



**COMMUNICATIONS  
AUTHORITY OF KENYA**

<b>APPLICATION FOR LICENSING AS POSTAL/COURIER SERVICE OPERATOR</b>	<b>CA/F/LCS/ AF3 FEBRUARY 2022</b>
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*(Please read carefully the instructions contained in this form before completing it)*

*Please tick the category of licence you wish to apply for.*

**LICENCE APPLIED FOR:**

<b>Public Postal Operator</b>	<input type="checkbox"/>
<b>International Postal/Courier Operator</b>	<input type="checkbox"/>
<b>National Postal/Courier Operator</b>	<input type="checkbox"/>

New Application       Transfer       Upgrade

Licence Renewal

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**1. MANDATORY REQUIREMENTS FOR AN APPLICANT**

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**A: Application should be completed in English and the following attached:**

**I. Originals of the following documents:**

1. A covering letter to the Director/Licensing, Compliance and Standards (see *address below*) on applicant's letterhead.
2. If Applicant is registered under the Companies Act (Cap 486):
  - 2.1. a copy of the original certificate of shareholding from the Registrar of Companies listing the directors and shareholders of the company and details of their shareholding (CR/12) Not Older than 2 months
  - 2.2. Attach a copy of an original CR/12 for the companies that are part of the shareholder of the Applicant until all shares are attributed to individuals.

**Note that companies wishing to be considered for a license in the communications sector must allot a minimum of -30% of their total shares to individual Kenyan citizens.**

**II. Clear photocopies of the following documents of the Applicant:**

**Note that a Commissioner for Oaths (based in Kenya) or a Notary Public must certify all photocopies.**

1. Registration status:
  - 1.1. Certificate of Incorporation,
  - 1.2. Business Name, or
  - 1.3. Registration Certificate etc.
2. Certificate from Capital Markets Authority (CMA), if the company is listed in a stock exchange in Kenya.
3. For any foreign company which is a shareholder of the Applicant attach (**certified by a Notary Public**):
  - 3.1. Certificate of Incorporation and
  - 3.2. Share Certificate.
4. Kenyan National Identity Cards (ID) or Kenyan/Foreign passports for all Directors and Shareholders of the Applicant:
  - 4.1. Both sides of the ID should be copied onto the same side of an A4 size paper, and
  - 4.2. Passport copies should include pages showing the nationality, date of issue and expiry, name and photograph of holder.
5. The following documents from Kenya Revenue Authority:
  - 5.1. KRA PIN, and
  - 5.2. Valid Tax Compliance Certificate.

**III. Other documents to be attached include:**

1. A business plan showing the details of the services/network proposed, market to be served and business expansion for at least the initial three years of operation. A guideline to the business plan is attached as **Annex 1**.
2. A copy of one of the document listed below:  
*(For voluminous documents, certification may be done at the cover page provided that the Commissioner for Oaths indicates the number of pages in the document).*

<b>APPLYING ENTITY</b>	<b>REQUISITE CONSTITUTING DOCUMENT</b>
<b>1. Company</b>	Memorandum and Articles of Association
<b>2. Non-Governmental Organization (NGOs)</b>	Constitution of the NGO
<b>3. Cooperative Society</b>	Cooperative Society's By-Laws/ Minutes of the last AGM Meeting
<b>4. Partnership</b>	Partnership Deed
<b>5. Society</b>	Society's Constitution

## **B: Application Fee:**

The table below shows fees payable for the various licenses:

<b>License Category</b>	<b>Application Fee</b>	<b>Licence Fees</b>	<b>Annual Operating Fees</b>
<b>Public Postal Operator</b>	Ksh 5,000	Ksh 500,000	Ksh 500,000/= or 0.4% of annual turnover of audited accounts whichever is higher
<b>International Operator</b>	Ksh 5,000	Ksh 100,000	Ksh 100,000/= or 0.4% of annual turnover of audited accounts whichever is higher
<b>National Operators</b>	Ksh 5,000	Ksh 30,000	Ksh 30,000/= or 0.4% of annual turnover of audited accounts whichever is higher

Please present a completed application form at our offices on Waiyaki Way, CA Centre at the Front Desk on ground floor.

