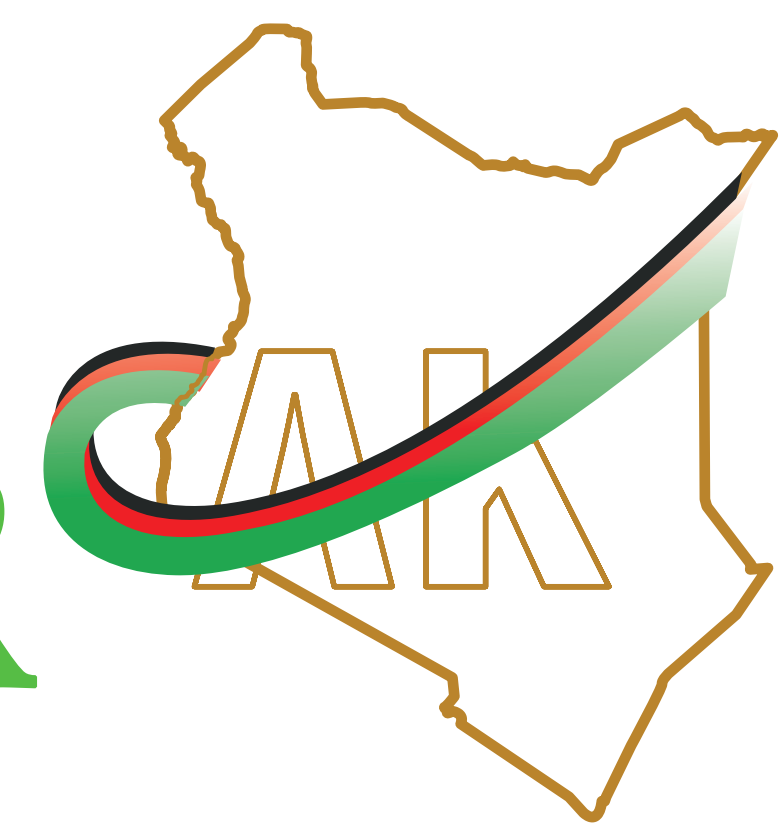


# CITIZENS' SERVICE DELIVERY CHARTER



**COMPETITION AUTHORITY OF KENYA**  
Creating efficient markets for consumers

| SERVICE   | REQUIREMENTS  | USER CHARGES   | TIMELINES   |
|---|---|--|---|
| <b>MERGER APPLICATION</b>   |   |  |   |
| <b>A. Acknowledgement</b>   | Merger Application Letter   | Free   | Within 2 working days after receipt of application  |
| <b>B. Preliminary Review (including granting of confidentiality and checking completeness of documents)</b> | i) Duly filled and stamped/sealed Merger Notification Form<br>ii) Audited Financial Statements for the preceding 3 years<br>iii) Signed copy of sale/purchase agreement<br>iv) Board resolutions approving the transaction<br>v) Duly filled confidentiality claim form | Free   | Within 5 working days   |
| <b>C. Additional Information Request</b>  | i) Additional/missing information in the merger notification form<br>ii) Further clarifications   | Free   | i) Within 30 working days<br>ii) At any stage of merger analysis  |
| <b>D. Exclusion</b>   | i) Fill Schedule I and IV of the Merger Notification Form<br>ii) Copy of sale/purchase agreement<br>iii) Audited Financial Statements for the preceding 3 years<br>iv) Board resolutions approving the transaction  | Free   | Within 14 working days after receipt of all relevant information  |
| <b>E. Merger Determination</b>  | i) All requirements under B (i), (ii), (iii), (iv) & (v) above<br>ii) Evidence of merger filing fees  | Fees is payable as follows (KES):<br>Combined annual turnover or assets<br>1. Below one billion (excluded) – no filing fees<br>2. 1B to 50B = KES 1M<br>3. Over 50B = KES 2M | Within 60 working days after receipt of all relevant complete information   |
| <b>F. Gazettement of Decisions</b>  | i) Determined Merger  | Free   | Within 30 working days  |
| <b>CONSUMER PROTECTION</b>  |   |  |   |
| <b>A. Acknowledgement</b>   | Receipt of complaint from consumers, either verbally, telephone call, e-mail, letter or complaint form  | Free   | Within 2 working days after receipt of a complaint from the relevant person(s)  |
| <b>B. Investigations</b>  | i) Provide evidence<br>ii) Cooperate with the Authority<br>iii) Session(s) with complainant(s)<br>iv) Session(s) with accused   | Free   | The Authority will handle consumer complaints within 10 working days. Complex consumer complaints will be investigated until an amicable solution is arrived at   |
| <b>C. Determination</b>   | i) Session(s) with the accused<br>ii) Compliance with the law   | Free   | Until the Authority makes a determination   |
| <b>D. Communication of Determination</b>  | Resolution  | Free   | Within 2 working days after determination   |
| <b>CONTROL OF RESTRICTIVE TRADE PRACTICES AND EXEMPTIONS</b>  |   |  |   |
