

Service Charter

Opening your world



Communications
Commission
of Kenya



LICENSING | ENSURING COMPLIANCE | REGULATIONS | FREQUENCY | NUMBERING | POSTAL AND TELECOMMUNICATION | ELECTRONIC COMMERCE | TRANSACTIONS | CONSUMER PROTECTION | BROADCASTING

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to Quality
Service**



Purpose of the Charter

This Charter sets out the service standards that the public should expect when dealing with the Commission and its staff. It is a demonstration of our commitment to the public and a reflection of our dedication to excellence and fairness in regulating the ICT industry.

This Charter outlines customer rights and responsibilities and the procedure to follow if our service standards are not met. A Client Feedback Form is provided in this Charter and an online version is available at www.cck.go.ke

Who we are

The Communications Commission of Kenya (the Commission) is Kenya's regulator for the information and communications sector. It was established in February 1999 pursuant to the Kenya Information and Communications Act of 1998, which provides the basis for its existence and functioning.



What we do

The Commission facilitates the development and regulation of the information and communications sector, including broadcasting, multimedia, telecommunications, postal services and electronic commerce. The Commission is also charged with the responsibility of managing of scarce resources such as radio-frequency spectrum and numbering.

Who we Serve

The Commission serves a multi-stakeholder community, including investors, licensees, the public, consumers of ICT services and the Government of Kenya.

The Communications Commission of Kenya (the Commission) is Kenya's regulator for the information and communications sector.



Our Vision & Our Mission

Our Vision: To enable access to communications services by all in Kenya by 2030

Our Mission: To facilitate access to communications services through enabling regulation and catalyze the country's socio-economic development.

Core Values

The Commission's core values are reflected in our services to our customers.

Integrity: undertake all engagements with the highest level of professional integrity.

Communication: be open and honest in communication and promote transparency in all our undertakings.

Innovation: be innovative and embrace continuous improvement in all service delivery engagements.

Diligence: be diligent in all engagements and discharge its duties with genuine passion and dedication.

Fairness: be fair in all its engagements and discharge its duties with neutrality and impartiality, without fear or favour.

Results focus: be results-oriented in the discharge of its duties.

Teamwork: uphold teamwork and collaboration in order to realize the synergies of working together.

Respect: always treat people with utmost respect and courtesy.

Our Core Functions

The Commission's core functions are:

- Licensing all systems and services in the communications industry, including telecommunications, postal/courier and broadcasting
- Managing the country's frequency spectrum and numbering resources
- Facilitating the development of e-commerce.
- Type approving/accepting communications equipment for use in the country
- Protecting consumer rights within the communications sector
- Managing competition in the sector to ensure a level playing ground for all players
- Regulating retail and wholesale tariffs for communications services
- Managing the Universal Access Fund
- Monitoring the activities of licensees to ensure compliance with the licence terms and conditions as well as the law.



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your world
with assurance**

Our Service Standards

Our service standards, stipulated in this section, provide a means for evaluating our performance on client service.



Licensing

On receipt of fully completed applications, we will make the outcome of applications for new licences and transfers within 135 days from the date of receipt.

We will make our decisions known on applications for licence-term extensions for facility-based licences within 12 months from the date of application.

We will respond to applications for modification of licence conditions within 10 working days.

Type Approval & Numbering

We will process applications for type approval and where applicable grant authorizations within 30 days in case of single channel, low-capacity radio equipment and switches of under 1000 line-capacity or within 45 days in case of all other equipment, provided the applicant has fulfilled all the requirements on the application forms.

We will make our decision known within 15 working days following investigations and consultations regarding complaints on equipment non-conformity to standards.

We will process applications for number assignments within 30 working days following receipt.

We will process applications for number assignments within 30 working days following receipt.

A close-up photograph of a document with a grid. A red and white striped pen is pointing to the text 'alignments within 30 working days following', which is circled in red. A blue box with white text is overlaid on the top right.

Opening your world to clear timelines

Our Service Standards

The Commission will commence investigations within five (5) working days of receipt of any report or representation made to the Commission with respect to a breach of the Act, the Regulations or the License conditions.

Where applicable, the outcome of the investigations and/or action taken will be communicated to the relevant persons within 10 working days following conclusion of investigations and consideration thereof

Frequency Spectrum Management

- We will process applications for Frequency Licences within 30 working days following receipt of complete applications from qualified applicants.