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## **2. APPLICATION REQUIREMENTS**

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<b>No</b>	<b>Application Requirements</b>	<b>Receiving Officer</b>	<b>Checking Officer</b>
1.	Duly signed Cover letter on applicant's letterhead		
2.	Duly completed application form		
3.	Declaration by the applicant with name, designation, signature and date		
4.	Duly executed affidavit submitting copies of the documents (no erasures)		
5.	Business plan for the licence/s applied for enclosed		
6.	Application fees paid		

<b>No</b>	<b>Application Requirements</b>	<b>Receiving Officer</b>	<b>Checking Officer</b>
	<b>Registration Details of Applicant</b>		
7.	Copy of Certificate of Incorporation/Registration Certificates or equivalent and similar documents for other shareholder companies where there is chain ownership in the applicant.		

	Where the Applicant is a Government Agency/body, a copy of the Act, Gazette Notice or other relevant legal Instrument creating the Agency.		
	<b>Ownership Details of Applicant</b>		
8.	Copy of the <b>current</b> CR/12 or equivalent issued within the last 2 months <b>indicating names of shareholders, their addresses, their nationalities, shares held by each, names of directors and whether directors are nominees or not or whether non shareholder directors.</b> Copy of the <b>current</b> CR/12 or equivalent, issued within the last 2 months for other shareholder companies, where there is chain ownership of the applicant, indicating all the details as above, until all shares are attributed to individuals. For Societies, a copy of the minutes of the last AGM or document indicating the officials/office bearers		
	<b>Identification Documents of owners/Directors (Individuals and Companies)</b>		
9.	<b>Clear</b> Copies of ID for directors and shareholders or <b>notarized</b> copies of passports in case of foreigners. In case of government officials, submit a gazette notice appointing the officer. Copy of Certificate from the Capital Markets Authority (CMA) (or its equivalent for foreign companies) in case of listed companies.		
	<b>Other Requirements</b>		
10.	A copy of the relevant document as listed below to be provided: Cooperative Society's By-Laws or Constitution, (immediately prior to submission of Application), Membership Agreement Terms and Conditions for Societies Partnership Deed for Partnerships and Minutes of resolution of an AGM meeting of society		
13.	Copy of Valid Tax Compliance Certificate of the Applicant (Company, Not of the owners/Directors)		

**The Receiving Officer MUST tick ALL the boxes above before accepting and logging an application.**

Receiving Officer's Comments: .....

Receiving Officer's Name: .....

Signature: ..... Date: .....

**The Checking Officer MUST tick ALL the boxes above before recommending the application for further consideration.**

Checking Officer's Comments: .....

Checking Officer's Name: .....

Signature: ..... Date: .....

**APPLICATION FOR LICENSING AS A POSTAL/COURIER SERVICE PROVIDER**

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**3. NAME OF THE COMPANY**

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.....  
*The actual meaning of the company name/entity should be should be stated in full*

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**4. ADDRESS AND TELEPHONE NUMBER OF THE COMPANY**

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*(The physical address, postal address and telephone and fax numbers should be stated)*

Registered premises of head office

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Physical address: Town.....

Street/Road.....

Name of the Building. ....

Floor..... Room.....

Postal Address P. O. Box..... Postcode.....

Town.....

Telephone No. .... E-Mail.....

**5. DESCRIPTION OF EXPECTED QUALITY OF THE APPLICANT'S LICENSABLE SERVICE**

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Do you intend to install a 'track and trace' service? If so give brief particulars of the system's operation.

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What are your projected delivery standards?

	Day	%
i. Items posted for/received for delivery within the same city/town	_____	_____
ii. Items posted in Nairobi for delivery within Kenya	_____	_____
iii. Letters received from other countries for delivery at towns other than Nairobi within Kenya	_____	_____

*NB. You may give a breakdown on separate sheets for other individual towns.*

Are you prepared to commit your firm to offering a guaranteed service to the public in terms of expected delivery times and security of Items?

.....

Sectors/destinations applied for:

- 1.....
- 2.....
- 3.....
- 4.....

Any other relevant information .....

## 6. COMPANY PROFILE

*(Give full details of the proprietors or partners owning the business or if the applicant is a Company the names of the directors and shareholders of the Company.)*

*Where the Applicant is not a company*

Name of proprietor	Nationality	Address	Passport /ID No.
1 .....	.....	.....	.....
.....	.....	.....	.....
2. ....	.....	.....	.....