| <b>A. Acknowledgement</b>   | Receipt of complaint regarding Restrictive Trade Practices either verbally, telephone call, e-mail, letter or complaint form.   | Free   | Within 2 working days   |
| <b>B. Preliminary Review</b>  | Duly filled complaint form, statement or complaint letter   | Free   | Within 14 working days  |
| <b>C. Investigations</b>  | i) Duly filled complaint form, statement or complaint letter<br>ii) Conduct an interview where necessary<br>iii) Provide additional information and clarifications, if need be.   | Free   | The time period for determining a case is dependent on the nature of complaint, admissibility of the submissions, and cooperation of the parties involved. Grant of confidentiality is within 14 working days of claim. |
| <b>D. Exemption Application</b>   | i.) Duly filled exemption application form,<br>ii.) Completed confidentiality claim form,<br>iii.) Conduct an interview where necessary,<br>iv.) Provide additional information and clarifications, if need be.   | Free   | Within 90 working days after receipt of all relevant documentation  |
| <b>REQUEST FOR ADVISORY OPINION</b>   |   |  |   |
| <b>A. Acknowledgement</b>   | Letter and enclosures seeking for an advisory opinion   | Free   | Within 2 working days   |
| <b>B. Issuance of the advisory opinion request</b>  | —   | Free   | Within 14 working days  |
| <b>SUPPLIERS' PAYMENTS</b>  |   |  |   |
| <b>A. Payments</b>  | 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   |
| <b>OTHER SERVICES</b>   |   |  |   |
| <b>A. Response to Correspondences and Requests for Information</b>  | Correspondences or requests received  | Free   | Within 3 working days   |
| <b>B. Answering Telephone Calls</b>   | Incoming calls  | Free   | Within 3 rings  |
| <b>C. Receiving Visitors</b>  | Visitors  | Free   | Within 5 minutes upon arrival at the Reception  |
| <b>D. Handling Customers' Complaints</b>  | Receipt of complaint either verbally, telephone call, e-mail, letter or complaint form.   | Free   | Acknowledgement within 2 working days<br>The Authority will handle complaints within 10 working days<br>Complex complaints will be investigated until an amicable solution is arrived at                                |

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  
Kenya Railways HQ's, Block 'D'  
Ground & First Floors  
Workshop Road, off Haile Salassie Avenue  
P. O. Box 36265 – 00200, City Square  
NAIROBI, KENYA.

**Telephone: +254-20-2628233**  
**Direct Line: 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**  
**SMS CODE: 22272**

**OR**  
**Commission for Administrative Justice**  
West End Building, 2nd Floor  
P.O. Box 20414 – 00200  
Westlands, **NAIROBI**  
**Tel: +254-20-2270000/2303000/2603765/2441211/8030666**  
**Email: complain@ombudsman.go.ke**

