



## REPUBLIC OF KENYA

# STATE DEPARTMENT FOR MICRO, SMALL AND MEDIUM ENTERPRISES (MSMEs) DEVELOPMENT

## VISION

*A technologically advanced, highly productive, diversified and competitive MSMEs sector for a globally competitive economy.*

## MISSION

*To create an integrated enabling environment for a highly productive and diversified MSMEs Sector through financing, incubation and entrepreneurship management and training for wealth and employment creation.*

## CORE VALUES

*Constitutionalism*

*Professionalism*

*Effectiveness*

*Innovation*

*Sustainability*

*Inclusivity*

*Collaboration*

*Partnership*

*Growth*



## CITIZENS' SERVICE DELIVERY CHARTER

| S/N<br>O | SERVICE/GOOD                                    | REQUIREMENTS<br>TO OBTAIN<br>SERVICE/GOOD                                                                                                                                                                          | COST OF<br>SERVICE/GOOD<br>(if any) | TIMELINE            |
|----------|-------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|---------------------|
| 1.       | Communication service                           |                                                                                                                                                                                                                    |                                     |                     |
|          | a) Response to enquiry by walk-in clients       | Walk-in and make enquiry                                                                                                                                                                                           | Free                                | 1 minute on arrival |
|          | b) Response to phone calls                      | Phone call                                                                                                                                                                                                         | Free                                | 15 seconds          |
|          | c) Response to correspondence                   | Written correspondence (letters)                                                                                                                                                                                   | Free                                | 5 working days      |
|          |                                                 | Email, Website and other social media (Twitter, Facebook, and YouTube)                                                                                                                                             | Free                                | 1 working day       |
|          | d) Response to public complaints and grievances | Make a complaint                                                                                                                                                                                                   | Free                                | 1 working day       |
|          | e) Resolution of Complaints                     | Make a verbal or written complaint                                                                                                                                                                                 | Free                                | 14 working days     |
|          | f) Processing of request for information        | Make a request for information                                                                                                                                                                                     | Free                                | 21 days             |
| 2.       | Registration of Suppliers                       | Duly filled application form<br>Company profile<br>Certificate of incorporation/<br>registration<br>PIN certificate<br>Valid Tax Compliance certificate/<br>exemptions<br>Copy of certificate of registration with | Free                                | 14 working days     |

|     |                                                              |                                                                                         |      |                                                  |
|-----|--------------------------------------------------------------|-----------------------------------------------------------------------------------------|------|--------------------------------------------------|
|     |                                                              | relevant regulatory bodies                                                              |      |                                                  |
| 3.  | Processing of tenders                                        | Submit bids for goods and services                                                      | Free | 90 days                                          |
| 4.  | Notification of successful and unsuccessful bidders          | Access e-portal for notifications                                                       | Free | 1 working day                                    |
| 5.  | Payments for goods and services received                     | L.P.O, invoice, certificate of completion/Delivery Note for Goods and Services received | Free | 60 days from the date of receipt of the invoice. |
| 6.  | Disposal of Obsolete stores                                  | Submission of bids                                                                      | Free | 60 days from the date of advertisement           |
| 7.  | Public participation in policy making process                | Familiarization with issues and active participation                                    | Free | 1 working day                                    |
| 8.  | Link MSMEs to innovation and product development services    | Make formal request                                                                     | Free | 3 working days                                   |
| 9.  | Provide information on registration services for MSMEs       | Formal request                                                                          | Free | 1 working day                                    |
| 10. | Provide information on access to credit facilities for MSMEs | Formal request                                                                          | Free | 3 working days                                   |
| 11. | Provide information on MSME infrastructure (                 | Formal request                                                                          | Free | 3 working days                                   |

|     |                                                                                      |                                     |                          |                 |
|-----|--------------------------------------------------------------------------------------|-------------------------------------|--------------------------|-----------------|
|     | Incubation and Innovation Centers, CIDCs, and Industrial Sheds)                      |                                     |                          |                 |
| 12. | Provide information on Digital Trading Platforms for MSMEs                           | Formal request                      | Free                     | 3 working days  |
| 13. | Dissemination of MSME digital transformation tools (e-commerce, inventory, payments) | Formal request or access via portal | Free                     | 3 working days  |
| 14. | Provide Business Training Services                                                   | Formal request                      | Depending on the program | 14 working days |
| 15. | Business Consultancy and Advisory Services                                           | Formal request                      | Task based               | 7 working days  |
| 16. | Business Counseling, Coaching and Extension Services                                 | Formal request                      | Free                     | 7 working days  |
| 17. | Provide Industrial Attachment.                                                       | Formal request                      | Free                     | 2 Working days  |



### **We Commit to Courtesy and Excellence in Service Delivery**

**Any service/good rendered that does not conform to the above standards or any officer who does not live up to commitment to courtesy and excellence in service delivery should be reported to both the following**

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| <p>Principal Secretary, State Department for<br/>Micro, Small and Medium Enterprises<br/>(MSMEs) Development</p> <p>Email: <a href="mailto:ps@msme.go.ke">ps@msme.go.ke</a></p> <p>Website: <a href="http://www.msme.go.ke">www.msme.go.ke</a></p> <p>Prism Towers</p> <p>3<sup>rd</sup> Ngong Avenue- Ngong Road</p> <p>P.O Box 30722-00100</p> <p>Nairobi.</p> <p>Tel. +254 : 0116112701, 0116112629,<br/>015700547, 0735785785</p> | <p>The Commission Secretary/Chief Executive<br/>Officer, Commission of Administrative Justice</p> <p>2<sup>nd</sup> floor, West End Towers,</p> <p>Waiyaki way, Nairobi</p> <p>P.o Box 20414-00200 Nairobi</p> <p>Tel: +254(0)202270000/2302000</p> <p>Website: <a href="mailto:feedback@ombudsman.go.ke">feedback@ombudsman.go.ke</a></p> |
| <p><i>Empowering MSME, TRANSFORMING KENYA</i></p>                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                            |