50, malipo ni shilingi milioni nne.</p> <p>KUMBUKA: Ada zote zinalipwa kupitia E-Citizen.</p>	Uamuzi wa ombi la muungano ndani ya siku 60 baada ya kupokelewa stakabadi zote husika
B. Maombi ya muungano yatakayotengwa	<p>i. Kujaza ratiba ya kwanza (I) na ya nne (IV) ya fomu ya taarifa ya muungano.</p> <p>ii. Nakala ya mkataba wa mauzo au ununuzi iliyotwa sahihi.</p> <p>iii) Mawasiliano na malalamishi/tumuhiriwa na zililokupigwa.</p> <p>iv. Uamuzi wa bodi ya wakurugenzi ya kudihihiha mauzo au ununuzi.</p> <p>v) Fomu ya usiri wa taarifa iliyojazwa.</p>	Halitzwi ada yoyote	Ndani ya siku 14 za kazi baada ya stakabadi hitajikama kamili/ku kupokelewa
ULINZI WA WATUMIAJI HUDUMA NA BIDHAA			
Uchunguzi wa malalamishi	<p>i) Fomu ya malalamishi iliyojazwa</p> <p>ii) Ushahidi kutoka kwa mlalamishi</p> <p>iii) Mawasiliano na malalamishi/tumuhiriwa</p> <p>iv) Mawasiliano na taasisi za Serikali</p>	Halitzwi ada yoyote	Tathmini ya kwanza itafanyika ndani ya siku 8 baadaye malalamishi kufahamishwa kuhusu uamuzi ndani ya siku 5 Uchunguzi kamili utafanyika ndani ya siku 50 pindi habari/stakabadi hitajika/kutakupokelewa na baadaye maamuzi kuaifikiwa ndani ya siku 25.
KUTOA MSAMAHA NA KUDHIBITI MIENENDO YA KIBIASHARA INAYOLETA VIZUZI			
A. Uchunguzi wa mienendo ya kibashara inayoleta vizuzi	<p>i) Mahojiano na mlalamishi kwapo itahitajika</p> <p>ii) Kupewa habari ya ziada na ufanuzi ikilazimu</p> <p>iii) Fomu ya ombi la usiri wa taarifa iliyojazwa.</p>	Halitzwi ada yoyote	Tathmini ya kwanza itafanyika ndani ya siku 14 baada ya kupokelewa kwa habari/stakabadi hitajika na baadaye uamuzi kutolewa ndani ya siku 5, kiwa ni pamoja na uamuzi wa malalamishi yanayohuguliwa kwa mujibu wa sheria ya uhindani wa masoko (Competition Act).
B. Maombi ya msamaha wa kushitiki mienendo ya kibashara inayoleta vizuzi	<p>i) Fomu ya maombi ya msamaha iliyojazwa ikikamilika.</p> <p>ii) Fomu ya ombi la usiri wa taarifa iliyojazwa.</p> <p>iii) Mahojiano kwapo yatahitajika.</p> <p>iv) Kupewa habari ya ziada na ufanuzi ikilazimu.</p>	Halitzwi ada yoyote	Ndani ya siku 30 baada ya kupokelewa kwa habari/stakabadi hitajika/ku kupokelewa kwa mujibu wa sheria ya uhindani wa masoko.
UTUMIZI MBAYA WA NGUVU ZA MNUNUZI			
