LEGAL NOTICE NO……

THE KENYA INFORMATION AND COMMUNICATIONS ACT
(Cap 411A)

THE KENYA INFORMATION AND COMMUNICATIONS (POSTAL & COURIER SERVICES) REGULATIONS, 2025

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THE THE KENYA INFORMATION AND COMMUNICATIONS ACT

(Cap. 411A)

IN EXERCISE of the powers conferred by sections 59 and 66 of the Kenya Information and Communications Act, Cap 411A, the Cabinet Secretary , in consultation with the Communications Authority of Kenya, makes the following Regulations—

THE KENYA INFORMATION AND COMMUNICATIONS (POSTAL AND COURIER SERVICES) REGULATIONS, 2025

	PART I – PRELIMINARY
Citation.	**1.** These Regulations may be cited as the Kenya Information and Communications (Postal and Courier Services) Regulations, 2025.
Interpretation.	**2.** In these Regulations, unless the context otherwise requires—
Cap. 411A.	"Act" means the Kenya Information and Communications Act;
	"agent" means any person or entity authorized to operating an outlet for the purposes of receiving (drop off) and issuing (collection) postal articles on behalf of a licensee excluding the provision of delivery services as part of the agency agreement
	"Authority" means the Communications Authority of Kenya
	"basic postal services" means a defined set of postal services that are essential for public use including postage stamps, private letter boxes, acceptance, conveyance and delivery of letters weighing up to two hundred, three hundred and fifty grams delivered under certain prescribed standards and postal financial services;
	"Cabinet Secretary" means the Cabinet Secretary for the time being responsible for Information, Communication and Technology;

	“commemorative stamps” means postage stamps used as a mark of honour for events or matters of national or international significance and for philatelic purposes with a validity period of five years from the date of issue;
	“complaint” means an expression of dissatisfaction resulting from a licensed service;
	“complainant” means a person who has lodged a complaint;
	“courier services” means any service for the collection, dispatch, conveyance, handling and delivery of postal articles by post for which a stamp is not required;
	“courier hailing service” means a service to facilitate linking postal and courier service providers and consumers of courier services.
	“definitive stamp” means stamps depicting nature or natural heritage and which are valid for a maximum of ten years from the date of issue;
	‘’delivery’’ means the postal process in which a postal article leaves the responsibility of the licensee through being handed over to, or left for collection by, the addressee, the mailee or an authorised representative, or deposited in a private letter-box accessible to one or other of these
	“digital delivery boxes” means secure package delivery box with an application that manages access, deliveries, tampering and monitors;
	“Extra-Territorial Office of Exchange (ETOE)” means an office of exchange operated by or in connection with a postal licensee outside its national territory;
	“licensee” means a person licenced to provide either postal and/or courier services;
	“mail ” means letter or parcel; Mail items are qualified according to size, weight, handling or other service characteristics;
	“post” means any system for the collection,

	dispatch, conveyance, handling and delivery of postal articles;
	"postal article" means any item or mail transmissible by post, including but not limited to letters, aerogrammes, postcards and parcels but does include such item or mail as the Authority determines not to be transmissible by post.
	"post code" means a set of characters used primarily for routing and delivering mail to an address, which uniquely identifies a service delivery area or administrative locality in the country;
	"postal service" means any service by post;
Cap. 411.	"Public Postal Licensee" means a postal licensee designated by the Authority as the Public Postal Licensee;
	"reserved postal services" means—
	(a) the collection, transportation, sorting, and delivery, for hire or reward of letters and postcards weighing up to fifty grams, but not including exempted letters sent by licensed courier, letters accompanying goods at the time of delivery, newspapers, magazines, books, non-addressed leaflets, catalogues, and trade announcements letters delivered otherwise than for reward, letters delivered by an employee of the sender, letters containing any writ or proceeding from court or any legal instrument of any kind and, letters carried to the premises of a provider of electronic mail service for the purpose of transmission by electronic mail;
	(b) the production and issuance of postage stamps, pre-stamped envelopes, aerogram, and international reply coupons bearing the official national coat of arms or the words "Republic of Kenya", "Kenya," or "Kenya Post"; and

