



**anti
counterfeit
authority**

Upholding Authenticity

CUSTOMER SERVICE DELIVERY CHARTER

	SERVICE	OUR COMMITMENT	REQUIREMENTS TO OBTAIN SERVICE	COST OF SERVICE	TIMELINE
1.	Response to correspondence	<ul style="list-style-type: none"> ▪ Promptly respond to customer correspondences and requests 	<ul style="list-style-type: none"> ▪ Make verbal or written requests for information 	<ul style="list-style-type: none"> ▪ Free 	<ul style="list-style-type: none"> ▪ Five (5) days
2.	Resolution of public complaints	<ul style="list-style-type: none"> ▪ Promptly respond to our customers' complaints 	<ul style="list-style-type: none"> ▪ Make verbal or written complaints 	<ul style="list-style-type: none"> ▪ Free 	<ul style="list-style-type: none"> ▪ Thirty (30) days with the exception of complaints that require further investigation
3.	Receipt of complaint on Intellectual Property Rights (IPR) infringement from IPR holders/agents	<ul style="list-style-type: none"> ▪ Promptly receive complaints on Intellectual Property Rights (IPR) infringement 	<ul style="list-style-type: none"> ▪ Duly fill complaint form ACA 8 and comply with section 33 of the Anti-Counterfeit Act, 2008 	<ul style="list-style-type: none"> ▪ Kshs 10,000 	<ul style="list-style-type: none"> ▪ Immediately
4.	Receipt of complaint on Intellectual Property Rights (IPR) infringement from consumers	<ul style="list-style-type: none"> ▪ Promptly receive complaints on Intellectual Property Rights (IPR) infringement 	<ul style="list-style-type: none"> ▪ Lay a complaint on Intellectual Property Rights (IPR) infringement 	<ul style="list-style-type: none"> ▪ Free 	<ul style="list-style-type: none"> ▪ Immediately
5.	Investigations, seizure, release and destruction of condemned counterfeit goods	<ul style="list-style-type: none"> ▪ Investigate all complaints ▪ Seize all goods reasonably suspected to be counterfeit ▪ Safely store seized counterfeit goods ▪ Destroy all condemned counterfeit goods 	<ul style="list-style-type: none"> ▪ Complainants to cooperate during investigations 	<ul style="list-style-type: none"> ▪ As per the respective fees in the second schedule of the Anti-Counterfeit Act, 2008 	<ul style="list-style-type: none"> ▪ Ninety (90) days for completion of the investigation ▪ Bi-annually for the destruction of counterfeit goods
6.	Payment of suppliers	<ul style="list-style-type: none"> ▪ Ensure prompt payments to suppliers after delivery and acceptance of goods/services 	<ul style="list-style-type: none"> ▪ Timely submission of all documents required for the payment process 	<ul style="list-style-type: none"> ▪ Free 	<ul style="list-style-type: none"> ▪ Within thirty (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 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

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

IT IS YOUR RIGHT TO ACCESS QUALITY SERVICES