- We will assign frequencies within 60 days of receipt of a complete application, subject to the availability of frequencies.

Electronic Transactions

- We will promote public confidence in the integrity and reliability of electronic records and electronic transactions.

- We will promote and facilitate efficient delivery of public sector services by means of reliable electronic records; and
- We will develop a sound framework to facilitate a safe and efficient environment for electronic transactions.
- We will develop guidelines to facilitate the efficient administration and management of Kenya's country code Top Level Domain (the dot KE ccTLD).





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your world
to diversity

Broadcasting

- We will promote and facilitate the development of a diverse range of broadcasting services in Kenya.
- We will promote the observance, at all times, of public interest obligations in all broadcasting categories.
- We will promote diversity and plurality of views for a competitive market place of ideas.
- We shall ensure the provision by broadcasters of appropriate mechanisms for disposing of complaints.
- We will set standards for the time and manner of programmes to be broadcast by licensees.

Interconnection

Subject to receipt of dully completed applications with all the necessary supporting documents:

- We will provide a response regarding a filed interconnection agreement within 14 working days following receipt of such an application.

- We will process requests to modify, suspend or terminate interconnection agreements within 14 working days following receipt of such applications.
- Where interconnection disputes arise, the Commission will respond to any request for intervention within 30 working days and where the Commission s intervention is merited, the Commission will commence consultations with the parties within 10 working days.

Regulation of Tariffs

- We shall within seven (7) days of receipt of an application to increase tariffs for a regulated service place a notice in the Kenya Gazette.
- We shall within 30 days following the lapse of the notification in the Gazette amend, approve or reject such application.
- We will respond to promotions and special offers filed with the Commission within four (4) days.

- We will process requests for tariff adjustments requiring Commission s approval within 105 days.

Universal Service Obligation and Funding.

- We shall review project proposals, and hold meetings with proposers where necessary, within 15 days after receipt.
- Where a project qualifies for support, we shall seek approval for partnership within 15 days.
- Upon approval we shall initiate the process of developing an MoU or contract whichever will be appropriate within 10 working days.
- Where funding is required, we will seek budget approval in the next budget.

A close-up photograph of a person's hands and arms. The person is wearing a dark, vertically striped shirt. They are holding a blue folder with a white sheet of paper inside. In their right hand, they hold a blue and silver pen. In their left hand, they hold a brown leather wallet with a metal snap. The background is dark and out of focus.

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your world
to service
delivery**

Consumer Protection

We shall act as the second port of call where disputes/complaints and enquiries regarding communications services can be made by consumers upon exhausting their service providers complaints handling mechanism.

- We will make our decision known on any matter brought before the Commission within 15 working days following the conclusion of our investigations.
- We will commence investigations, where they are merited, within 10 working days following the filing of a dispute or complaint.
- We will deal with simple disputes and complaints and concludes them within 30 days from the date of receipt.
- We will endeavour to continuously educate consumers on their rights and responsibilities to enable them make informed decisions on the purchase of ICT products and services in the market.

Procurement and Finance

In dealing with Contractor s/consultants, suppliers and creditor s we will ensure:

- availability of, or access to, information required to assist you provide your services;
- that we treat everybody fairly and equitably in our selection process;
- that payment will be made promptly as per the agreed terms in the LPO or contract as appropriate.

We will ensure that we treat everybody fairly and equitably in our selection process.

Communication

The service standards outlined below are indicative targets that apply to all areas of the Commission.

- We will endeavour to consult all stakeholder in the communications market whenever possible regarding regulatory issues.
- Our website will be a depository of all responses to public consultations, major research publications, information and policy statements on the ICT industry.
- If you email us, we will acknowledge receipt of your mail within 24 hours.
- If you call us, we will:
 - handle your call between the hours of 8.00 a.m. - 5.00 p.m. each working day;
 - identify ourselves by name and/or our work area and aim to resolve your enquiry during the call; if unable to deal.



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your world
to customer
relations**



with the issue right away, we will take your details for the appropriate person to return your call.

