



SPECIAL ECONOMIC ZONES AUTHORITY

UAP Old Mutual Tower, 8th Floor, Upper Hill Road
P.O Box 23772-00100, GPO
Nairobi, Kenya
Tel: +254 20 7863971
Email: info@sezauthority.go.ke
Website: www.sezauthority.go.ke

SEZ AUTHORITY SERVICE CHARTER CONFORMITY MATRIX FOR FY 24/25 Q3

S/no	Service Charter Element	Specific Action	Indicator	Measure of success	Evidence	Responsible Party	Conformity Status	Action Plan for Non-Conformity
1.	Response to Phone Calls	Answer calls promptly and professionally	Response time	95% of calls answered within 15 seconds	Call report Annexure 1	Customer Care team	Yes	Implement a call-logging process through the incorporation of a phone system
2.	Response to Enquiry by Walk-in Clients	Clients attended immediately at the reception	Customer waiting time	95% of clients served within 1 minute	Visitor sign-in register Annexure 2a	Customer Care team	Yes	Additional front-office staff, queue system
3.	Response to Correspondence - Emails - Letters	Acknowledge receipt of email/letters	Response time	100% acknowledged within 24 hours	Email/Mail register Annexure 3	Administration team	Yes	Escalation to supervisor after Day 2, issue tracking
	- Social Media Inquiries	Respond to inquiries or DMs	Response/engagement time	100% within 1 working day	Social media analytics, response logs Annexure 4	Communications team	Yes	Schedule weekly review of delayed responses, and allocate a



SPECIAL ECONOMIC ZONES AUTHORITY

UAP Old Mutual Tower, 8th Floor, Upper Hill Road
P.O Box 23772-00100, GPO
Nairobi, Kenya
Tel: +254 20 7863971
Email: info@sezauthority.go.ke
Website: www.sezauthority.go.ke

SEZ AUTHORITY SERVICE CHARTER CONFORMITY MATRIX FOR FY 24/25 Q3

S/no	Service Charter Element	Specific Action	Indicator	Measure of success	Evidence	Responsible Party	Conformity Status	Action Plan for Non-Conformity
								dedicated social media team
4.	Response to enquiries through the website	Respond to inquiries through the website	Response time	100% acknowledged within 24 hours	Query logs	ICT/Communication teams	Yes	Introduce an AI chatbot to answer FAQs. Review week reports to address delay
5.	Declaration of Special Economic Zone	Review proposal, evaluate, and recommend for gazettment	Processing timelines for each stage: • Proposal submission review • Evaluation • Approval	Monthly compliance reports 100% within: • 30 working days • 90 working days	Application for declaration, designation, and gazettment evaluation reports, recommendation memos Annexure 5	Lands/Licensing/Legal	Yes	Conduct periodic process reviews. Monitor delay



SPECIAL ECONOMIC ZONES AUTHORITY

UAP Old Mutual Tower, 8th Floor, Upper Hill Road
P.O Box 23772-00100, GPO
Nairobi, Kenya
Tel: +254 20 7863971
Email: info@sezauthority.go.ke
Website: www.sezauthority.go.ke

SEZ AUTHORITY SERVICE CHARTER CONFORMITY MATRIX FOR FY 24/25 Q3

S/no	Service Charter Element	Specific Action	Indicator	Measure of success	Evidence	Responsible Party	Conformity Status	Action Plan for Non-Conformity
				• 30 working days respectively				
6.	Applications and Issuance of SEZ Developer/Operator or License	Process licensing applications and issue	License within the timeline	100% within 30 working days after the provision of complete documentation by the client	Developer/Operator-issued license Annexure 6	Licensing team	Yes	Periodic reviews of the licensing. Acquire the ERP system to improve the efficiency of the licensing process.
7.	Application and Issuance of SEZ Enterprise License	Process enterprise applications and issue licenses	Number of applications processed, and Licenses issued within the timeline	100 % of applications are processed within 30 days after the provision of complete documentation by the client	Enterprise license issued Annexure 7	Licensing Department	Yes	Periodic reviews of the licensing. Acquire the ERP system to improve the efficiency of the licensing process.



