



## 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*





## OUR SERVICE STANDARDS

S/NO	SERVICES	SERVICE POINT	REQUIREMENTS	CHARGES	TIMELINES
1.	Communication service				
	a) Attendance to office visitors	Headquarters and all departments	Self- introduction and courtesy for the receptionist	Free	1 minute on arrival
	b) Responding to telephone calls and text messages	Headquarters and all departments	Self-introduction, courtesy and clarity of the message	Free	Response to telephone calls within 15 seconds and text messages within 5 minutes
	c) Response to correspondence	Headquarters and all departments	Written correspondence (letters)	Free	5 working days
			Email, Website and other social media (Twitter, Facebook, and YouTube)	Free	1 working day
2.	d) Access to State Department's information	Headquarters	Visit to headquarter offices, Email, letters, telephone and State Department Website	Free	Not more than 14 working days
	Procurement of goods, works & services	Supply Chain Management	Conform with tender requirements and timely submission of documents	Free	Depends on the nature of goods and services as per Procurement Act and Regulations



3.	Payments of goods and services received	Finance and Accounts	Duly approved supporting documents	Free	60 days from the date of receipt of the invoice.
4.	Resolution of public complaint(s)	Headquarters	Give genuine complaint by telephone, email, website ,dropping complaints at the complaint box	Free	14 working days upon receipt
5.	Link MSMEs to innovation and product development services	Headquarters	Formal request	Free	Maximum of three(3) days
6.	Provide information on registration services for MSMEs	Headquarters, MSEA and Regional Offices	Formal request	Free	One(1) day
7.	Provide information on access to credit facilities for MSMEs	Headquarters , KIE , FIF, and Uwezo	Formal request	Free	Maximum of three(3) days
8.	Provide information on MSME infrastructure ( Incubation and Innovation Centers, CIDCs, and Industrial Sheds)	Headquarters , KIE, MSEA and Regional Offices	Formal request	Free	Maximum of 3 days
9.	Provide information on Digital Trading Platforms for MSMEs	Headquarters , KIE, MSEA,	Formal request	Free	Maximum of 3 days



10.	Dissemination of MSME digital transformation tools (e-commerce, inventory, payments)	Headquarters, Regional Offices and Digital Platforms	Formal request or access via portal	Free	3 working days
11.	Provide Business Training Services	KIBT Headquarters and Regional Offices	Formal request	Depending on the program	14 days
12.	Business Consultancy and Advisory Services	KIBT Headquarters and Regional Offices	Formal request	Task based	7 days
13.	Business Counseling, Coaching and Extension Services	KIBT Headquarters and Regional Offices	Formal request	Free	7 days
14.	Provide Industrial Attachment.	Human Resource Management & Development	Formal request	Free	One month to deadline of application

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

Principal Secretary, State Department for MSMEs Development

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NAIROBI

*Empowering MSMEs, Transforming Kenya*