



COMPETITION AUTHORITY OF KENYA PORTAL CONSUMER COMPLAINT FILING INSTRUCTIONS

A. INTRODUCTION

1. SCOPE

1.1 This Manual is applicable as a guide in the online filing of Consumer Complaints by stakeholders through the Competition Authority of Kenya's Public Portal.

2. PURPOSE

2.1 The main purpose of this Manual is to guide the Authority's stakeholders in filing of consumer complaints with respect to false or misleading representations, unconscionable conduct, product safety standards and unsafe goods, product information standards, and liability in respect of unsuitable goods and defective goods using the portal in its regulation of market conduct as provided for in Part VI of the Competition Act, No. 12 of 2010, (the Act).

2.2 By rendering public, the guidelines and instructions to be followed in the online filing of consumer complaints, the Authority expects to create awareness and provide a reference point on how the online filing of Consumer Complaints is to be carried out.

2.3 The main objectives of the instructions are to:

2.3.1 Provide a step-by-step guidance on how to file a Consumer Complaint online;

2.3.2 Equip the stakeholders with a reference point when filing Consumer Complaints online;

2.3.3 Provide valuable records on CMS and the portal thus reducing the risk of deviation from common practice;

2.3.4 Enable tracking of progress of complaints lodged by stakeholders through the Public Portal; and

2.3.5 Reduce on printing, archiving and transportation costs.

3. TERMS, DEFINITIONS AND ABBREVIATIONS

3.1 **Competition Authority of Kenya** – Abbr.: CAK, also referred hereinafter as ‘the Authority/CAK’ is the government agency mandated to regulate market structure and conduct in the Kenyan economy and protect consumers against unfair and misleading market conduct.

3.2 **Public Portal** – refers to the CAK’s online platform for submitting; complaints, cases and filings. The Public Portal access link is: <https://competition.cak.go.ke:444/>. This address may change from time to time and shall be duly updated in the Authority’s website.

3.3 **Authority’s Website** – refers to the address: www.cak.go.ke .

3.4 **CMS** – refers to the Case Management System, a system developed by the Authority to provide a platform for receiving cases from the Public Portal once they are submitted by the filing parties.

4. DECLARATION

4.1 The Authority has developed these instructions without any prejudice and applicants should, therefore, ensure that they acquaint themselves with the portal as they prepare their submissions. The Authority will be available to train and offer additional guidance on the filing process to any filing party if need be.

5. FILING INSTRUCTIONS

5.1 The process of lodging a consumer complaint starts with creation of an account through the portal by the complainant.

5.1.1 To create an account, open your browser and key in the Public Portal address (<https://competition.cak.go.ke:444/>). The Public Portal address can also be accessed through the Authority’s main website.

- 5.1.2 Click on register and enter the respective details as directed by the platform. The complainant can use an individual email addresses or adopt a single corporate email address.
- 5.1.3 Once registered, log in to the system and click on the Menu button.
- 5.1.4 Click “File a Complaint” and on the dropdown menu, click “Consumer Complaint.”

5.2 Filling the details

- 5.2.1 Under “Details of the Complainant,” the name and email address tabs will be auto-filled. The user will only be required to provide their phone number.
- 5.2.2 The user should provide the details of the accused party under “Details of the accused party” by filling their name, physical address (building, street, city/town) as well as their phone number.
- 5.2.3 The user should then provide a clear description of their complaint under the “Complaint Details” section.
- 5.2.4 Attach supporting documents by clicking on “Browse” and choosing the relevant documents which may include; contract, warranty, invoices, receipts, or others.
- 5.2.5 Upon submission, the Public Portal auto generates a response confirming receipt of your complaint by the Authority.
- 5.2.6 The portal will also enable the user to check the progress of the complaint from the homepage on log in.
- 5.2.7 Further to these instructions, users can review **Annexure 1** which offers a pictorial guide on how to file a Consumer Complaint.

6 USEFUL TIPS

- 6.1 Ensure that you attach any documentation that will support and justify the complaint.
- 6.2 Do not share the password to your Public Portal account or the reference number with other person/parties unrelated to the complaint.

