

PUBLIC NOTICE

PUBLIC CONSULTATION ON THE REVISION OF THE COMMISSION'S CUSTOMER SERVICE CHARTER

The Communications Commission of Kenya (CCK) is the regulatory authority for the ICT industry in Kenya with responsibilities in telecommunications, e-commerce, broadcasting and postal/courier services. CCK is also responsible for managing the country's numbering and frequency spectrum resources. The Commission is also mandated to protect the interests of consumers of these services.

The Commission has put in place a Customer Service Charter that sets out the standards of service in the interest of providing high standards of customer service. To ensure that the service charter is aligned to the new law and other changes that occur from time to time, the Commission committed to reviewing this charter once every two years.

The Commission therefore wishes to invite stakeholders and members of the public to submit their comments on the proposed reviewed Customer Service Charter. The comments submitted will be considered for incorporation in the final version of the Service Charter.

The document can be accessed from the Commission's website at <http://www.cck.go.ke> It will remain open for public review and feedback from **26th May to 9th June 2014**.

Comments/inputs may be submitted via servicechartercommittee@cck.go.ke or the address given below;

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