SPECIAL ECONOMIC ZONES AUTHORITY

UAP Old Mutual Tower, 8th Floor, Upper Hill Road
P.O Box 23772-00100, GPO
Nairobi, Kenya
Tel: +254 20 7863971
Email: info@sezauthority.go.ke
Website: www.sezauthority.go.ke

SEZ AUTHORITY SERVICE CHARTER CONFORMITY MATRIX FOR FY 24/25 Q3

S/no	Service Charter Element	Specific Action	Indicator	Measure of success	Evidence	Responsible Party	Conformity Status	Action Plan for Non-Conformity
8.	Renewal of SEZ Developer/Operator License	Process renewal applications	Processed applications and Licenses renewed within the timeline	100% applications processed within 7 working days after the provision of complete documentation by the client	Renewed Developer/Operator License Annexure 8	Licensing Department		Periodic reviews of the licensing. Acquire the ERP system to improve the efficiency of the licensing process.
9.	Renewal of SEZ Enterprise License	Process enterprise renewal applications and issue renewed licenses	Process enterprise renewal applications and issue renewed licenses within the timeline	100% processed within 7 working days after the provision of complete documentation by the client	Renewed Enterprise License Annexure 9	Licensing Department	Yes	Periodic reviews of the licensing. Acquire the ERP system to improve the efficiency of the licensing process.
10.	Lease of Land in Public SEZs	Process lease applications	End-to-end allocation timeline	90% processed within 90 working days	Land lease application	Land and Infrastructure	Yes	Conduct regular evaluations c

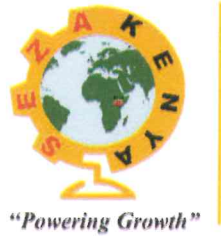


SPECIAL ECONOMIC ZONES AUTHORITY

UAP Old Mutual Tower, 8th Floor, Upper Hill Road
P.O Box 23772-00100, GPO
Nairobi, Kenya
Tel: +254 20 7863971
Email: info@sezauthority.go.ke
Website: www.sezauthority.go.ke

SEZ AUTHORITY SERVICE CHARTER CONFORMITY MATRIX FOR FY 24/25 Q3

S/no	Service Charter Element	Specific Action	Indicator	Measure of success	Evidence	Responsible Party	Conformity Status	Action Plan for Non-Conformity
		after client approval		after board approval and payment.	request by the client Annexure 10	e Department		the leasing process
		Issue lease agreements	90 days after approval and clearance of the invoice by the client	Lease issuance records	Letter of offer /Lease agreement Annexure 10	Land and Infrastructure Department	Yes	Conduct regular evaluation of the leasing process
11.	Payment of Goods and Services	Verify invoices, approval and disbursement	Payment performance	100% within 30 days	Monthly payment reports, Invoice and payment voucher, and	Finance Department	Yes	Acquire ERP System to improve efficiency.



SPECIAL ECONOMIC ZONES AUTHORITY

UAP Old Mutual Tower, 8th Floor, Upper Hill Road
P.O Box 23772-00100, GPO
Nairobi, Kenya
Tel: +254 20 7863971
Email: info@sezauthority.go.ke
Website: www.sezauthority.go.ke

SEZ AUTHORITY SERVICE CHARTER CONFORMITY MATRIX FOR FY 24/25 Q3

S/no	Service Charter Element	Specific Action	Indicator	Measure of success	Evidence	Responsible Party	Conformity Status	Action Plan for Non-Conformity
					financial system logs Annexure 11			
12.	Response to Public Complaints and Grievances	Register & acknowledge Complaints	Acknowledgment time	100% acknowledgment within 1 working day	Complaints register CAJ Report Annexure 12	Customer Service/ Communications Departments	Yes	Conduct periodic complaint analysis. Have a dedicated investigation team
13.	Resolution of Complaints	Investigate complaints, close case complaints	Resolution time	95% within 30 working days	Resolution reports, case logs Annexure 13	Customer Service/ Communications Department	Yes	Have a dedicated complaint handling team



SPECIAL ECONOMIC ZONES AUTHORITY

UAP Old Mutual Tower, 8th Floor, Upper Hill Road
P.O Box 23772-00100, GPO
Nairobi, Kenya
Tel: +254 20 7863971
Email: info@sezauthority.go.ke
Website: www.sezauthority.go.ke

SEZ AUTHORITY SERVICE CHARTER CONFORMITY MATRIX FOR FY 24/25 Q3

Approved by

Sign

Date 31/03/2025 /

Ronald Kemboi

Principal Marketing Officer

Sign

Dr. Kenneth Chelule, PhD. EBS
CHIEF EXECUTIVE OFFICER