



MINISTRY OF INVESTMENTS, TRADE AND INDUSTRY

SERVICE CHARTER

S/NO	SERVICE	REQUIREMENTS TO OBTAIN THE SERVICE	COST OF SERVICE	TIMELINE
1	Industrial Policy development and dissemination	Identified policy area needs	Nil	Varies
2	Liaison for training in value addition and entrepreneurial skills; Business Advisory Services; and linking of MSMIs	Formal application from MSMIs	Nil	Within 15 days
3	Facilitate the private sector with industrial information and liaison services	Request through: <ul style="list-style-type: none"> • Written Letters • Email • Walk-in • Telephone calls • Meetings 	Nil	Within 5 days
4	Promote Market access for MSMIs through organization of Africa Industrialization Week, Trade-fairs and exhibitions	MSMI formal request	Nil	14 Days
5	Publish local products for preferential procurement	Formal request	Nil	Bi-annual
6	Registration of local Manufacturers for recognition	<ul style="list-style-type: none"> • Application for Registration as a Manufacturer Letter 	Nil	5 Days

		<ul style="list-style-type: none"> • Certificate of Incorporation • Copy of Single Business Permit • Company KRA Tax Compliance Certificate • Environmental Impact Assessment from NEMA where applicable 		
7	Promote Industry-Academia linkages for industrial research technological innovation and industrial skills development	Commitment framework Concept note on the innovation	Nil	30 days
8	Facilitate Exports through issuance of AGOA Certificate	Request Letter of Application Factory inspection Issuance of certificate	Nil	within 14 days
9	Vetting of industrial Spares importers for manufactures	As per Industrial Spares Regulations	Nil	Within 90 days
13	Offer industrial attachment	<ul style="list-style-type: none"> • Police clearance • ID Copy • Letter from the Institution • Insurance cover 	Nil	Within 30 days
14	Provide technical advice on industrial, sectoral policies and Strategic Planning	Request for information through: <ul style="list-style-type: none"> • Email • Telephone calls • Walk – in • Written request(s) 	Nil	Within 3 days

15	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 	Nil	Within 3 working days
16	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
17	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
18	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
19	Promotion of trade exports with trading partner countries through trade missions and bilateral trade and investment agreements	Send official invitation	Nil	90 days
20	Coordinate negotiations and conclusion of host country trade and investment agreements	Submit documents	Nil	Within 90 days

21	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	Varied depending on type and capacity Range 500-1,000	Maximum 7days
22	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	Varied depending on type and capacity Range 3,000-40,000	Maximum 6months
23	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
24	Registration of sellers and manufacturers of weighing and measuring equipment	<ul style="list-style-type: none"> Formal application contractual agreement with licensed technical company registration documents copies of technician's licenses	Kshs. 1,000	7days

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:

The Cabinet Secretary

Ministry of Investments, Trade and Industry
Social Security House, 17th Floor Eastern Wing
P.O BOX 30418-00100
Nairobi, GPO, Kenya.

Fax No: +254-(0)-20-2731511

Telephone: +254-(0)20-2731531/2-4

Email: ps@industrialization.go.ke
ps@trade.go.ke

ps@investmentspromotion.go.ke

www.industrialization.go.ke

www.trade.go.ke

www.investmentspromotion.go.ke

HUDUMA BORA NI HAKI YAKO