



HATI YA UTOAJI HUDUMA KWA WANANCHI (UMMA)

HUDUMA	MAHITAJI	GHARAMA KWA MTUMIAJI	MUDA WA KUHUDUMIWA
MAOMBI YA MUUNGANO WA MAKAMPUNI			
<p>A. Muungano unaohitaji uchambuzi wa kina</p>	<ul style="list-style-type: none"> 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 	<p>Ada zinalipwa kama ifuatavyo:</p> <p>Jumla ya mauzo ya mwaka au mali ya kampuni zinazoungana (iliyo juu)</p> <ol style="list-style-type: none"> 1. Shilingi milioni 500 hadi bilioni moja (zimetengwa)-hakuna malipo 2. Zaidi ya shilingi bilioni moja hadi bilioni 10, malipo ni 	<p>Tathmini ya kwanza na uamuzi wa maombi ya usiri ndani ya siku 5 za kazi</p> <p>Uamuzi wa ombi la muungano wa kampuni ndani ya siku 60 za kazi baada ya habari na stakabadhi zote husika na kamilifu kupokelewa</p>



		<p>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>B. Maombi ya muungano wa makampuni yatakayotengwa</p>	<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 iliyotiwa sahihi;</p> <p>iii) Taarifa za kifedha za miaka mitatu iliyotangulia na zilizokaguliwa;</p> <p>iv) Uamuzi wa bodi ya wakurugenzi ya kuidhinisha mauzo au ununuzi.</p> <p>v) Fomu ya kuomba usiri wa taarifa iliyojazwa.</p>	<p>Bure</p>	<p>Tathmini ya kwanza na uamuzi wa maombi ya usiri ndani ya siku 5 za kazi</p> <p>Ndani ya siku 14 za kazi baada ya habari na stakabadhi zote husika na kamilifu kupokelewa.</p>



ULINZI WA WATUMIAJI HUDUMA NA BIDHAA

<p>Uchunguzi wa malalamishi</p>	<p>i.) Fomu ya malalamishi iliyojazwa kikamilifu ii.) Ushahidi kutoka kwa mlalamishi iii.) Mawasiliano na mlalamishi/mtuhumiwa iv.) Mawasiliano na Halmashauri za Serikali</p>	<p>Bure</p>	<p>Uchunguzi na uamuzi ndani ya siku 70 za kazi na baada ya kupokea habari yote husika</p>
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KUTOA MSAMAHA NA KUDHIBITI MIENENDO YA KIBIASHARA INAYOLETA VIZUZI

<p>A. Uchunguzi wa mienendo ya kibiashara inayoleta vizuizi</p>	<p>i) Mahojiano na mlalamishi iwapo itahitajika ii) Kupeana habari ya ziada na ufafanuzi ikilazimu iii) Fomu ya kombi usiri wa taarifa iliyojazwa.</p>	<p>Bure</p>	<p>Tathmini ya kwanza itafanywa ndani ya siku 14 za kazi baada kupokelewa habari yote husika na uamuzi ndani ya siku 5 baadaye</p> <p>Malalamishi tata - uamuzi ndani ya siku 180 za kazi na baada ya kupokea habari yote husika na ushirikiano wa pande zote husika</p> <p>Ruzuku ya usiri wa taarifa kupeanwa siku 14 baada ya maombi kupokelewa na Halmashauri</p>
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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 kadhalika. 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 kamilifu
MALIPO KWA WASAMBAZAJI WA HUDUMA NA BIDHAA			
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,	Bure	Malipo kufanyika ndani ya siku 30 baada ya kuwasilisha stakabadhi zote

	Invoice, Goods Received Note, Cheti cha Ukaguzi na Ukubalifu)		
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 zinazoingia	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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Simu: +254-20-2270000 / 2303000/ 2603765/ 2441211/8030666

Barua Pepe: complain@ombudsman.go.ke

“Ni haki yako kupokea Huduma bora”

Imetolewa na: Wang'ombe Kariuki

Sahihi:



(Mkurugenzi Mkuu - CAK)



ISO 9001:2015 CERTIFIED

SERVICE	REQUIREMENTS	USER CHARGES	TIMELINES
MERGER APPLICATION			
A. Merger requiring full analysis	<ul style="list-style-type: none"> vii) Duly filled and stamped /sealed Merger Notification Form viii) Audited Financial Statements for the preceding 3 years ix) Signed copy of sale/purchase agreement x) Board resolutions approving the transaction xi) Duly filled confidentiality claim form xii) Evidence of merger filing fees payment 	<p>Fees is payable as follows (KES):</p> <p>Combined annual turnover or assets (whichever is higher)</p> <ol style="list-style-type: none"> 1. 500 million to 1B - (excluded) no filing fees 2. Over 1B to 10B = KES 1M 3. Over 10B to 50B = KES 2M 4. Over 50B = KES 4M 	<p>Review of merger application and granting of confidentiality within 5 working days</p> <p>Merger determination within 60 working days after receipt of all relevant and complete requirements</p>
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 	Free	<p>Review of merger application and granting of confidentiality within 5 working days</p> <p>Within 14 working days after receipt of all relevant requirements</p>



	v) Duly filled confidentiality claim form		
CONSUMER PROTECTION			
Investigations of consumer complaints	<ul style="list-style-type: none"> i. Duly filled complaint form ii. Supporting evidence from complainant(s) iii. Engagement(s) with complainant and accused iv. Engagement (s) with other relevant Government Agencies 	Free	All complaints will be investigated within 70 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	<p>Preliminary investigations will be carried out within 14 working days upon receipt of the requested information and determinations issued within 5 working days thereafter.</p> <p>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.</p> <p>Grant of confidentiality is within 14 working days of claim.</p>



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	<p>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.</p> <p>Grant of confidentiality within 14 working days.</p>
REQUEST FOR ADVISORY OPINION			
Issuance of the advisory opinion request	-	Free	Within 14 working days



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 120 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

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“It is Your Right to Receive Efficient Service”

Issued by: Wang'ombe Kariuki
(Director-General)

Signature:



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