6.2 Only attach relevant documents once the tabs have been fully filled and ready for submission.

6.3 Check the Public Portal dashboard for status of the complaints lodged.

ANNEX I

STEP BY STEP PROCESS FOR FILING A CONSUMER COMPLAINT

1. Ensure your computer has a stable Internet connection.
2. Visit the address: <https://competition.cak.go.ke:444>

The CAK Portal Log in Page

https://competition.cak.go.ke:444/_layouts/15/CAK/Pages/Login.aspx



Public Portal

Login

Sign me in automatically

Don't have an account? [register](#) | [Forgot your password?](#) [reset](#)

Landing Page



CAK WEBSITE | DASHBOARD | MERGERS | FILE A COMPLAINT | EXEMPTION APPLICATION | ADVISORY OPINIONS | LENIENCY | COMPLIMENTS | SUBMISSIONS | QUICK LINKS | [LKMELLY777@GMAIL.COM](#)


Dashboard

Cases | Mergers and Acquisitions | Draft MNFs | Submitted MNFs

You have not filed any cases yet.

Active Cases

https://competition.cak.go.ke:444/_layouts/15/CAK/Pages/MyCases.aspx



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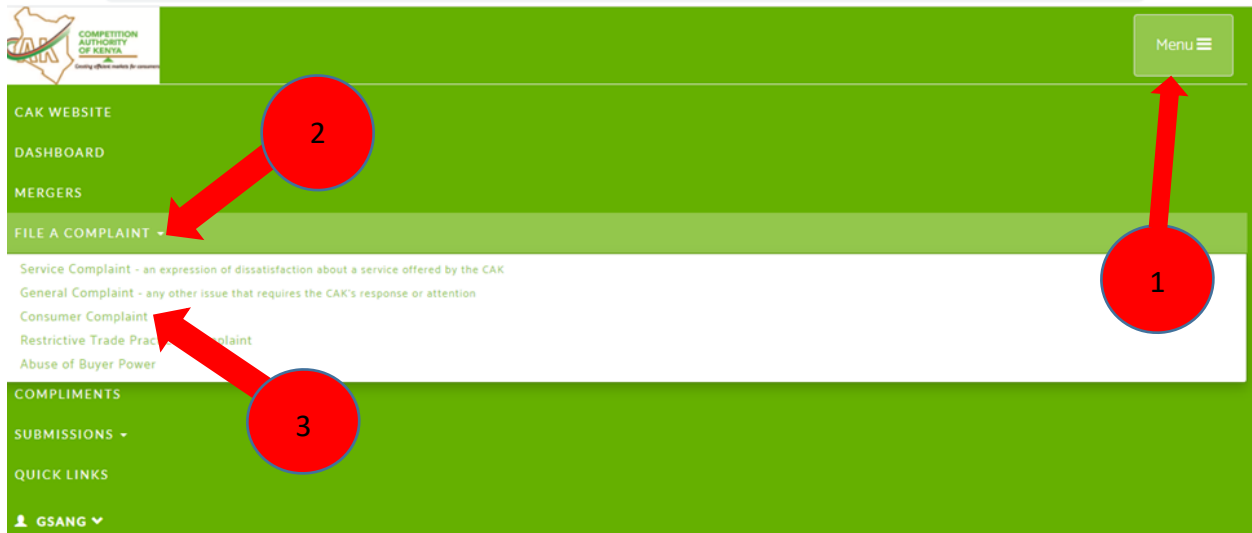
Mergers & Acquisitions

Show 10 entries

Title	Status	Case Number (CR)	Created On
Kenya Bottlers Limited - Test	Inactive	CAK/MNF/D/43.222	26/4/2019
Kenya Bottlers Limited - Test June 2019	Active	CAK/MNF/D/43.339	06/6/2019

Showing 1 to 2 of 2 entries. Previous 1 Next

3.



4. Fill in all the tabs

5. Attachments and submission

CAK WEBSITE DASHBOARD MERGERS FILE A COMPLAINT EXEMPTION APPLICATION ADVISORY OPINIONS LENIENCY COMPLIMENTS SUBMISSIONS QUICK LINKS

Are you complaining for the first time?
--please select--

How would you like to be contacted?
Phone

Attach documents

a) Contract
BROWSE...

b) Warranty
BROWSE...

c) Invoices
BROWSE...

d) Receipts
BROWSE...

Others...
Use Ctrl to select multiple files
BROWSE...

SUBMIT

Kenya Railways Staff Retirement Benefit Scheme Block 'D', 1st Floor, Hiale Selassie Avenue.
P.O. Box 36265-00200 Nairobi, Kenya
+254 20 2628233 254 20 2779000
info@cak.go.ke
CAK on Twitter
CAK on Facebook
SGS
UKAS
ISO 9001:2015 CERTIFIED

6. Once you submit your complaint, you will receive an auto-response message confirming that your complaint has been received by the Authority as shown below

