



# CLIENT SERVICE CHARTER

## 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 investments. The Export Processing Zones (EPZ) Program achieves its mandate through the activities of private sectors players who take on the role of EPZ developers, EPZ operators; EPZ export oriented manufacturing/ commercial/ service enterprises and providers of business services within the zones. The establishment and growth of these private businesses has enabled the program contribute significantly to National Economic goals of employment creation, expansion and diversification of exports; increase in productive investment, generation of linkages with the customs territory. The Authority also provides infrastructure-related services to zone tenants and members of the local community.

## RANGE OF SERVICES OFFERED BY EPZA

### 1. PRE-INVESTMENT SERVICES

- Provision of information to investors on the business climate, operation 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 licenses, EPZ developer/operator licenses including recommending gazettelement of new zones and granting of EPZ Business service permits. · Liaison with other Government Agencies for the issuance of additional licenses and approvals not directly handled by the Authority.

### 2. POST-INVESTMENT SERVICES

- Approval of building plans within public zones and liaising with county governments in approving building 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.

### 3. OTHER SERVICES

- Water and Sewerage services.

## EPZA MISSION AND VISION STATEMENT

The central purpose and role of EPZA is defined in the Corporate Mission for 2019 – 2023 is:

*“To effectively and efficiently Attract and Retain Export Oriented Investments for the achievement of National Objectives.”*

EPZA Corporate Vision is,

*“To be the Leading Agency for the Promotion and Facilitation of Export Oriented Investment in Africa.”*

## CORPORATE VALUES

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

1. customer focus
2. efficiency
3. Good Governance
4. Innovation
5. Teamwork
6. Environmental sustainability

## EPZA’S CLIENTS AND STAKEHOLDERS

EPZA’s main clients are her existing and potential investors and other consumers of EPZA’s products while her stakeholders include:

- The government as the sole shareholder including its various departments and related corporations.
- Employees of EPZ enterprises
- EPZA staff
- EPZA’s suppliers
- Suppliers of goods and services to EPZ companies
- Other Institutions which partner with or support EPZ sector
- The community within EPZA’s area of jurisdiction
- The Kenyan public in general

## CLIENT EXPECTATIONS

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

- Timely approval and licensing of projects.
- Timely and effective facilitation of investors.
- Transparent procurement of goods and services.
- Courteous and timely response to enquiries and correspondence.
- Provision of relevant and appropriate information sought from EPZA.
- Confidential treatment of clients' documents and information.
- Commitment to comply with environmental laws and regulations.
- Efficient and effective supply of water and sewerage services.
- Timely communication on any changes to the operating environment that affects EPZ investors and other EPZA customers.

## CLIENT 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 license application and various reports.
- Promptly pay fees, rent and other charges to EPZA as they become due.
- Promote industrial harmony and adopt fair work practices in EPZ companies.
- Provide accurate information and authentic documents.
- Exercise honesty and integrity in dealings with EPZA.
- Exercise courtesy when interacting with EPZA staff and other stakeholders.

## COMMITMENT ON SERVICE DELIVERY

In service delivery, EPZA pledges to:

- Answer all telephone calls within 3 rings
- To attend to all visitors within 10 minutes of arrival.
- Acknowledge all written correspondence within 2 working days.
- Communicate the decision of the Authority on applications for EPZ licenses and business service permits within 20 working days of receipt of all required documents.
- Approve building plans for propose zones within 15 working days of receipt of all required documents.

- Issue licenses to compliant investors within 2 days of receipt of required fees and all required documents.
- Acknowledge the receipt of immigration applications within 2 working days.
- Take action within 1 working day to facilitate timely import and export of EPZ goods at the port.
- Pay for goods and services supplied to the Authority within 30 days of receipt of invoice and statement.
- Maintain accurate and updated records of clients' and suppliers' accounts.
- Read each consumer's water meter once every month.
- Dispatch accurate water bill by the 5<sup>th</sup> of every month.
- Effect reconnection of disconnected water supply within 1 working day of full payment of outstanding bill and reconnection fee.
- Give a decision on each application for new water connection within 10 working days of receipt of application.
- Connect new approved water consumers within 5 days of full payment of required dues and availing the necessary fittings requested from new approved water consumer.

## HANDLING OF COMPLAINTS

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, feedback forms, interviews and focus groups.

Clients are expected to submit their complaints in writing through the EPZA website: via email [complaints@epzakenya.com](mailto:complaints@epzakenya.com) or by letter or fax to the Chief Executive. Written comments can also be put in the Authority's suggestion box at various EPZA locations. 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 15 working days of receipt. The above complaints mechanism does not invalidate the clients' right to appeal against any decision made by the Authority, as provided in section 31(I) of the EPZ Act.

## 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 in consultation with our clients and stakeholders.