	(c) the rental or lease of private letter boxes, digital delivery boxes or bags including use of postal addresses and post codes;
	"terminal dues" means remuneration by the administration of the origin of a postal article to the administration of the destination of the postal article;
	"universal postal services" means the consistent supply of basic postal services at affordable prices at all points within the country;
	"universal service obligations" means obligations prescribed by the Authority and assumed by postal licensees to achieve provision of universal postal services;
	"unreserved postal services" means courier services, counter services, money orders, electronic bill payment, parcel collection, transport and delivery, expedited mail service, overnight mail services, and other ways of handling postal articles not defined as reserved postal services.
Application.	**3.** These Regulations shall apply to any person carrying out or intending to carry out postal or courier services in Kenya.
	PART II – ROLE OF THE AUTHORITY
Role of the Authority.	**4.** The role of the Authority shall be to—
	(a) issue licenses for the operation of postal and courier services;
	(b) designate quality standards of equipment and service for the provision of postal and courier services;
	(c) maintain a register of licensees;
	(d) investigate complaints or disputes arising from postal and courier services;
	(e) monitor compliance with these regulations and various licensing obligations; and

	(f) perform any other function that is incidental or consequential to its functions under these regulations.
	PART III – LICENSING AND REGULATION OF POSTAL AND COURIER SERVICES
Delivery and acceptance.	**5.** A postal article shall be considered; to have been delivered to the addressee—
	(a) when it is delivered into a private letter box or bag of the addressee;
	(b) when it is left at the house, or office of the addressee as set out thereon, or with the employee, agent or any other person authorized to receive it;
	(c) where the addressee is a guest or is a resident at a premises , when it is left with the proprietor or manager of the premises or with their agent; or
	2)A postal article shall be considered to have been received by a postal licensee when it is deposited into a posting box or handed over to an employee or agent of a licensee authorized to receive it.
Postal Licensee to make rules.	**6.** (1) A licensee shall submit to the Authority, for approval, the terms and conditions of the services it offers relating to—
	(a) letters;
	(b) parcels;
	(c) documents;
	(d) postal financial services;
	(e) registered items;
	(f) insured items;
	(g) post restate;
	(h) private boxes or bags; and
	(i) any other services as may be introduced

	by the licensees.
	(2) A licensee shall, on an annual basis, publish the terms and conditions relating to the services prescribed in sub regulation (1) that have been approved by the Authority.
Issuance of postage stamps.	**7.** (1) The Public Postal Licensee shall issue postage stamps that—
	(a) are of the best quality;
	(b) cannot be easily replicated; and
	(c) are engraved with subjects that are consistent with the broad philatelic objectives of Kenya.
	(2) When considering any expedient issuance of definitive, commemorative and special stamps and related activities, the public postal licensee shall be fair to all interested parties.
	(3) (a) a definitive stamp shall—
	(i) be issued once every five years;
	(ii) run for a period of not less than five years and not exceeding ten years;
	(iii) concern subject matters approved by the Authority at least fourteen days before the issue; and
	(iv) bear face values chosen by the public postal licensee.
	(b) a commemorative stamp may be issued at such intervals as the public postal licensee determines to be commercially viable and shall—
	(i) concern a subject matter approved by the Authority at least fourteen days before the issue; and
	(ii) bear face values chosen by the public postal licensee.