*Where the Applicant is a Company*

i) Name of Shareholder	Nationality	No of shares held....	Passport/ID No.
1 .....	.....	.....	.....
.....	.....	.....	.....
2. ....	.....	.....	.....
ii) Name of Director	Nationality	Address	Passport/ID No.
1 .....	.....	.....	.....
.....	.....	.....	.....
2. ....	.....	.....	.....
.....	.....	.....	.....

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**7. PERSONAL DETAILS**

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- a. State whether any of the partners/ directors/ shareholders is undischarged bankrupt. (If so indicate the names)

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- b. State whether any of the partners/ directors/ shareholders have a beneficial interest in any other business licensed to provide or operate postal services.

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- c. Has any previous application by you been rejected under the Act? (If so give details).

.....

- d. Has any previous license granted to you under the Act been cancelled, suspended or modified? (If so give details).

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**8. PARTICULARS OF PREMISES**

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- e. Give a brief description of the public counter/s and the lobby/waiting area (including furniture provided for)

- f. Is the public office adequately ventilated/air-conditioned? YES/NO if the answer is 'Yes' give a brief explanation.



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## 9. REFEREES

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The following details should be completed by two different and independent referees who have known you for at least three (3) years.

### 1. First Referee

**I certify that the information given in this form is true and correct to the best of my knowledge**

Full Name \_\_\_\_\_  
(Block letters as the names appear on the ID/Passport)

**Postal Address:**  
P. O. Box \_\_\_\_\_ Postal Code \_\_\_\_\_

Post Office Town \_\_\_\_\_

**Phone and Fax Contact:**  
Tel. No. \_\_\_\_\_ Fax. No. \_\_\_\_\_

Mobile \_\_\_\_\_ Other Tel. Nos. \_\_\_\_\_

**Email Address:** \_\_\_\_\_

Occupation \_\_\_\_\_ Signature \_\_\_\_\_

### 2. Second Referee

**I certify that the information given in this form is true and correct to the best of my knowledge**

Full Name \_\_\_\_\_  
(Block letters as the names appear on the ID/Passport)

**Postal Address:**  
P. O. Box \_\_\_\_\_ Postal Code \_\_\_\_\_

Post Office Town \_\_\_\_\_

**Phone and Fax Contact:**  
Tel. No. \_\_\_\_\_ Fax. No. \_\_\_\_\_

Mobile \_\_\_\_\_ Other Tel. Nos. \_\_\_\_\_ **Email Address:** \_\_\_\_\_

Occupation \_\_\_\_\_ Signature \_\_\_\_\_

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**10. DECLARATION**

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I/We hereby certify the information we have provided in this application is true and correct.  
I/We also understand that it is an offence under The Penal Code to give false information  
in support of any application

Name.....

Designation.....

Signature.....

Date.....

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**11. COMPLETE APPLICATION SHOULD BE RETURNED TO: -**

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Director/Licensing, Compliance and Standards  
Communications Authority of Kenya  
Ground Floor, CA Centre, Waiyaki Way  
P. O. Box 14448  
NAIROBI - 00800  
Tel: 254-20- 4242000/070304000/0736121515/121414  
Fax: 254-20- 4242430 Website <http://www.ca.go.ke/>

**12. FOR OFFICIAL USE ONLY**

**Business Plan Committee Comments**

<p><b>Not Recommended</b> <span style="float: right; border: 1px solid black; display: inline-block; width: 60px; height: 20px; vertical-align: middle;"></span></p> <p><b>Applicant to:</b>                  .....                  .....                  .....                  .....                  .....                  .....                  .....                  .....                  .....                  .....                  .....                  .....                  .....                  .....</p> <p><b>Name</b>.....  <b>Designation</b>.....                  ...</p> <p><b>Signature</b>.....<b>Date</b>.....</p>	<p><b>Recommended</b> <span style="float: right; border: 1px solid black; display: inline-block; width: 60px; height: 20px; vertical-align: middle;"></span></p> <p><b>for:</b>                  .....                  .....                  .....                  .....                  .....                  .....                  .....                  .....                  .....                  .....                  .....                  .....                  .....</p> <p><b>Name</b>.....  <b>Designation</b>.....                  ...</p> <p><b>Signature</b>.....<b>Date</b>.....</p> <p><b>Official Stamp</b></p>
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**Deferments:**

CLC#	Reason for deferment	Name & Signature

**CLC Comments**

The applicant **MEETS/ DOES NOT MEET** the Authority's requirements and is hereby **APPROVED/NOT APPROVED** or **RECOMMENDED/NOT RECOMMENDED** for  
*(delete as appropriate):*

.....  
.....