- If you write to us we will acknowledge within three (3) working days and respond within 10 working days. You will be notified if the process takes longer.
- If your query lies outside our mandate we will refer you to the appropriate office.
- The Commission's Board of Directors and staff will endeavour to:
 - be honest, ethical and professional;
 - act with diligence, fairness and transparency;
 - respect and protect the confidentiality of your information where required.



How you can help us:

- We welcome your views and comments in helping us to monitor and improve the quality of our service to you. This can be done through the attached feedback form or on our website www.cck.go.ke <<http://www.cck.go.ke>>
- We may occasionally seek your input on how you perceive our services and how we can improve through random surveys.
- If we fail to meet the service standards stated in this Charter, please let us know by following these steps:
 - identify the problem and nature of your complaint;

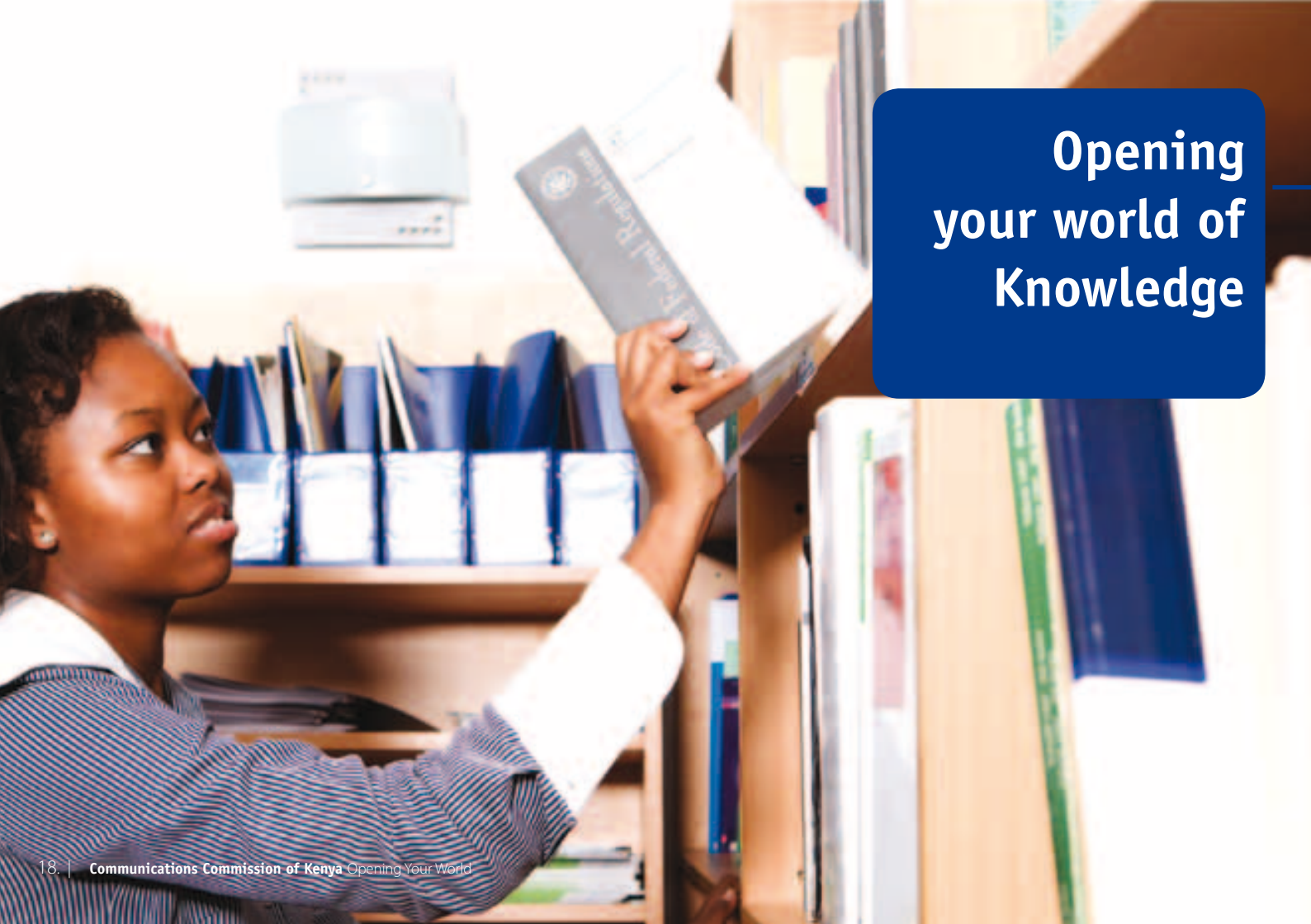
- Through telephone, e-mail or letters, contact the staff member responsible;
- If the staff member is unable to resolve your complaint, you can ask to speak to their supervisor;
- If your complaint is not resolved within ten (10) working days you will be advised on the reason(s) for the delay;
- If you are unhappy with the explanation(s) given, you may lodge a formal complaint with the Public Complaints Standing Committee.

