



SERVICE	WHAT TO EXPECT	CHARGES	TIME FRAME
◆ Response to phone calls	Timely response	As per telephone service provider	Calls answered within 3 rings
◆ Receiving guests	Warm welcome of visitors	Zero charges	Visitors attended to within 10 minutes of arrival
◆ Reply to written communication	Prompt and accurate responses	Zero charges	Respond to all written communication within 2 working days
◆ EPZ license and business service permit approval	Timely approvals and licensing	<ul style="list-style-type: none"> Enterprise \$250 BSP & sole proprietorship Kshs 2,000 Sole proprietorship Kshs 6,000 Partnerships & companies Kshs 20,000 	Decision communicated within 20 working days of receipt of all required documents
◆ EPZ license and business service permit issuance	Timely issuance	<ul style="list-style-type: none"> Enterprise - \$1,000 Developer / operator \$5,000 for BSP Kshs 6,000, Sole proprietorship Kshs 10,000 Partnership & companies Kshs 20,000 respectively 	Licenses and permits issued within 2 days of receipt of required fees and documents
◆ EPZ recommendation for approval of building plans	Timely review and recommendations	Zero charges (county government may require payment for planning approval)	Within 15 working days of receipt of all required fees and documents
◆ Issuance of immigration clearance letter	Timely processing	Zero charges	Within 2 working days of receipt of request from investor
◆ Port facilitation of importation and exportation of EPZ goods	Timely & efficient importation and exportation	Zero charges	Action taken within 4 working days
◆ Payment of goods and services supplied to the Authority	Prompt and efficient payments	As per the invoice	Within 30 days of receipt of the statement
◆ Records keeping of client's and Supplier's accounts	Accurate and up-to-date records	Zero charges	Access granted within 1 working day of receipt of request
◆ New water account application approval	Rapid approval	Zero charges	Within 10 days of receipt of all required documents
◆ Water meter reading and billing	Accurate meter reading and bills preparation	Zero charges	Water bill sent by 5th of every month
◆ New water connection	Timely connection	Minimum charge of Kshs 20,000 (Charges depend on water consumption estimate)	Within 5 days of payment of required dues and provision of necessary equipment
◆ Water reconnection in case of disruption	Prompt reconnection	Kshs 2,000	Within 2 working days of full payment of outstanding bill and reconnection fee
◆ Handling of complaints	Quick complaint resolution	Zero charges	Within 15 working days of receipt of request

Mission

To Effectively and Efficiently Attract and retain export oriented investments for the achievement of National objectives



Vision

To be the leading agency for the promotion and facilitation of export oriented investment in Africa



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