



**KENYA TRADE REMEDIES AGENCY
(KETRA)**

SERVICE DELIVERY CHARTER

MARCH, 2023

Introduction

The Kenya Trade Remedies Agency (KETRA) is an Agency in the State Department for Trade (SDT) under the Ministry of Investments, Trade and Industry. It was established under the Kenya Trade Remedies Act No. 32 of 2017 and the Executive Order No. 1 of 2020. The Agency's broad mandate is to impose measures to defend domestic industries from detrimental effects of unfair import trade practices in circumstances which constitute a threat of serious and or material injury to the domestic industry. This Service Charter provides essential information that customers and stakeholders need to know about the services offered by KETRA. It contains information on requirements to obtain the services, costs, timelines and redress mechanisms.

Purpose of the Charter

The purpose of this Service Charter is to inform our customers and stakeholders of our intention to deliver our mandate, achieve our vision and mission, maintain and enhance our standards of service delivery, and our commitment to continuous improvement of the services. It is also intended to empower our customers to make informed and specific demands on us at the various levels of service delivery.

Mandate

The Mandate of the Kenya Trade Remedies Agency is provided under Section 5 of the Kenya Trade Remedies Act, No. 32 of 2017, the WTO Agreement on Subsidies and Countervailing Measures (ASCM) / Subsidies Agreement, The WTO Agreement on Safeguards and the WTO Agreement on Implementation of Article VI of the General Agreement on Tariffs and Trade (GATT) 1994 (Anti-dumping Agreement). The Agency mandate is three-fold:

- i. Implement Trade Remedies in Kenya in line with the World Trade Organization (WTO) Law on application of Trade Defense Instruments;
- ii. Domesticating the WTO Agreements on Anti-Dumping, Subsidies and Countervailing Measures and Safeguards Measures so as to protect domestic industry from unfair Import Trade practices which cause threat of serious and or material injury to the domestic industry; and
- iii. Support Kenya's development agenda in attaining Vision 2030 and advancing the Bottom-Up Economic Transformation Agenda (BETA) ,2022-2027 on Agriculture and Agri-business and Micro, Small and Medium Enterprise (MSME) Economy pillars.

KETRA Vision

A nation free of unfair import trade practices.

KETRA Mission

Create a level playing field by investigating and extinguishing unfair import trade practices or import surges so as to strengthen the international competitiveness of the Kenyan industry.

Core Values

Values are an integral part of an organization's culture, and they create a sense of identity, belonging and purpose. Accordingly, KETRA is guided by the following core values:

i. **Professionalism**

Strictly abide by professional considerations, including scientific principles and ethics on methods, standards and procedures for provision of quality remedy services.

ii. **Confidentiality**

Treat all information provided by stakeholders with strict confidentiality and use it exclusively for trade remedies purposes.

iii. **Integrity**

Adhere to the principles of good governance and ensure transparency and accountability in undertaking its programmes and activities.

iv. **Transparency and Accountability**

Uphold openness and take responsibility for actions in the discharge of the Agency's mandate.

v. **Teamwork and Productive Partnerships**

Encourage team spirit, collaboration and consultation as a way of maximizing the synergy of working together.

vi. **Innovativeness and Creativity**

Open and proactive in seeking better and more efficient methods by applying new ideas, methods and technology in the discharge of the Agency's mandate.

vii. **Customer focus**

Align the Agency's programmes to the expectations of its stakeholders and attaining the highest standards in service delivery.

Our Core Functions

- i. Investigate and evaluate allegations of dumping and subsidization of imported products in Kenya;
- ii. Investigate and evaluate requests for application of safeguard measures on any product imported in Kenya;
- iii. Advise the Cabinet Secretary on the results and recommendations of its investigations;
- iv. Initiate and conduct public awareness and the training of stakeholders on its functions and on trade remedies;
- v. Publish and disseminate manuals, codes, guidelines, and decisions relating to its functions; and,
- vi. Perform such other functions as the Cabinet Secretary may assign to it.

Strategic Objectives

- i. Investigate and make sound, objective and timely determinations in trade remedy proceedings.
- ii. Build Capacity of KETRA to conduct effective trade remedies investigations.
- iii. Create Public awareness of KETRA programmes and activities
- iv. Effective strategic management to advance KETRA Mission.
- v. Identify, acquire and develop adequate infrastructure for KETRA.