Your Rights and Obligations

As a customer, you have a right to lodge a complaint, seek review and appeal.

It is also your obligation to:

- treat us with courtesy and respect;
- be honest, ethical and professional in your dealings with us;



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your world of
Knowledge**



- provide us with clear feedback about our services within reasonable timeframes;
- Ensure that correspondences to us are correctly addressed and that you provide us with complete contact information to enable us respond to you promptly.

Environmental Policy

The Commission is committed to protecting our environment. To this end, the Commission will comply with all legislative requirements at National and International levels through

collaboration with the Kenya Bureau of Standards, the National Environmental Management Authority, the Radiation Protection Board, Residential Associations and other relevant bodies to ensure that stakeholders in the communications sector maintain appropriate environmental standards.

Confidentiality

The Commission will uphold privacy and will safeguard any client personal information that it receives. The Commission will responsibly handle all information it may receive in the course of carrying out its mandate. However, where required by the law to disclose any such information, the Commission will do so.



General Exceptions

The goals set out in this charter may not be attainable during:

- General public emergency situations;
- Industrial action; or
- Other circumstances beyond our control.

However, we will endeavour to meet your expectations and we will advise you if we are unable to do so.

Review of the Charter

This Charter will be reviewed once every two years. Additionally, we will continuously monitor and evaluate the level of our service delivery through annual customer satisfaction surveys.



**Licencing, Compliance
& Standards**
Tel 020-4242444

Consumer Affairs
Tel 020-4242412
chukuahatua@cck.go.ke

**Frequency Spectrum
Management**
Tel 020-4242458

Organization Structure and Contacts

Board
Tel 020-4242290

Director General
Tel 020-4242291

Communication & Public Relations
Tel 020-4242283
info@cck.go.ke

Information Technology
Tel 020-4242446

Internal Audit Services
Tel 020-4242305

Procurement
Tel 020-4242315

Legal Affairs
Tel 020-4242285

Competition, Tariffs and Market Analysis
Tel 020-4242450

Finance & Accounts
Tel 020-4242288

Special Projects & Broadcasting
Tel 020-4242442

Human Resource & Administration
Tel 020-4242457



Communications
Commission
of Kenya

SUGGEST
BOX

BOX

Customer Feedback Form

Please give us your comments below:

1. Service sought from the Commission

Provide your comments on the service below:

2. Service sought from the Commission

Provide your comments on the service below:

3. Service sought from the Commission

Provide your comments on the service below:

4. Please provide suggestions on how we might improve our services:

Name and Contact details (if you would like to provide them):

Name:

Address:

Phone:

Fax:

Email:



Communications
Commission
of Kenya

HOW TO CONTACT US

All written correspondence, including feedback and complaints/disputes should be addressed to:
Director-General, Communications Commission of Kenya
P. O. Box 14448 Westlands, 00800 Nairobi
Telephone number: +254-20-4242000
Fax number: +254-20-4451866
Email: info@cck.go.ke, Website: www.cck.go.ke

OR:

Official communication can also be directed through:
The Assistant Director/Communication and Public Relations
Tel No: +254-20-4242283, Complaints filed against providers of
ICT services should be sent by email to:
chkuahatua@cck.go.ke or by telephone through the
numbers 020-4455555, 0714-444555, 0737-445555 or
by Fax through 020-4242394.

Disclaimer: While every attempt has been made to ensure that the information included in this document is accurate, it is intended ONLY as a guideline and should not be regarded (or used in lieu of) legal advice. The Communications Commission of Kenya will not, therefore, accept any liability for the consequences of any actions taken, or decisions made upon the information offered.