Uchunguzi	<p>i. Fomu ya malalamishi iliyojazwa</p> <p>ii. Stakabadi za ushahidi.</p> <p>Kwa mlano mkataba wa usuzaji na ununuzi, ankara ya kibashara, agizo la ununuzi na kadhalika.</p>	Halitzwi ada yoyote	Tathmini ya kwanza kufanywa ndani ya siku 10 baada ya kupokelewa kwa habari/stakabadi hitajika na baadaye uamuzi kutolewa ndani ya siku 5 kiwa malalamishi hayo hajakupokelewa kwa mujibu wa sheria ya uhindani wa masoko. Kiwa malalamishi yanashughulikiwa kwa mujibu wa sheria ya uhindani wa masoko, uchunguzi kamili kufanyika ndani ya siku 20 pindi habari/stakabadi hitajika kupokelewa na baadaye uamuzi kuaifikiwa na malalamishi kufahamishwa ndani ya siku 5.
OMBI LA RUZUKU YA USIRI			
Tathmini ya ombi la ruzuku ya usiri	Fomu ya ombi la usiri wa taarifa iliyojazwa.	Halitzwi ada yoyote	Ndani ya siku 10
MAOMBI YA MAONI YA USHAURI			
Kuashughulika maombi ya maoni ya ushauri		Halitzwi ada yoyote	Ndani ya siku 14 baada ya kupokelewa kwa maombi
UCHAMBUZI WA ZABUNI			
Uchambuzi na utaji wa zabuni	Ushawishaji na maombi ya kusambaza bidhaa na huduma	Halitzwi ada yoyote	Uchambuzi na utaji wa zabuni kukamilika ndani ya siku 90 Taarifa kwa mshindi na wataohinda zabuni kutolewa ndani ya siku 2 baada ya maoni ya kitaalamu kudihihiha
MALIPO KWA WASAMBAZAJI WA HUDUMA NA BIDHAA			
Malipo	Stakabadi za kuthibitisha utaji wa huduma na usuzaji wa bidhaa (Kiwa mlano. Utaratibu wa ununuzi wa ndani). Rekodi ya usambazaji huduma au bidhaa. Ankara. Rekodi ya kupokea bidhaa – jwani, IPO, LSO, Mkataba, Delivery Note, Invoice, Goods Received Note, Cheti cha Ukaguzi na Ukubalihi	Halitzwi ada yoyote	Malipo kufanyika ndani ya siku 30 baada ya kuwasilisha ankara.
UAJIRI			
Uajiri (Wafanyakazi/Wataalamu/Wajana)	Ushawishaji wa maombi rasmi ya kazi kulingana na mahitaji ya tangazo kwa umma.	Halitzwi ada yoyote	Muda kati ya uadhinishaji wa uajiri na utaji wa barua ya uajiri kufanyika ndani ya siku 90. Ujumbe wa kutokubaliwa kwa ombi la kazi kutumwa ndani ya siku tatu baada ya aliyafuata kutubali ombi la uajiri.
HUDUMA NYINGINEZO			
Majibu kwa mawasiliano na mombi la taarifa	Barua	Halitzwi ada yoyote	Ndani ya siku 5
Kupokea simu za wateja	Barua pepe na mlandao ya kijamii (Twitter/X, Facebook, LinkedIn and YouTube)	Halitzwi ada yoyote	Ndani ya siku 1
Kupokea wageni	Simu zinazolinga	Halitzwi ada yoyote	Ndani ya sekunde 15
Kupokea wageni	Wageni	Halitzwi ada yoyote	Ndani ya dakika 1 baada ya kufika kwenye maza ya mapokezi.
Ushughulizi wa malalamishi ya wateja	Mapokezi ya malalamishi kwa njia ya ama kwa ama, kwa njia ya simu, barua au barua pepe ama kujaza fomu ya malalamishi.	Halitzwi ada yoyote	Uchunguzi wa awali kufanyika ndani ya siku 14 baada ya kupokea taarifa husika na maamuzi ndani ya siku 5. Malalamishi yanayohitaji