Our Stakeholders

- i. The people of Kenya
- ii. Government Ministries, Departments and Agencies
- iii. Parliament
- iv. Independent Constitutional Offices
- v. Trade bodies/ Associations- WTO, WCO, AAEC, AU
- vi. Regional Economic Communities
- vii. Business Associations- KAM, KEPSA, KIFWA
- viii. Micro Small and Medium Enterprises (MSMEs)
- ix. Private Sector

- x. Special Interest groups
- xi. County Governments
- xii. Development Partners
- xiii. Civil Society
- xiv. Suppliers

Our Services

No.	Services	Requirements to obtain service	Cost of Service	Timeline
1.	Response to communication (letters and emails)	Send Communication	Free	Within five (5) working days
2.	Attending to visitors and incoming calls	Visit our offices or make a call	Free	• Within three (3) minutes of arrival • Receive and answer the call within three (3) rings.
3.	Dissemination of trade remedies information	Request from clients	Free	Immediately
4.	Analytical reports on dumping, subsidization and import surges	Request from clients	As provided	Five (5) working days
5.	Coordinate private sector dialogues / meetings	Send official communication	Free	Within Fourteen (14) working days
6.	Decision to initiate investigations to determine dumping, subsidization and import surge	Submit relevant documents	Free	Within forty-five (45) days of the date of receipt of the written application, but where the application involves complex issues, or if the Agency seeks additional information from the applicant, then the decision to initiate an investigation may be made within sixty days
7.	Investigation initiated by the Agency on its own motion (suo moto)	Sufficient evidence of the existence of a threat or serious injury and causal	Free	take effect only on or after the date that the public notice is published or as may be provided in the notice

		link		
8.	Conduct subsidy investigation	Submission of relevant documents and available evidence	Free	Investigations to be concluded within twelve (12) months and not more than eighteen (18) months after its initiation
9.	Conduct import surge investigation (safeguard investigations)	Submission of relevant documents and available evidence	Free	Investigations to be concluded within six (6) to eight (8) Months
10.	Conduct dumping investigation	Submission of relevant documents and available evidence	Free	Not earlier than sixty(60) days and not later than one hundred and eighty(180) days
11.	Payment to suppliers	Submission of all documents required for payment process	Free	Within 30 days

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service rendered that does not conform to the above standards or any officer who does not live to the commitment to courtesy and excellence in service delivery should be reported to:

Executive Director/ Chief Executive Officer
Kenya Trade Remedies Agency (KETRA)

IT IS YOUR RIGHT TO ACCESS QUALITY SERVICES

Our Commitment

We are committed to continuously provide quality Service. When executing our mandate, we will ensure:

- Services are rendered promptly and unreservedly with high moral standards;
- Partnerships are valued through strategic collaboration;
- Provision of timely and comprehensive information;
- Service to clients without discrimination; and
- Customer focus

Our Service Standards

- On general enquiries, letters are acknowledged and responded to within five (5) working days;
- Visiting clients will be attended to within 3 minutes;
- Email and telephone enquiries will be acknowledged immediately
- Treat client concerns promptly and uphold confidentiality

Clients' Obligations

We expect the following from our Customers:

- Accurate and timely information and documentation to facilitate prompt action;
- Professionalism and integrity;
- Courtesy and respect;
- Observe and respect the Agency's procedures, rules and regulations;
- Give feedback on the services rendered.

Clients rights

- Free services unless otherwise stated in the citizen service delivery charter;
- Access to relevant information and feedback;
- Access to quality and timely services;
- To be treated with respect, courtesy and dignity.

Complaints/ Feedback Mechanisms

We value feedback for services rendered to our clients. In case you are not satisfied:

- First complain to the officer who served you;
- If you are still not satisfied, complain to the officer's supervisor;
- Further appeals may be forwarded to:

Executive Director/ Chief Executive Officer P.O Box, 41989-00100 Nairobi Kenya Institute of Business Training Building, 7 th floor, Ojijo Road, Parklands Nairobi, Kenya Tel: +254- 768217943, Website www.ketra.go.ke E-mail ketra@trade.go.ke	The Commission Secretary/Chief Executive Officer, Commission on Administrative Justice, 2nd Floor, West End Towers, Waiyaki Way, Nairobi P.O. Box 20414-00200, Nairobi. Tel: +254 (0) 20 2270000/2303000 Email: Complain@ombudsman.go.ke
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Service Evaluation

We will evaluate our service delivery annually by:

- Use of service review tools such as customer satisfaction survey to seek feedback from our clients on our performance.
- Reviewing the feedback provided to us and considering measures to further improve our service delivery.

Review of this Service Charter

KETRA is open to the review of this Service Charter. Factors that may lead to the review of this charter may include but not limited to:

- A review of the Agency mandate;
- A change in the Agency internal and external environment; and
- Significant policy changes.

Contacts

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Appendix

Accronyms

AAFC African Alliance for E-commerce

AU African Union

KAM Kenya Association of Manufacturers

KEPSA Kenya Private Sector Alliance

KIFWA Kenya International Freight and Warehouse Association

WCO World Customs Organization

WTO World Trade Organization