	(2) The Public Postal Licensee shall develop standard terms and conditions for the sale of stamps and submit them to the Authority for approval.
	(3) The Authority shall consider the standard terms and conditions of the sale of stamps submitted under sub regulation (2) and communicate its decision to the public postal licensee within thirty days from the date of submission of the request for approval.
Issuance of certificates of posting.	**8.** (1) The Public Postal Licensee shall, at the request of the sender of an unregistered postal article intended for transmission by letter box, give the sender a certificate of posting of the postal article.
	(2) A certificate of posting of an article shall not entitle the sender to compensation or the right of return of an already accepted article and shall not be acceptable as proof of the nature of the contents of the postal article to which it relates.
Disposing of undeliverable postal articles.	**9.** (1) Domestic letters or other postal articles that cannot be delivered due to an undecipherable or non-existent address or postcode may be opened by a postal licensee and where the letter or article is capable of being delivered based on information in the letter or article; the postal licensee shall deliver the letter or article accordingly.
	(2) Where a letter or postal article opened under sub regulation (1), is incapable of being delivered, but contains the address of a sender, it shall be returned to the sender.
	(3) Every undeliverable postal article that has been opened and remains undeliverable may be kept for a minimum period of three months and may thereafter be destroyed.
Cap. 38.	(4) Where the letter or postal article opened contains anything of value or a saleable article, it shall be kept safely and a record thereof opened and

	maintained by a postal licensee for a period of six months and if not claimed, the contents shall be disposed of in accordance with the Disposal of Uncollected Goods Act.
	(5) Where a letter or postal article is opened as provided by this regulation, the licensee shall affix a mark on the letter or postal article indicating the—
	(i) date and time of opening;
	(ii) period it has remained undelivered;
	(iii) contents; and
	(iv) manner the licensee decides to deal with the undelivered article.
	(6) Where a letter or postal article is returned to the sender because of being undeliverable as addressed and the sender refuses to take delivery, the letter or postal article shall be dealt with as provided under sub regulation (3).
	(7) A licensee shall keep a record of postal article including an electronic record of the transaction of both the sender and the recipient of a postal article.
Postal articles of dead persons.	**10.** Where a licensee is satisfied that the addressee of a postal article is dead, it may—
	(a) retain the postal article and on production of letters of administration or grant of probate to the estate of the addressee, deliver or release the article in accordance with such request; or
	(b) treat the postal article in accordance with the provisions of these regulations that relate to undeliverable postal articles.
Prohibited articles	**11.**(1) All licensees shall, where applicable before accepting any item for postage, require the sender to declare its contents.
Cap 411A	(2) Subject to section 58 of the Act, a person shall not send, by post—

	(a) any explosive, inflammable, dangerous, noxious or deleterious substance, filthy, sharp instrument not properly protected or any article or thing whatsoever which is likely to injure either other postal articles in the course of conveyance or any person handling the article;
	(b) any article for export, import or carriage which is prohibited under any law in Kenya, or which, being subject to any restriction imposed by such law, is transmitted otherwise than in accordance with that restriction;
	(c) any article which may not, under the law of the country to which it is addressed, be imported or transmitted by post;
	(d) any article sent by post in a stamped or embossed envelope wrapper, card forms or paper in imitation of the one issued under the authority of the public postal licensee;
	(e) any article of such form or colour or so made up for transmission by post or that is likely, in the opinion of the postal licensee, to embarrass the officers of the organizations dealing with the article;
	(f) any article bearing any stamp or impression of a stamping machine denoting payment of postage or fee which is imperfect or mutilated or defaced in any way or across which is written or printed or otherwise impressed.
	(g) any article whereon the payment of any postage or fees purports to be denoted by any stamp or impression which has been previously used to denote payment of the postage or fees on any other postal article or any other stamp duty or tax;
	(h) betting advertisements relating to illegal business;
	(i) fortune-telling advertisements;
	(j) sweepstake or lottery tickets, or

