



COMMUNICATIONS
AUTHORITY OF KENYA

PUBLIC NOTICE

REVIEW OF THE POSTAL AND COURIER MARKET STRUCTURE

The Communications Authority of Kenya (CA), the regulatory agency for the ICT industry in Kenya, is responsible for the regulation of telecommunications, e-commerce, cyber security, broadcasting, and postal/ courier services. The Authority also manages the country's numbering and frequency spectrum resources, administers the Universal Service Fund (USF), and safeguards the interests of consumers of ICT services.

In accordance with Section 24(1) of the Kenya Information and Communications Act, 1998, the Authority licenses entities within the sector. As such, the Authority currently operates postal and courier market structure last amended in 2008.

The Authority now seeks to undertake a review of this market structure with the following objectives:

1. To address and remove certain market entry and operational barriers identified over time;
2. To provide greater clarity on the scope of the various Licences;
3. To propose new licensing areas in line with the current ICT sector policy;
4. To offer an opportunity for stakeholders and members of the public to submit proposals for the improvement of the framework, in furtherance of the Authority's goal to maintain an enabling regulatory environment for the sector.

Submissions should be made via the email address: pcm-review@ca.go.ke on or before **October 15th, 2025**

For those unable to submit their comments electronically, written comments may be addressed to:

Director General
Communications Authority of Kenya
P.O. Box 14448
Nairobi 00800

The public consultation document as well as the submission format are available on the Communications Authority of Kenya website via the following link: <https://www.ca.go.ke/open-consultations>

David Mugonyi, EBS
Director General & CEO

Head Office
CA Centre
P.O. Box 14448
Nairobi 00800
Mobile: 0703042000
Email: info@ca.go.ke

Western Regional Office
1st Floor KVDA Plaza
P.O. Box 2346
Eldoret 30100
Mobile: 0703042105
Email: wro@ca.go.ke

Coast Regional Office
3rd Floor, NSSF Building
P.O. Box 8041
Mombasa 80100
Mobile: 0703042152
Email: cro@ca.go.ke

Central Regional Office
Ground Floor, Advocates
Plaza
P.O. Box 134 Nyeri 10100
Mobile : 0703042181
Email : cero@ca.go.ke

Nyanza Regional Office
2nd Floor Lake Basin Mall,
P.O Box 2016
Kisumu 40100
Mobile: 0703042130
Email nro@ca.go.ke