Wanachama wa Bodi, Uamiruzi na Wafanyakazi wa Halmashauri ya Uhindani wa Kibashara Nchini (Competition Authority of Kenya)

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

Mkurugenzi Mkuu
Halmashauri ya Uhindani wa Kibashara Nchini
Mnara wa Pembeni wa CSEK
Orofa ya 15 - 18
Bikira ya Harobee
S.L.P.3034-00200, City Square
NAIROBI, KENYA.

Simu: +254 20 2779000
Tovuti: www.cak.go.ke
Barua Pepe: info@cak.go.ke
Facebook: Competition Authority of Kenya
Twitter: @C-A-K, Kenya
Postal: <https://competition.cak.go.ke/44/>

AU
Tume ya Haki na Ukwasa
Jumba la West End, Corofa ya Pili
S.L.P.2044-00200
Westlands, NAIROBI
Simu: +254 20 2270000 / 2305000 / 2603785 / 294121 / 9030666
Barua Pepe: complaint@ombudsmn.go.ke



"Ni haki yako kupokea Huduma bora"



CITIZENS' SERVICE DELIVERY CHARTER



SERVICE	REQUIREMENTS	USER CHARGES	TIMELINES
MERCER APPLICATION			
A. Merger requiring full analysis	i) Duly filled and stamped (sealed Merger Notification Form); ii) Audited Financial Statements for the preceding 5 years; iii) Signed copy of sale/purchase agreement; iv) Board resolutions approving transaction; v) Duly filled confidentiality claim form; and vi) Evidence of payment of merger filing fees.	Combined annual turnover or assets (whichever is higher) 1. KES 500 million to KES 1B - (included) no filing fees 2. Over KES 1B to KES 10B - KES 1M 3. Over KES 10B to KES 50B - KES 2M 4. Over KES 50B - KES 4M NB: Merger Filing Fees Payable Through E-Citizen	Determination within the statutory timelines of 60 days after receipt of all relevant and complete information.
B. Exclusion	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 5 years; iv) Board resolution approving the transaction; and v) Duly filled confidentiality claim form.	Free	Within 14 days after receipt of all relevant and complete information.
CONSUMER PROTECTION			
Investigations of consumer complaints	i) Duly filled complaint form; ii) Supporting evidence from complainant(s); iii) Engagement(s) with complainant and accused; and iv) Engagement(s) with relevant Government agencies	Free	Preliminary Investigations within 8 days. Complainant informed of the outcome within 5 days of decision. Full investigation(s) within 30 days upon receipt of full information. Determination within 25 days thereafter.
CONTROL OF RESTRICTIVE TRADE PRACTICES AND EXEMPTIONS (RTPs)			
A. Investigation of RTPs (Anti-Competitive Practices)	i) Conduct interviews where necessary; ii) Provide additional information and clarifications, where necessary; and iii) Duly filled confidentiality claim form.	Free	Preliminary Investigations within 14 days upon receipt of the requested information and decisions on matters including those which do not fall within the Competition Act issued within 5 days. Complex complaints requiring full investigations (including contested matters, cases with large volumes of evidence and involving multiple parties) investigated and finalized within 180 days upon receipt of all requested information and cooperation of the parties involved.
B. Exemption Application	i. Duly filled exemption application form; ii. Duly filled confidentiality claim form; iii. Conduct interviews where necessary; and iv. Provide additional information and clarifications, if need be.	Free	Within 30 days after receipt of all relevant information, including that requested from interested stakeholders (through the Kenya Gazette) and sector regulators.
ABUSE OF BUYER POWER (ABP)			
Investigation of ABP	i) Duly filled complaint form; ii) Provide evidence, Contractual agreements, Local Purchase Orders, Delivery Notes, Invoices, Goods Received Notes, communication between parties, among others.	Free	Screening of complaints within 10 days upon receipt of full information and communication about the decision, including complaints that do not fall within the Act, given within 5 days of the decision. Preliminary investigations within 30 days upon receipt of all necessary information and communication of the determination made within 5 days thereafter. Complex complaints requiring full investigations (including contested matters, cases with large volumes of evidence and involving multiple parties) will be investigated and finalized within 120 days upon receipt of all the requested information & cooperation of the parties involved.
REQUEST FOR CONFIDENTIALITY			
Consideration of confidentiality request	Duly filled confidentiality claim form.	Free	Determination within 10 days
REQUEST FOR ADVISORY OPINION			
Issuance of an advisory opinion		Free	Within 14 days
PROCESSING AND AWARD OF TENDERS			
Processing and Awarding of Tenders	Submit bids for goods and services within the legal timelines and per TORs	Free	Analysis and award of bids completed within 90 days. Notification of successful and unsuccessful bidders - within 2 days after approval of the professional opinion.
PAYMENTS TO SUPPLIERS			
Payments to Suppliers	Supporting documents (P.O, LSO, Contract, Delivery Note, Invoice, Goods Received Note, Inspection and Acceptance Certificate, Completion Certificate)	Free	Within 30 days after submission of the invoice
RECRUITMENT			
Recruitments (Staff/Interns/ Young Professionals)	Submit formal application based on the requirement of the external job advert	Free	Period between approval to recruit and issuance of offer letter(s): 90 days Issuance of regret letters to the unsuccessful interviewees: 5 days after successful candidate accepts offer.
OTHER SERVICES			
Response to Correspondences & Requests for Information	Correspondences or requests received (letters)	Free	Within 5 days
	Email and Social Media (Twitter/X, Facebook, LinkedIn and YouTube)	Free	Within 1 day
Answering Telephone Calls	Incoming calls	Free	15 seconds
Receiving Visitors	Visitors	Free	Within 1 minutes upon arrival at the reception
Resolution of Complaints	Receipt of complaint either verbally, telephone call, e-mail, letter or complaint form.	Free	Preliminary investigations will be carried out within 14 days upon receipt of all relevant information and determination issued within 5 days. Complex complaints requiring full investigations (including contested matters, cases with large volumes of evidence and involving multiple parties) will be investigated and finalized within 40 days upon receipt of all the requested information & 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 Kenya Public and Economy.

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

The Director-General
The Competition Authority of Kenya
CBK Pension Towers
15th Floor
Harambee Avenue, Nairobi
P. O. Box 36263 - 00200, City Square
NAIROBI, KENYA.

Telephone: +254-20-2779000
Website: www.cak.go.ke
Email: info@cak.go.ke, complain@cak.go.ke & integrity@cak.go.ke
Facebook: Competition Authority of Kenya
Twitter: @cAK_Kenya
Portal: <https://competition.cak.go.ke/44/>

OR
Commission for Administrative Justice
West End Building, 2nd Floor
P.O. Box 20414 - 00200
Westlands, NAIROBI.
Tel: +254-20-2770000/2505000/0605765/246421/8050666
Email: complain@ombudsman.go.ke



"It is Your Right to Receive Efficient Service"