	advertisement and other notices relating to sweepstake or lottery that are unlawful;
	(k) money lenders circulars that are enclosed;
	(l) any article which infringes trademark or copyright laws;
	(m) any sample packets consisting of literature for the blind containing any article liable to customs duty in the country or place of destination;
	(n) any living creature, other than bees, leeches and silkworms, parasites or destroyers for noxious insects; and
Cap 411A	(o) any other article which is prohibited from being posted or accepted for transmission by post by the Act or these Regulations.
	(3) The prohibited postal articles may, in exceptional circumstances, be sent by post in accordance with the First Schedule to these Regulations.
Postal security and safety.	**12.** A licensee shall take reasonable steps to improve mail security and combat postal crimes that include among others—
	(a) mail violation;
	(b) mail conveying dangerous (chemicals or bombs, biological attack substances); and
	(c) illicit drug trafficking or firearms
Compensation	**13.** (1) A licensee shall develop and file with the Authority its compensation policies for the loss or damage of postal articles.
	(2) In the case of an insured , compensation shall be limited to the market value of the postal article, even where it has been insured in excess of its value.
	(3) A licensee shall not pay compensation—
	(a) where the article is prohibited and is not sent as provided under these regulations;
	(b) in the case of an insured postal article,

	where—
	(i) a false statement has been made by the sender or addressee for the postal article;
	(ii) the addressee of the postal article has signed and returned the delivery note without objection;
	(iii) any bill of exchange, bond, coupon, or other negotiable security particulars that are required to sufficiently identify the contents of the postal article are not presented to the postal licensee; or
	(iv) the cover or seal of the article bears traces of theft or damage.
Universal Service Obligation.	**14.** (1) The Authority shall provide targets to a postal licensee to facilitate the achievement of universal service obligations.
	(2) In providing targets for the fulfillment of universal service obligations by licensees, the Authority shall have regard to –
	(a) measurable quantity and quality of service standards for postal services in relation to customer satisfaction;
	(b) speed, reliability and security of the service;
	(c) accessibility to and affordability of universal postal services; and
	(d) the evolution of the technological, economic and social environment.
	(3) The provision of universal postal services shall be the responsibility of the Public Postal Licensee.
	(4) Despite sub-regulation (3) the Authority may require a licensee for unreserved postal services to provide Universal Postal Services.
Cap 411A	(5) The Public Postal Licensee may provide universal postal services through a contract, an agency or a franchise and the Authority shall not require such

	agent or franchisee to hold a license under the Act
	(6) The Public Postal Licensee shall notify the Authority of any contract, agency or franchise entered into under sub-regulation(5).
	(7) The Public Postal Licensee shall not suspend the provision of basic postal service except in case of a force majeure event including, among others, an act of God, fire, flood, explosion, war, strike, embargo, government regulation, civil or military authority.
	(8) To the extent necessary to ensure the maintenance of universal service, the Authority may continue to reserve services for Public Postal Licensees.
	(9) A licensee who contravenes this regulation commits an offence and is liable on conviction to a fine of five hundred thousand shillings for every month or part thereof during which such failure continues.
Extra-Territorial Offices of Exchange. (ETOEs)	**15.**(1) A foreign licensee shall not establish an Extra-Territorial Office of Exchange in Kenya or use the Universal Postal Union system, without the consent of the Authority.
	(2) Any person who contravenes sub-regulation 1 shall be liable to conviction according to the laws of the jurisdiction
	(3) Postal articles originating from a foreign country shall be considered to be commercial cargo upon arrival in Kenya and shall be subject to customs clearance procedures.
	(4) Postal articles delivered by a foreign postal licensee to an address in Kenya shall pay the terminal dues applicable under the Universal Postal Union system.
Quality of service.	**16.**(1) All licensees shall be required to comply with Quality-of-Service requirements set out by the Authority from time to time.