The reasons for not approving/recommending the applicant are as follows: -

.....  
.....

Name.....

Designation..... Signature.....

CLC No..... Date.....

**ANNEX 1: TEMPLATE OF THE AFFIDAVIT TO BE SUBMITTED**

**REPUBLIC OF KENYA**

**IN THE MATTER OF OATHS AND STATUTORY DECLARATIONS ACT  
CHAPTER 15, LAWS OF KENYA**

**AND**

**IN THE MATTER OF AN APPLICATION FOR LICENSE FROM THE  
COMMUNICATIONS COMMISSION OF KENYA**

**AFFIDAVIT**

I, \_\_\_\_\_ of Post Office Box  
Number

\_\_\_\_\_ (Town)\_\_\_\_\_ (Postcode)do hereby make oath and state as  
follows:

1. THAT I am an adult of sound mind and \_\_\_\_\_

(*position/ status in the applicant entity*) of \_\_\_\_\_ (*name of  
the applicant*) and hence competent to swear this Affidavit.

2. THAT I am a citizen of the \_\_\_\_\_ and holder of

National Identity Card No. (or Passport No.) \_\_\_\_\_ .

3. THAT \_\_\_\_\_ (*name of the applicant*) has resolved to  
make an application to the Commission for a  
\_\_\_\_\_ (*name of the licence in accordance with the  
Commission's Market Structure*) licence.

4. THAT I have submitted the following copies of our documents in support of the said  
application:

4.1. Registration and ownership status:

4.1.1. For an applicant registered under the Companies Act (Cap 486):

4.1.1.1. Copy of Certificate of Incorporation

4.1.1.2. an original letter from the Registrar of Companies listing the directors and shareholders of the company and details of their shareholding – Original Form CR/12

4.1.1.3. Attach original CR/12 for other companies which are shareholder of the Applicant until all shares are attributed to individuals.

**[Note that companies wishing to be considered for a Licence in the communications sector must allot a minimum of 20% of their total shares to individual Kenyan citizens within three (3) years from the date of issuance of the Licence/s].**

4.1.2. Copy of Business Name, or

4.1.3. Copy of Registration Certificate etc.

4.1.4. if the company is listed in a stock exchange in Kenya, copy of Certificate from Capital Markets Authority (CMA).

4.1.5. For any foreign company which is a shareholder of the Applicant attach copies **certified by a Notary Public** of:

4.1.5.1. Certificate of Incorporation of the foreign company/ies and

4.1.5.2. Share Certificate of the foreign company/ies.

4.1.6. Copies of Kenyan National Identity Cards (ID) or Kenyan/Foreign passports for all Directors and Shareholders of the Applicant:

4.1.6.1. Both sides of the ID should be copied onto the same side of an A4 size paper, and

4.1.6.2. Passport copies should include pages showing the nationality, date of issue and expiry, name and photograph of holder.

4.2. Compliance with Kenya Revenue Authority rules:

4.2.1. Copy of Valid Tax Compliance Certificate.

4.3. A business plan showing the system configuration, details of the services/network proposed, market to be served and system expansion for at least the initial five years of operation. A guideline to the business plan is attached as Annex 1.

4.4. A copy of one of the document listed below:

<b>APPLYING ENTITY</b>	<b>REQUISITE DOCUMENT</b>	<b>CONSTITUTING</b>
<b>6. Company</b>	Memorandum and Articles of Association	
<b>7. Non-Governmental Organization (NGOs)</b>	Constitution of the NGO	
<b>8. Cooperative Society</b>	Cooperative Society's By-Laws	
<b>9. Partnership</b>	Partnership Deed	
<b>10. Society</b>	Society's Constitution	

5. THAT I swear that the documents listed in 4 above are authentic copies of the original documents issued by the relevant authorities to the applicant.

