



**anti
counterfeit
authority**

Upholding Authenticity

CITIZEN SERVICE DELIVERY CHARTER

	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST OF SERVICE	TIMELINES
1.	Response to correspondence	Make verbal or written requests for information	Free	Five (5) days
2.	Resolution of public complaints	Make verbal or written complaints	Free	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	Duly fill complaint form ACA 8 and comply with section 33 of the Anti-Counterfeit Act, 2008	Kshs 10,000	Immediately
4.	Receipt of complaint on Intellectual Property Rights (IPR) infringement from consumers	Lay a complaint on Intellectual Property Rights (IPR) infringement	Free	Immediately
5.	Investigations, seizure, release and destruction of condemned counterfeit goods	Complainants to cooperate during investigations	As per the respective fees in the second schedule of the Anti-Counterfeit Act, 2008	- Ninety (90) days for completion of the investigation - Bi-annually for the destruction of counterfeit goods - Immediately for an order to release seized goods
6.	Payment of suppliers	Timely submission of all documents required for the payment process	Free	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

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

IT IS YOUR RIGHT TO ACCESS QUALITY SERVICES