	(2) The Authority shall monitor the quality of services provided by a licensee.
	PART IV— GENERAL REQUIREMENTS FOR POSTAL AND COURIER SERVICES
Arrangements between licensees.	**17.** (1) A licensee may sign an agreement with another licensee for the purposes of enhancing service delivery and efficiency.
	(2) A licensee shall not sign such an agreement with another licensee or entity without the prior written approval of the Authority.
	(3) the Authority shall consider the agreement and communicate its decision to the licencees, within 30 days of receipt of the agreement.
	(4) Where the Authority declines to approve the agreement, it shall communicate the same to the licensee with reasons.
Arrangements with Agents	**18.**(1) A licensee may enter into agency or franchise arrangements for the provision of postal and courier services.
	(2) The licensee shall ensure its agents and franchisee operate in compliance with legal and regulatory requirements
Application of a licence	**19.** (1)Any person intending to operate as a licensee shall apply to the Authority for a licence in the prescribed form and manner as set out in the Kenya Information and Communication (General Licensing) Regulations, 2025
	(2) The application shall be accompanied by such documents or information as prescribed in the specific application form, and accompanied by the application fees, set out in the schedule.
	(3) Where an applicant fails to submit documents or information required under sub-regulation (3), the application shall be deemed incomplete.
	(4) Where an applicant fails to submit any document or information required under these

	Regulations, the Authority may reject the application and inform the applicant in writing of the decision or request the applicant to furnish the Authority with the necessary documentation or information.
	(5) Where the Authority requests an applicant to furnish the necessary documentation or information, the applicant shall do so within seven days of notification, failure to which the Authority shall reject the application.
	(6) Where the Authority rejects an application on the ground that the information provided is incomplete or insufficient, such rejection shall not prevent the applicant from submitting a fresh application in respect of the same matter.
	(8) The Authority shall reject an application which is found to contain false or fraudulent information or documentation.
Renewal of licence.	**20.**(1) A licence may be renewed upon an application made to the Authority for renewal of the licence in accordance with the procedure specified in each licence.
	(2) The procedure for renewal of a licence shall be the same as that applicable to the grant of the original licence.
	(3) A licensee who fails to renew its licence or whose application for the renewal is rejected by the Authority shall cease to provide postal or courier services after the expiration of the licence.
Suspension or revocation of licence.	**21.**(1) Where the Authority is satisfied that a licensee does not comply with or has not complied with the requirements under the Act, these regulations and the license terms and conditions, the Authority may suspend the services of the licensee or revoke the license.
	(2) In complying with the provisions of sub-regulation 1, the Authority shall be guided by the

	terms and conditions of the licence.
	(3) A license which remains unutilized for six months from the date of its grant shall automatically lapse at the expiry of six months.
Licence transfer and mergers or take overs.	**22.**(1) A licence issued under these Regulations shall not be transferable except with the prior written approval of the Authority.
	(2) Where a licensee intends to sign an agreement to transfer its assets or to merge or take over another licensee or entity, the licensee shall, notify the Authority in writing within seven days from the date the licensee achieves consensus on the terms of the agreement.
Customer care service	**23.** licencees shall—
	(a) display the customer care call number, a valid annual Compliance Certificate issued by the Authority, List of prohibited items, List of tariffs and a designated contact point for all customer complaints;
	(b) have up-to-date complaints procedures and dispute resolution mechanisms which shall be submitted to the Authority and be made available to the licensee's customers.
	(c) resolve all complaints received from the consumers within fourteen days of receipt of the complaint.
Reports to the Authority.	**24.**(1) All licensees shall submit quarterly reports to the Authority on customer complaints it receives.
	(2) Reports shall be detailed and shall include—
	(a) number of complaints received per month, including unresolved complaints from previous months;
	(b) particulars of the complainant;
	(c) nature of complaint received;