6. THAT this Affidavit is sworn in support of \_\_\_\_\_ (*Applicant's name*) application for \_\_\_\_\_ license.

7. THAT what is deponed to herein above is true and within my own knowledge.

SWORN at \_\_\_\_\_ by the said )  
 )  
 \_\_\_\_\_ )  
 ) (*Deponent*)  
 This \_\_\_\_\_ day of \_\_\_\_\_ in the )  
 year \_\_\_\_\_ )  
 )

Drawn by:

\_\_\_\_\_ (*law firm*)  
 \_\_\_\_\_ (*physical address*)

P. O. Box \_\_\_\_\_  
 \_\_\_\_\_ (*town*)  
 \_\_\_\_\_ (*postal code*)

BEFORE ME

COMMISSIONER FOR OATHS

## ANNEX 2

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### POSTAL/COURIER BUSINESS PLAN GUIDELINE

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Please provide a separate Business Plan and ensure the following details are included:

**1. Executive Summary:**

Briefly describe your organization and the business concept:

**2. Financial Information**

Provide detailed three-year financial projections in terms of cash flows. (Income statement, Balance sheet and Cash flows)

**3. Technical Information**

Provide the proposed a network of the services you plan to provide e.g. the routes for mail circulation, areas of operation and the mode of providing the same services e.g. vans, trucks, motor cycles etc.

**4. Market Information**

4.1. Indicate envisioned rollout plan for the first three years:

<b>Year</b>	<b>Locations</b>	<b>Number of Users targeted</b>
Year 1		
Year 2		
Year 3		

4.2. Provide a description of each proposed service and how the service is to be accessed by the public.

4.3. Demonstrate knowledge of the market segment by discussing the competition issues- what products and companies are likely to compete on the provision of the same or similar products/services.

**5. Billing Information**

5.1 Describe the billing system you intend to deploy (and where applicable details of the software/hardware).

5.2 Describe how customers will be billed.

5.3 Provide information on the proposed tariff for each service (Kenya Shillings or United States Dollar).

**Note that the income statements (part 2 above) should be derived from the product of rollout plan (part 4.1 above).**

**6. Quality of service Assurance**

Indicate the expected service standards and terms of the services you plan to provide to the consumers of your services. (e.g. tariffs and insurance cover for items in transmission).



Ensure a provision of information to a consumer's right to complain when dissatisfied with the service provided at a particular time.

**7. Staff in service**

Indicate how many people will be hired to serve the intended customers e.g. level of education, distribution in terms of gender etc.

**8. Please provide any other additional information related to the proposed business.**

State whether you belong to any service provider association and if so attach evidence showing date and membership details.

## **ANNEX 3: INFORMATION ON THE LICENSING PROCEDURE AND PROCESS**

### **1. Process of issuing a License**

Submission of an application may be done through the postal system or in person at our office. We encourage you to present your application in person where our receiving officer will check the documents and advise you on any shortcoming.

Once the receiving officer has confirmed that all documentations are in order, you will be requested to pay the application fees. Please retain your original payment receipt.

### **2. Consideration and approval of application by the Authority**

An application, which meets all the licensing requirements, will be processed within **105 days** from the date when all the requirements have been met.

The Authority considers applications of a first-come-first-served basis. Although your applications will undergo many internal processes, you will be informed in writing and advised on the way forward in the event that the application is not successful at any stage.

### **3. Letter of Licence offer**

If the application is approved, you will be informed in writing (letter of offer) and may also be contacted via phone/email.

The letter of offer is valid for a period of six (6) months from the date it's written and states the amount of money to be paid before a licence is issued.

Please note that the upfront operational fees in the offer letter are prorated on monthly basis. This may differ depending on the date you wish to make the payment. You may therefore wish to get in touch with our office to be advised on the correct operating fees before making the payment.

### **4. Operational Period**

Once you have paid the offer fees, you will be issued with a Licence. You will be required to put the Licence into operation within 12 months from the date of issuance of the Licence.

### **5. Terms and conditions of the license**

The license terms and conditions include (but are not limited) to the following:

- Scope of the license
- Obligations to consumers
- Obligations to other licensees
- Obligations to the Authority

Please visit our website: [www.ca.go.ke](http://www.ca.go.ke) where you can download the application form.