



CLIENT SERVICE CHARTER

Export Processing Zones Authority
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A. ROLE OF EPZA IN THE ECONOMY

The Export Processing Zones Authority (EPZA) is a state corporation established by the Government of Kenya through an Act of Parliament – the Export Processing Zones Act (Cap 517 of the Laws of Kenya) for the promotion and facilitation of export-oriented investment and the development of an enabling environment for such investments. Over the years, the Export Processing Zones Program has registered impressive growth. This growth has enabled the program to achieve its objectives of employment creation, expansion and diversification of exports; increase in productive investment, generation of foreign exchange earnings, technological transfer and creation of linkages with the customs territory.

B. RANGE OF SERVICES OFFERED BY EPZA

(i) PRE-INVESTMENT SERVICES

- ✚ Provision of information to investors on the business climate, operating rules and sectors available for investment in Kenya's EPZs
- ✚ Legal advice on requirements for registration of EPZ Enterprises and liaison with various Government Departments for the granting of incentives under the Act.
- ✚ Granting of appropriate EPZ Enterprise licences, EPZ Developer/operator Licences including recommending gazettment of new zones and granting of EPZ Business service permits.
- ✚ Liaison with other government agencies for the issuance of additional Licences and approvals not directly handled by the Authority

(ii) POST- INVESTMENT SERVICES

- ✚ Approval of building plans within public zones and liaising with local authorities in approving plans in the case of private zones.
- ✚ One stop facilitation of operating investors in the normal course of their business including Customs and Immigration requirements
- ✚ Industrial Relations and dispute resolution for enterprises
- ✚ Technical services in the area of waste management and maintenance of acceptable environmental standards within public zones.
- ✚ General management of public zones including zone construction; lease of industrial buildings, offices and serviced plots; provision and maintenance of zone infrastructure.
- ✚ Facilitation of linkages between EPZ investors and providers of goods and services in the domestic territory.

C. EPZA MISSION STATEMENT

The Central Purpose and role of EPZA is defined in the Corporate Mission: **“Catalyzing Industrial and Economic Development through Investment in Economic Zones”**.

EPZA Corporate Vision is: “To be a world-class Economic Development Agency responsible for Kenya’s transformation into the hub of choice for global investment and trade”.

D. CORPORATE VALUES

EPZA aspires to conduct all her affairs in accordance with the principles of good corporate governance. The Authority’s core values which are

- customer focus
- accountability
- integrity and fairness
- innovation and creativity
- team work
- speedy response
- institutional loyalty and patriotism and
- community social responsibility.

E. EPZA’s CLIENTS/CUSTOMERS

EPZA’s main customers are her existing and potential investors.

F. STAKEHOLDERS

EPZA’s stakeholders include:

- the government as the sole shareholder including its various departments and related corporations
- employees of EPZ companies
- EPZA staff
- EPZA’s suppliers.
- suppliers of goods and services to EPZ companies
- the Kenyan public in general
- the immediate community in particular

G. CLIENT EXPECTATIONS

EPZA’s clients expect efficient and effective provision of services. This would involve:-

- i) Timely approval and licensing of projects
- ii) Timely and effective facilitation of investors
- iii) Transparent procurement of goods and services
- iv) Courteous and timely response to enquiries and correspondence
- v) Provision of relevant and appropriate information sought from the Authority and
- vi) Confidential treatment of clients' documents and information.

H. CLIENTS' RESPONSIBILITIES

EPZA's clients are expected to fulfill the following responsibilities

- Comply with Kenyan law in the day to day conduct of their business
- Respond in a timely manner to EPZA's requests for information sought in support of various licence applications and various reports.
- Promptly pay fees, rents and other charges to EPZA as they become due
- Promote industrial harmony and adopt fair work practices in their EPZ companies
- Provide accurate information and authentic documents
- Exercise honesty and integrity in dealings with EPZA
- Exercise courtesy when interacting with EPZA staff

I. COMMITMENT ON SERVICE DELIVERY

In service delivery EPZA pledges to:-

- Answer all telephone calls within 3 rings
- Acknowledge all written correspondence within 2 working days.
- Communicate the decision of the Authority on applications for EPZ licences and business service permits within 30 days
- Approve buildings plans for proposed zones within 15 working days
- Issue licences within 2 days on receipt of required fees
- Acknowledge the receipt of immigration applications within 2 working days.
- Facilitate timely import and export of EPZ goods

- Pay for goods and services supplied to the Authority within 30 days of receipt of statement.
- Keep accurate and updated records of investors' and suppliers' accounts

K. HANDLING OF COMPLAINTS /FEEDBACK

The Authority encourages clients to give feedback. Both complaints and compliments are welcome.

The Authority will periodically request clients to evaluate services provided by EPZA through customer satisfaction surveys, interviews and focus groups.

Clients are expected to submit their complaints in writing through the EPZA Website; via email to info@epzakenya.com or by letter or fax to the Chief Executive. Written comments can also be put in the Authority's suggestion box at EPZA Headquarters. EPZA will deal with complaints professionally and in confidence.

Complaints will be acknowledged and assigned to a specific person to investigate and resolve. EPZA will seek to resolve complaints and inform the complainant of the outcome within 30 days of receipt.

The above complaints mechanism does not invalidate the client's right to appeal against any decision made by the Authority, as provided in section 31(1) the EPZ Act.

L. MECHANISM FOR AMENDING CHARTER

The Charter is subject to amendments in the light of changing socio-economic conditions or exigencies of the time. These amendments will be done with consultations with our clients and stakeholders.