	(d) date on which the complaint was lodged;
	(e) number of items lost per month; and
	(f) average turn-around time for all complaints resolved.
Complaints escalated to the Authority	**25.** (1) A complainant may lodge a complaint with the Authority if—
	(a) the complainant disputes the outcome received from a licensee; or
	(b) a licensee has either failed to respond or respond adequately, within the specified period.
	(2) Upon receipt of an escalated complaint from a consumer, the Authority shall—
	(a) acknowledge receipt of the escalated complaint within forty-eight hours;
	(b) allocate a reference number to the complaint; and
	(c) refer the complaint back to the Licensee.
	(3) Upon receipt of the complaint referred to it by the Authority, the Licensee shall—
	(a) acknowledge receipt of the complaint within forty-eight hours;
	(b) resolve each complaint referred by the Authority in writing within fourteen days of receipt thereof; and
	(c) provide to the Authority within seven (7) working days from the date of resolution of the complaint, a written report on how the referred complaint was resolved..
	(4) A person who fails to comply with the requirements of this regulation commits an offense and shall on conviction be liable to a fine not exceeding one million or imprisonment for not exceeding six months or both.
Confidentiality of consumer personal data.	**26.** Processing of personal data under these Regulations shall be in accordance with the

Cap. 411C.	requirements as set out in the Data Protection Act.
	PART V – MISCELLANEOUS PROVISIONS
Offences.	**27.** A person who contravenes these Regulations commits an offence and shall be liable on conviction to a fine not exceeding one million shillings, or to imprisonment for a term not exceeding six months, or to both.
	PART VI – REPEAL, SAVINGS AND TRANSITIONAL PROVISIONS
Revocation. L. No. 56 of 2010.	**28.** The Kenya Information and Communications (Postal and Courier Services) Regulations, 2010 are hereby revoked.
Preservation of proceedings and rights of appeal.	**29.** Any proceedings, review or appeal subsisting immediately before the commencement of these Regulations by virtue of the revoked Regulations shall continue to exist after the commencement of these Regulations.
Continuance of periods of time.	**30.** Where a period of time specified in the repealed Regulations is current at the commencement of these Regulations, these Regulations shall have effect as if the corresponding provisions had been in force when the period began to run.

FIRST SCHEDULE (r. 15 (3))

ARTICLE QUALIFICATION FOR ACCEPTANCE

	DESCRIPTION OF ARTICLE	**QUALIFICATION FOR ACCEPTANCE**
i.	Dangerous goods	By insured box or insured parcel post but only if sent for medical or scientific purposes to country which admits them when sent for those purposes.
ii.	Live bees, leeches, silkworms, parasites or destroyers of noxious insects used for purposes of controlling those insects.	By letter, post if addressed to officially recognized Institutions.
iii.	Any postal article enclosed with an open panel.	By the inland service.
iv.	Paper money not crossed for payment solely through post bank.	(i) For transmission by inland service by registered letter or registered parcel post (ii) For transmission by international service by registered letter post or insured letter post or insured parcel post. (iii)
v.	Jewelry and other valuables.	By registered letter post or insured parcel or insured box
vi.	Any postal articles bearing the word "registered" or any other phrase to that effect and any article which by Regulations is required to be registered or subject to the provisions of	By registered post.

	Regulations and is of a monetary value.	
vii.	Deleterious liquids perishable biological substances, or other similar substances	By letter post at the letter rate of postage only if sent for medical examination or analysis to a recognized medical practitioner or qualified veterinary surgeon.
viii.	Inflammable liquids	Having a flash point of 32 degrees centigrade or above but lower than 65degrees centigrade; maximum amount one litre.
ix.	Radioactive materials	Small quantities suitable packed, provided that when made up for the post radiation measured at the outside surface of a package does not exceed 10 mill roentgens (a unit of radiation, used to measure the exposure of somebody or something to X-rays and gamma rays, defined in terms of the ionization effect on air. It is equal to the quantity of radiation that produces ionization equal to one electrostatic unit of charge at 0° and standard atmospheric pressure) per 24 hours by letter post at the letter rate of postage.
x.	Any article liable to custom duty	To countries, which permit by law, or regulation the importation of such articles by post, and by registered post if the law or regulation of that country or place of destination so requires.
xi.	Advertisements and publications relating to the treatment of general diseases or to any preparation for its prevention, care or relief.	If addressed to duly qualified medical practitioner of chemist.