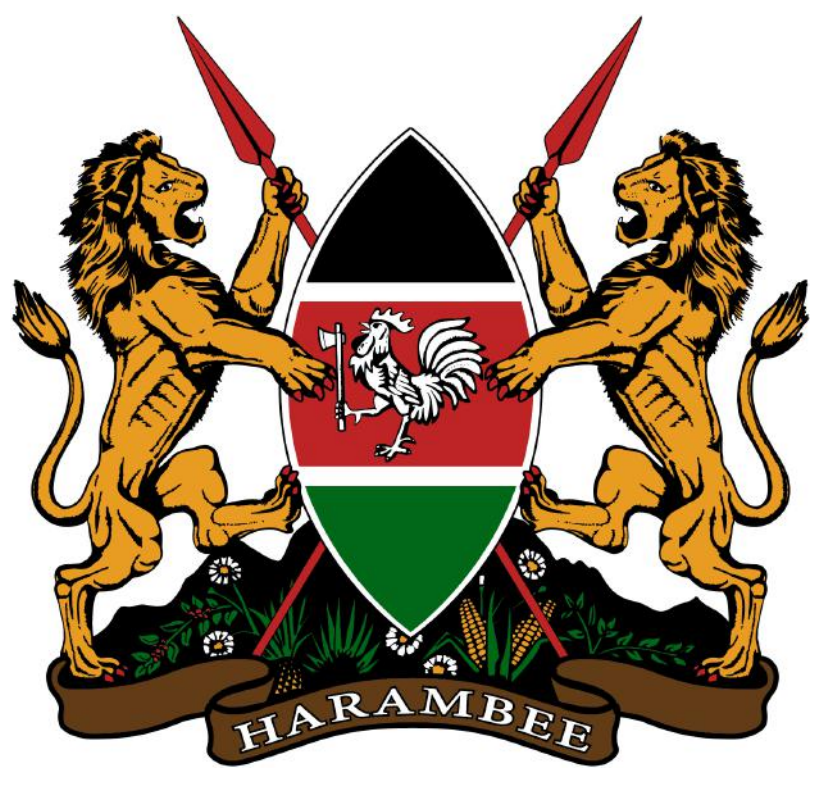
**“It is Your Right to Receive Efficient Service”**

Issued by: .....

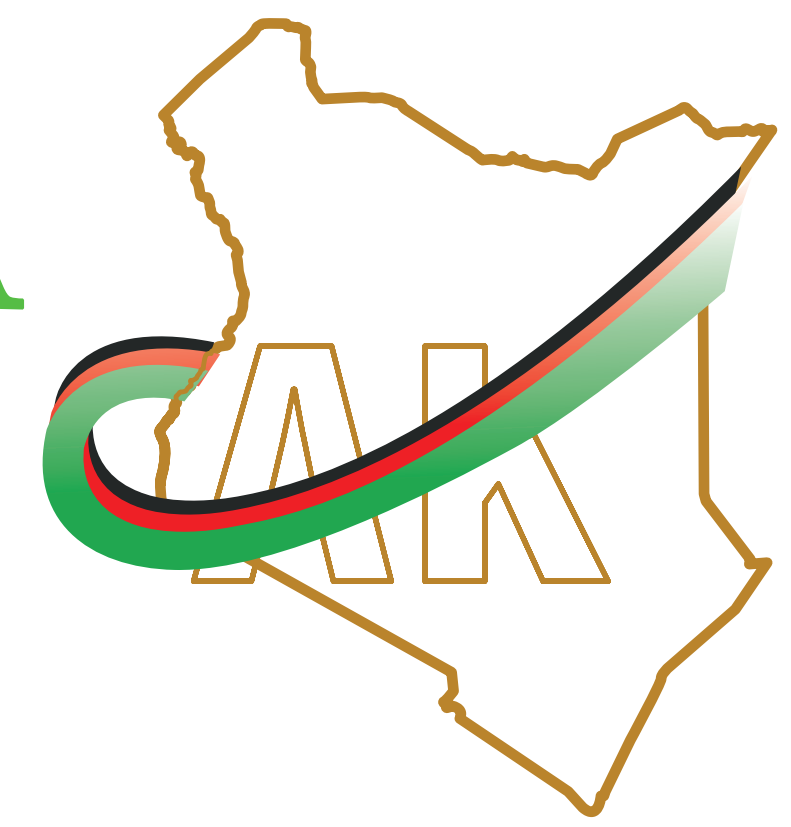
Signature: .....  
(Director-General)







