



## OUR PROMISE TO YOU

Our Promise is to make tax compliance a delightful and convenient experience to our customers. We commit to develop a professional team, embracing modern processes and technologies and delivering customer focused services that enhance compliance and revenue collection.

### Our Service Goals

- Be available to assist you, Monday to Friday from 8.00 a.m. to 5.00 p.m. at all Regional Offices, Service Centres, Contact Centre and Huduma Centres.
- To treat you with courtesy and respect.
- Provide you with complete, timely and accurate information on your rights and obligations under the various Acts administered by Kenya Revenue Authority.
- Provide clear and concise information about our products and services.
- Have a staff establishment that is professional, friendly, courteous, accessible and proactive in responding to customer problems.
- To respond to you quickly, efficiently and professionally.
- To treat all your personal information as private and confidential.
- Endeavour to provide you with assistance and services if you are unable to speak English.

### To contact us:

- Visit the Kenya Revenue Authority Head Office, Times Tower Building, the nearest Regional office, Service Centres or Huduma Centres. If you need help to locate our office nearest to you, visit our website [www.kra.go.ke](http://www.kra.go.ke) for information.
- Write to us via  Kenya Revenue Authority,  @KRAcare or [callcentre@kra.go.ke](mailto:callcentre@kra.go.ke)
- Call our Contact Centre on **(L)** 254 20 4 999999 or **(M)** 254 - 711 099 999 from Monday to Friday between 6.30 a.m. and 6.30p.m.

### If we do not honor our promise:

Write to:  
[cic@kra.go.ke](mailto:cic@kra.go.ke)

### If you are still dissatisfied:

Contact:  
 The Commissioner General on [cg@kra.go.ke](mailto:cg@kra.go.ke)

### If you are still dissatisfied:

Contact:  
 The Commission on Administrative Justice (CAJ) "Office of the Ombudsman"  
[info@ombudsman.go.ke](mailto:info@ombudsman.go.ke) or [complain@ombudsman.go.ke](mailto:complain@ombudsman.go.ke)



*Tulipe Ushuru, Tujitegeme!*

KENYA  
 VISION 2030