THIRD SCHEDULE

FEES

Licence Category	Licence Period (Years)	Licence Application Fee (Kes.)	Initial Fee (Kes.)	Annual Operating Fees	Universal Service Levy	JUSTIFICATION
Public Postal Operator	15	5,000	1,500,000	500,000	Not Applicable	This Licence is for the issue designated as the public postal Licensee for the provision of non-commercial universal postal services (both national and International). It will only be issued to the holder of both National and International Licences. The law envisages the designation of

Licence Category	Licence Period (Years)	Licence Application Fee (Kes.)	Initial Fee (Kes.)	Annual Operating Fees	Universal Service Levy	JUSTIFICATION
						an existing Licensee as a public postal Licensee. It is proposed that the Initial Licence Fee be reviewed from Ksh500,000 to Ksh1,500,000 one-time fee with a fixed annual operating fee of 500,000. Since they are designated Universal service Operators, the holder will not be subject to the universal service levy. However, the holder will already have

Licence Category	Licence Period (Years)	Licence Application Fee (Kes.)	Initial Fee (Kes.)	Annual Operating Fees	Universal Service Levy	JUSTIFICATION
						acquired commercial National and International Courier Operator Licences.
International Courier Operator	10	5,000	100,000	Kshs. 100,000 or 0.4% of the Gross Annual turnover of audited accounts, whichever is higher	0.5 % of Gross Annual turnover of audited accounts	This Licence category is for entities that deliver postal articles into and out of Kenya. It is proposed that holders of this category of Licence do not deliver postal articles to the end-user but to National Courier Operator Licence holders. They will also aggregate postal articles

Licence Category	Licence Period (Years)	Licence Application Fee (Kes.)	Initial Fee (Kes.)	Annual Operating Fees	Universal Service Levy	JUSTIFICATION
						destined for other countries and deliver them to international destinations. The current Licence will be amended to exclude national deliveries, creating a clear distinction between the Licence categories.
National Courier Operator	10	5,000	30,000	Kshs. 30,000 or 0.4% of the Gross Annual turnover of audited accounts,	0.5 % of Gross Annual turnover of audited accounts	This Licence category is for entities that deliver postal articles in-country.

Licence Category	Licence Period (Years)	Licence Application Fee (Kes.)	Initial Fee (Kes.)	Annual Operating Fees	Universal Service Levy	JUSTIFICATION
				whichever is higher		
Courier Hailing Service Provider	10	5,000	100,000	Kshs. 100,000 or 0.4% of the Gross Annual turnover of audited accounts, whichever is higher	0.5 % of Gross Annual turnover of audited accounts	This is a Licence category for entities that operate platforms that are dedicated to linking businesses or individual customers with courier service providers when they need items delivered. The platforms include web-based or other systems designed to link businesses or individuals with courier service providers.

Licence Category	Licence Period (Years)	Licence Application Fee (Kes.)	Initial Fee (Kes.)	Annual Operating Fees	Universal Service Levy	JUSTIFICATION
						This will enable the Authority to respond to evolving market development and provide for consumer protection
Independent Courier Personnel	3	Not Applicable	3,000	1,000	Not Applicable	This is a license category for individuals who accept, convey, and deliver items for various clients through various modes of transport, such as motor vehicles, two- and three-wheeled motorcycles, bicycles, drones, and

Licence Category	Licence Period (Years)	Licence Application Fee (Kes.)	Initial Fee (Kes.)	Annual Operating Fees	Universal Service Levy	JUSTIFICATION
						boats. To respond to evolving market development, offer solutions for last-mile delivery and provide for consumer protection.

Made on the……., 2025.

William Kabogo Gitau,
Cabinet Secretary,
Ministry of Information, Communications and The Digital Economy.

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