



**anti  
counterfeit  
authority**

*Upholding Authenticity*

## CITIZEN SERVICE DELIVERY CHARTER

	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST OF SERVICE	TIMELINES
1.	Response to correspondence	<ul style="list-style-type: none"> <li>Make verbal or written requests for information</li> </ul>	<ul style="list-style-type: none"> <li>Free</li> </ul>	<ul style="list-style-type: none"> <li>Five (5) days</li> </ul>
2.	Resolution of public complaints	<ul style="list-style-type: none"> <li>Make verbal or written complaints</li> </ul>	<ul style="list-style-type: none"> <li>Free</li> </ul>	<ul style="list-style-type: none"> <li>Thirty (30) days with the exception of complaints that require further investigation</li> </ul>
3.	Receipt of complaint on Intellectual Property Rights (IPR) infringement from IPR holders/agents	<ul style="list-style-type: none"> <li>Duly fill complaint form ACA 8 and comply with section 33 of the Anti-Counterfeit Act, 2008</li> </ul>	<ul style="list-style-type: none"> <li>Kshs 10,000</li> </ul>	<ul style="list-style-type: none"> <li>Immediately</li> </ul>
4.	Receipt of complaint on Intellectual Property Rights (IPR) infringement from consumers	<ul style="list-style-type: none"> <li>Lay a complaint on Intellectual Property Rights (IPR) infringement</li> </ul>	<ul style="list-style-type: none"> <li>Free</li> </ul>	<ul style="list-style-type: none"> <li>Immediately</li> </ul>
5.	Investigations, seizure, release and destruction of condemned counterfeit goods	<ul style="list-style-type: none"> <li>Complainants to cooperate during investigations</li> </ul>	<ul style="list-style-type: none"> <li>As per the respective fees in the second schedule of the Anti-Counterfeit Act, 2008</li> </ul>	<ul style="list-style-type: none"> <li>Ninety (90) days for completion of the investigation</li> <li>Bi-annually for the destruction of counterfeit goods</li> <li>Immediately for an order to release seized goods</li> </ul>
6.	Payment of suppliers	<ul style="list-style-type: none"> <li>Timely submission of all documents required for the payment process</li> </ul>	<ul style="list-style-type: none"> <li>Free</li> </ul>	<ul style="list-style-type: none"> <li>Within thirty (30) days</li> </ul>

**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 up to commitment to courtesy and excellence in Service Delivery should be reported to: \_\_\_\_\_

The Executive Director,  
Anti-Counterfeit Authority,  
National Water Plaza, 3rd Floor, Dunga  
Road, Industrial Area,  
P.O. Box 47771-00100, Nairobi.  
Tel: +254(20)-2280 000, Hot line:  
+254(20)-2280 111  
Email: [complaints@aca.go.ke](mailto:complaints@aca.go.ke)

OR

The Commission Secretary/Chief Executive Officer,  
Commission on Administrative Justice,  
2nd Floor, West End Towers, Waiyaki Way ,  
P.O. Box 20414-00200, Nairobi.  
Tel: +254 (0)20 2270000 / 2303000  
Email: [complain@ombudsman.go.ke](mailto:complain@ombudsman.go.ke)



**IT IS YOUR RIGHT TO ACCESS QUALITY SERVICES**

