



# SERVICE CHARTER

S/NO.	SERVICES	REQUIREMENTS	TIMELINE
1.	Response to printed correspondence	Correspondence received	Within five working days of receipt
2.	Response to requests for information	Formal written request for information	Acknowledge receipt of request within 48 hours; Provide information requested within 48 hours if available
3.	Response to digital inquiries, complaints, compliments or suggestions	Receipt of inquiry, compliment, complaint, or suggestion	Within 48 hours
4.	Payment for goods and services	LPO/LSO, Contract, Delivery Note and Claim/Invoice	Within 30 working days
5.	Invitation of annual tenders for goods and services	Advertisement and tender documents	14 working days – National (submission) 21 working days – International (submission)
6.	Request for Quotations	RFQ documents	7 working days – Submission period
7.	Selection of companies based on product and market relevance of promotional activity	Acknowledgment of receipt of applications	Within one week after submission deadline
		Selection of participants	Within two weeks after receipt of applications
		Inform applicants on application status	Within 21 working days
8.	Product design and development	Completed application form	Within 10 working days
9.	Export trade training	Completed application form	According to set timelines
10.	Customized research	Request for information via email or phone call	According to agreed timelines
11.	Product tariff information	Request for information via email or phone call	Within five working days
12.	Market intelligence	Request for information via email or phone call	Within one working day
13.	Onsite company coaching	Written request for training	According to agreed timelines
14.	Photography, video production and graphic design	Written request for services	According to agreed timelines



## OUR VISION

To transform Kenya into a top global Brand



## OUR MISSION

Brand Kenya, Export Kenyan, Build Kenya



## OUR CORE VALUES

Passionately Kenyan, Innovative, Energetic, Collaborative, Customer Centric



Report any issues on the delivery of services to;

### THE CHIEF EXECUTIVE OFFICER

Kenya Export Promotion and Branding Agency  
16<sup>th</sup> Floor Anniversary Towers, University Way  
P.O. Box 40247-00100 Nairobi, Kenya  
Tel: +254(020)2228534 / 0722205875;  
Email: chiefexe@brand.ke