# HATI YA UTOAJI HUDUMA KWA WANANCHI (UMMA)



**COMPETITION  
AUTHORITY  
OF KENYA**

Creating efficient markets  
for consumers

| HUDUMA  | MAHITAJI  | GHARAMA KWA MTUMIAJI   | MUDA WA KUHUDUMIWA   |
|---|---|--|--|
| <b>MAOMBI YA MUUNGANO WA MAKAMPUNI</b>  |   |  |  |
| <b>A. Kuthibitisha kupokelewa wa maombi</b>                                       | Barua ya maombi ya muungano wa makampuni.   | Bure   | Ndani ya siku 2 za kazi baada ya maombi kupokelewa.  |
| <b>B. Tathmini ya kwanza</b>  | i) Fomu ya taarifa ya muungano iliyojazwa na kupigwa muhuri;<br>ii) Taarifa za kifedha za miaka mitatu iliyotangulia na zilizokaguliwa;<br>iii) Nakala ya mkataba wa mauzo au ununuzi iliyotiwa sahihi;<br>iv) Uamuzi wa bodi ya wakurugenzi ya kuidhinisha mauzo au ununuzi;<br>v) Fomu ya kuomba usiri wa taarifa iliyojazwa. | Bure   | Ndani ya siku 5 za kazi  |
| <b>C. Ombi la habari ya ziada</b>   | i) Habari ya ziada au ile isiyokuwepo katika fomu ya taarifa ya muungano.<br>ii) Ufafanuzi zaidi  | Bure   | i. Ndani ya siku 30 za kazi<br>ii. Katika hatua yoyote ya uchambuzi wa maombi ya muungano.   |
| <b>D. Maombi ya muungano wa makampuni yatakayotengwa</b>                          | i) Kujaza ratiba ya kwanza (I) na ya nne (IV) ya fomu ya taarifa ya muungano;<br>ii) Nakala ya mkataba wa mauzo au ununuzi iliyotiwa sahihi;<br>iii) Taarifa za kifedha za miaka mitatu iliyotangulia na zilizokaguliwa;<br>iv) Uamuzi wa bodi ya wakurugenzi ya kuidhinisha mauzo au ununuzi.                                  | Bure   | Ndani ya siku 14 za kazi baada ya habari husika na kamilifu kupokelewa.  |
| <b>E. Uamuzi wa maombi ya muungano</b>  | i) Mahitaji yote chini ya sehemu ya <b>B</b> (i), (ii), (iii), (iv) na (v) hapo juu.<br>ii) Kithibitisho cha malipo ya maombi ya muungano   | Ada zinalipwa kama ifuatavyo:<br>Jumla ya mauzo ya mwaka au mali ya makampuni yanayoungana<br>1. Chini ya shilingi bilioni moja (zimetengwa)-hakuna malipo<br>2. Bilioni moja hadi bilioni 50, malipo ni shilingi milioni moja<br>3. Zaidi ya bilioni 50, malipo ni shilingi milioni mbili | Ndani ya siku 60 baada ya kupokelewa habari yote husika  |
| <b>F. Matayarisho ya taarifa rasimu ya gazeti rasmi la serikali</b>               | Muungano ulioamuliwa  | Bure   | Ndani ya siku 30 za kazi   |
| <b>ULINZI WA WATUMIAJI HUDUMA NA BIDHAA</b>                                       |   |  |  |
| <b>A. Kuthibitisha kupokelewa kwa malalamishi</b>                                 | Kupokea kwa malalamishi kutoka kwa mlalamishi kwa njia ya mazungumzo ya ana kwa ana, kupiga simu, barua pepe, barua au kwa njia ya fomu ya malalamishi.   | Bure   | Ndani ya siku 2 baada ya kupokelewa kwa malalamishi  |
| <b>B. Uchunguzi wa malalamishi</b>  | i.) Toa ushahidi<br>ii.) Shirikiana na Halmashauri<br>iii.) Kikao/vikao na mlalamishi/walalamishi<br>iv.) Kikao/vikao na mtuhumiwa/watuhumiwa   | Bure   | Halmashauri itashughulikia malalamishi ndani ya siku 10 za kazi<br>Malalamishi tata - hadi suluhu mwafaka ipatikane  |
| <b>C. Uamuzi wa malalamishi</b>   | i) Kikao/vikao na mtuhumiwa/watuhumiwa<br>ii) Kuzingatia sheria   | Bure   | Hadi Halmashauri itoe suluhu   |
| <b>D. Mawasiliano ya uamuzi</b>   | Yaliyoafikiwa   | Bure   | Ndani ya siku 2 za kazi baada ya uamuzi  |
