



CITIZEN'S SERVICE DELIVERY CHARTER

NO.	SERVICE	REQUIREMENTS TO OBTAIN THE SERVICE	COST OF SERVICE	TIMELINE
1.	Industrial, Trade and Investment Policy development and dissemination	Identified policy area needs	Free	Continuous
2.	Provision of Business Advisory Services; Industrial, Trade and Investment Information and Linkages	Request through: <ul style="list-style-type: none"> Letter Email/enquiries Walk-in Telephone calls Meetings 	Free	Within 15 days
3.	Update, Publish and Disseminate information on locally manufactured products for preferential procurement	Formal request	Free	Annual
4.	Recommendation of local Manufacturers for tax exemption	<ul style="list-style-type: none"> Application letter for tax exemption Certificate of Incorporation Copy of Single Business Permit Company KRA Tax Compliance Certificate Environmental Impact Assessment from NEMA where applicable 	Free	5 Days
5.	Facilitate, forging and strengthening academia and industry policy makers collaboration for enhanced productivity	Commitment framework Concept note on the innovation	Free	30 days
6.	Facilitate Exports through issuance of AGOA Certificate	Request Letter of Application Factory inspection Issuance of certificate	Free	within 14 days
7.	Vetting of imported industrial spares for manufacturers	As per Industrial Spares Regulations	Free	Within 90 days
8.	Industrial attachment	<ul style="list-style-type: none"> Police clearance ID Copy Letter from the Institution Insurance cover 	Free	Within 30 days
9.	Facilitate the Private Sector with information about investment upon request	Request of information through: <ul style="list-style-type: none"> Written Letters Email Walk-in Telephone calls Free Within 	Free	Within 3 working days
10.	Coordinate, organize, and participate in investment promotion forums with local and international partners	Request of information through: <ul style="list-style-type: none"> Written Letters Email Walk-in Telephone calls Meetings 	Free	Continuous
11.	Support the Private Sector to resolve emerging business concerns	Request for support through: <ul style="list-style-type: none"> Written Letters Email Walk-in Telephone calls Meetings 	Free	Continuous / if written within 5 working days
12.	Provide information to support Private Sector development and facilitate engagements with development partners and other stakeholders	Request of information through: <ul style="list-style-type: none"> Written Letters Email Walk-in Telephone calls 	Free	Continuous
13.	Promotion of trade exports with trading partner countries through trade missions and bilateral trade and investment agreements	Send official invitation	Free	90 days
14.	Coordinate negotiations and conclusion of host country trade and investment agreements	Submit documents	Free	Within 90 days
15.	Calibration of technician standards, licensing, renewal and workshop approval for technicians	Submission of standard to be calibrated and clearance letter from county W&M office	<ul style="list-style-type: none"> Varied depending on type and capacity Range 500-1,000 	Maximum 7days
16.	Pattern type approval, Initial verification and bi-annual calibration of inspectors' standard	<ul style="list-style-type: none"> Formal Request Provision of equipment to be verified 	<ul style="list-style-type: none"> Varied depending on type and capacity Range 3,000-40,000 	Maximum 6months
17.	Hiring of roller weights	Formal application	<ul style="list-style-type: none"> 500/ tonne for maximum of 3 das 750/tonne/day thereafter 	20 minutes on availability
18.	Registration of sellers/ manufacturers of weighing and measuring equipment	<ul style="list-style-type: none"> Formal application Dully filled application form Contractual Agreement with a licensed technical company Company registration documents Copies of technician licenses Workshop approval from weights & measures and OSHA. 	Kshs 1,000	1 week

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service rendered that does not conform to the above standards or any officer who does not live up to commitment on courtesy and excellence in service delivery should be reported to:

Cabinet Secretary
Ministry of Investment, Trade and Industry
Social Security House, 23rd Floor Eastern Wing
P.O BOX 30418-00100
Nairobi, GPO, Kenya.

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Email: CS@MITI.GO.KE

Website: www.industrialization.go.ke, www.trade.go.ke, www.investmentpromotion.go.ke

The Commission Secretary/ CEO
Commission On Administrative Justice
P. O Box 20414- 00200 Nairobi
Waiyaki Way Nairobi.

Tel 0202270000/0800221349 (Toll free)
Email: Feedback@Ombudsman.go.ke
Complain@Ombudsman.go.ke (for complaints)