



REPUBLIC OF KENYA

**MINISTRY OF INVESTMENTS, TRADE AND INDUSTRY
STATE DEPARTMENT FOR INVESTMENT PROMOTION**

SERVICE CHARTER

Our commitment to Customers and Stakeholders

S/NO	SERVICE	REQUIREMENTS TO OBTAIN THE SERVICE	COST OF SERVICE	TIMELINE
1.	Facilitate the Private Sector with information about investment upon request	Request of information through: <input type="checkbox"/> Written Letters <input type="checkbox"/> Email <input type="checkbox"/> Walk-in <input type="checkbox"/> Telephone calls	Free	Written Letters – 3 working days for responses Email – 1 working day Walk-in-1 minute Telephone -15 seconds

				Comprehensive information/feedback – 21 days Meetings- Immediately
2.	Support the Private Sector to resolve emerging business concerns	Request for support through: <input type="checkbox"/> Written Letters <input type="checkbox"/> Email <input type="checkbox"/> Walk-in <input type="checkbox"/> Telephone calls <input type="checkbox"/> Meetings	Free	Written Letters – 5 working days for responses Email – 1 working day Walk-in-1 minute Telephone -15 seconds Meetings - Immediately
3.	Provide information to support Private Sector development and facilitate engagements with development partners and other stakeholders	Request of information through: <input type="checkbox"/> Written Letters <input type="checkbox"/> Email <input type="checkbox"/> Walk-in <input type="checkbox"/> Telephone calls <input type="checkbox"/> Meetings	Free	Written Letters – 5 working days for responses Email – 1 working day Walk-in-1 minute

				<p>Telephone - 15 seconds</p> <p>Meetings - Immediately</p>
4.	<p>Coordinate, organize, and participate in investment promotion forums with local and international partners</p>	<p>Request of information through:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Written Letters <input type="checkbox"/> Email <input type="checkbox"/> Walk-in <input type="checkbox"/> Telephone calls <input type="checkbox"/> Meetings 	Free	<p>Written Letters – 5 working days for responses</p> <p>Email – 1 working day</p> <p>Walk-in-1 minute</p> <p>Telephone - 15 seconds</p> <p>Meetings - Immediately</p>
5.	<p>Provision of information on Global Competitive Index</p>	<p>Request of information through:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Written Letters <input type="checkbox"/> Email <input type="checkbox"/> Walk-in <input type="checkbox"/> Telephone calls <input type="checkbox"/> Meetings 	Free	<p>Written Letters – 5 working days for responses</p> <p>Email – 1 working day</p> <p>Walk-in-1 minute</p>

				<p>Telephone - 15 seconds</p> <p>Meetings - Immediately</p>
6.	<p>Guide on labor, capital, and technological productivity for enterprises</p>	<p>Request of information through:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Written Letters <input type="checkbox"/> Email <input type="checkbox"/> Walk-in <input type="checkbox"/> Telephone calls <input type="checkbox"/> Meetings 	Free	<p>Written Letters – 5 working days for responses</p> <p>Email – 1 working day</p> <p>Walk-in-1 minute</p> <p>Telephone - 15 seconds</p> <p>Meetings - Immediately</p>
7	<p>Providing Regulatory & Investment Information to</p>	<p>Request of information through:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Written Letters <input type="checkbox"/> Email <input type="checkbox"/> Walk-in <input type="checkbox"/> Telephone calls <input type="checkbox"/> Meetings 	Free	<p>Written Letters – 5 working days for responses</p> <p>Email – 1 working day</p>

investors both local and foreign investors			Walk-in-1 minute Telephone -15 seconds Meetings - Immediately
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WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

To enable us to improve on the quality of our service delivery, any correspondences, complaints and enquiries may be directed to the following contacts

Principal Secretary
State Department for Investments Promotion
P.O BOX 30057-00100 GPO
NAIROBI

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