| <b>KUTOA MSAMAHA NA KUDHIBITI MIENENDO YA KIBIASHARA INAYOLETA VIZUIZI</b>        |   |  |  |
| <b>A. Kuthibitisha kupokelewa malalamishi</b>                                     | Kupokelewa kwa malalamishi yanayohusiana na mienendo ya kibiashara inayoleta vizuizi kwa njia ya mazungumzo ya ana kwa ana, kupiga simu, barua pepe, barua au fomu ya malalamishi.  | Bure   | Ndani ya siku 2 za kazi  |
| <b>B. Tathmini ya kwanza</b>  | Fomu ya malalamishi iliyojazwa, taarifa au barua ya malalamishi   | Bure   | Ndani ya siku 14 za kazi   |
| <b>C. Uchunguzi wa mienendo ya kibiashara inayoleta vizuizi</b>                   | i) Fomu ya malalamishi iliyojazwa, taarifa au barua ya malalamishi<br>ii) Mahojiano na mlalamishi iwapo itahitajika<br>iii) Kupeana habari ya ziada na ufafanuzi ikilazimu  | Bure   | Uamuzi wa kesi hutegemea uzito wa malalamishi, ukubalifu wa taarifa iliyowasilishwa na ushirikiano wa pande zote husika; na Ruzuku ya usiri wa taarifa kupeanwa siku 14 baada ya maombi kupokelewa na Halmashauri. |
| <b>D. Maombi ya msamaha wa kushiriki mienendo ya kibiashara inayoleta vizuizi</b> | i) Fomu ya maombi ya msamaha iliyojazwa kikamilifu;<br>ii) Fomu ya kuomba usiri wa taarifa iliyojazwa;<br>iii) Mahojiano na mlalamishi/walalamishi iwapo yatahitajika;<br>iv) Kupeana habari ya ziada na ufafanuzi ikilazimu.   | Bure   | Ndani ya siku 90 baada ya kutimiza mahitaji yote ya maombi ya msamaha.   |
| <b>MAOMBI YA MAONI YA USHAURI</b>   |   |  |  |
| <b>A. Kupokea na kuthibitisha kupokelewa kwa maombi ya maoni ya ushauri</b>       | Barua na viambatio vinavyohusiana na maombi ya maoni ya ushauri   | Bure   | Ndani ya siku 2 za kazi baada ya kupokelewa kwa maombi   |
| <b>B. Kushughulikia maombi ya maoni ya ushauri</b>                                | —   | Bure   | Ndani ya siku 14 za kazi baada ya kupokelewa kwa maombi  |
| <b>MALIPO KWA WASAMBAZAJI WA HUDUMA NA BIDHAA</b>                                 |   |  |  |
| <b>A. Malipo</b>  | 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   |
| <b>HUDUMA NYINGINEZO</b>  |   |  |  |
| <b>A. Kujibu maombi ya habari na mawasiliano</b>                                  | Maombi au mawasiliano yaliyopokelewa  | Bure   | Ndani ya siku 3 za kazi  |
| <b>B. Kujibu simu za wateja</b>   | Simu zinazolingia   | Bure   | Ndani ya milio 3   |
| <b>C. Kupokea wageni</b>  | Wageni  | Bure   | Ndani ya dakika 5 baada ya kufika kwenye meza ya mapokezi  |
| <b>D. Handling Customers' Complaints</b>  | Kukamilisha fomu ya malalamishi   | Bure   | Kudhibitisha kupokea malalamishi-ndani ya siku 2 za kazi<br>Halmashauri itashughulikia malalamishi ndani ya siku 10 za kazi<br>Malalamishi tata - hadi suluhu mwafaka ipatikane                                    |

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  
NAIROBI, KENYA.

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Simu ya Moja kwa Moja: +254-20-2779000  
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Barua Pepe: [complain@ombudsman.go.ke](mailto:complain@ombudsman.go.ke)

"Ni haki yako kupokea Huduma bora"

Imetolewa na: .....

Sahihi: .....  
(Mkurugenzi Mkuu)



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