



MINISTRY OF TRADE, INDUSTRY, MSMEs, INNOVATION & COOPERATIVES

CITIZENS' SERVICE DELIVERY CHARTER

VISION To be a facilitator for competitive and sustainable Investments, Trade and Industrial Growth in Kitui County.	MISSION To drive inclusive Investment and Industrialization by promoting Trade, empowering MSMEs & Cooperatives and fostering Innovation for sustainable development.	CORE VALUES <ul style="list-style-type: none">■ Customer Driven■ Professionalism■ Efficiency & Effectiveness■ Transparency & Accountability■ Inclusivity■ Integrity■ Fairness & Equity■ Teamwork
--	---	--

S/No.	Service/Good	Requirements to Obtain Service/Good	Cost of Service/Good (If Any)	Timelines
1.	Verification / Stamping of weighing equipment	Submission of equipment/ Instruments to be inspected, tested and stamped	KES. 50 to KES. 3,500 depending on size and type	Scheduled and routine visits at trader's premises for inspection and verification of weighing/ measuring equipment within 20 Mins
2.	Verification/ Stamping of measuring instruments		KES. 50 to KES. 2,400 depending on size and shape	
3.	Inspection of prepacked goods and investigation of unfair trade practice	Sampling and Check-weighing of prepacked goods to be conducted at trader's premises	Nil	Sampling of prepacked goods within 30 Mins
4.	Information on Investment opportunities	On request	Nil	Within 1 day. Standard information readily available
		As part of extension services	Nil	Routine and on the spot
5.	Registration of Cooperative Societies	Pre-cooperative education, Formulation of by-laws, Filled application form and submission of the mandatory documents	Nil	Within 7 days after notice
		Forwarding the documents to the registrar and receipt of certificate	KES 3,700	Approximately within 14 days after all documents are submitted
6.	Attend Cooperative Societies General Meetings	Upon receipt of notice	Nil	Annually
7.	Cooperative Audit	On request and Submission of financial of accounts	Varies	Annually
8.	Handle and execute all Branding and Marketing needs for the County	On request/ Need recognition	Nil	Finalized within 14 days after procurement process approval
9.	Participate in all county Branding and Marketing activities e.g Conferences and Trade Fairs	Need recognition/ per request	Nil	Within 7 days depending on the nature of event
10.	Affordable Credit Services	Issuance of loan application forms and Vetting of the fully filled loan forms.	Nil	Within 21 days
		Board approval and Loan Disbursement	Nil	Within 28 days
11.	Training of the groups	Own request/or as per planned schedule	Nil	Within 14 days upon establishment of the need.

OUR SERVICE STANDARDS

Our customers will be attended to in a professional and courteous way.
Calls will be anserered at all times and emails will be responded to during official working hours of 8:00am to 5:00pm

HOW TO MAKE COMPLAINTS

Where possible, we will deal with complaints immediately. If you are not satisfied with our response, you shall raise your concerns formally in writing to:

County Executive Committee Member,
Ministry of Trade, Industry, MSMEs, Innovation & Cooperatives
P.O. Box 33 - 90200, Kitui
Tel: 0746 219 340 | 0741 291 737
Email: trade@kitui.go.ke

OR

The Chief Executive Officer (Ombudsman)
Commission on Administrative Justice (CAJ)
West End Towers, 2nd Floor
P.O. Box 20414 - 00200 Nairobi | Tel: 254 20 227 00 00 | Toll Free: 0800 221 349
www.ombudsman.go.ke