



MINISTRY OF TRADE, INDUSTRY, MSMEs, INNOVATION & COOPERATIVES

SERVICE CHARTER

VISION

To be a facilitator in catalyzing competitive growth of Trade, Cooperatives and Investments

MISSION

To provide an enabling business environment through appropriate incentives, innovation and support to promote trade, industry, investments and viable cooperatives for job and wealth creation.

CORE VALUES

- Customer driven
- Inclusivity
- Professionalism
- Integrity
- Teamwork
- Accountability
- Transparency
- Fairness and Equity
- Efficiency & Effectiveness

Services	Obligation/ requirement (s)	Charges	Standards	Responsible department/ section
Fair Trade practices and consumer protection	Verification/ stamping of weighing equipment	KES. 40 to KES 3,500 weighing instruments depending on size and type	Scheduled and routine visiting of business and verifying weighing equipment	Trade department, Weights and Measures Section
	Verification/stamping of measuring instruments	KES 2,400 to 2,800 measuring instruments depending on size and shape	Scheduled and routine visiting of business and verifying measuring equipment	
	Inspection of pre-packaged goods and investigation of unfair trade practices	Nil	Routine visiting and sampling of products	
Information on Investment opportunities	On request	Nil	Within 1 day. standard information readily available	Industry & Investment department
	As part of extension services	Nil	Routine and on the spot	Industry & Investment department
Consultancy and Advisory Services	On Request or part of Extension service	Nil	On the spot or as agreed with the customer	Trade/Industry department
	Search for MSMEs information	Nil	Within 1 day upon request	Trade department, MSMEs section
Training and Education of MSMEs	On request	Nil	Within 1 week on request by an organized MSMEs group	Trade department
Registration of cooperative societies	Precooperative education	Nil	Within 7 days after notice	Cooperatives department
	Formulation of by laws	Nil	Within 7 days after cooperative education	
	Filled application form and submission of the mandatory documents	Nil	Within 7 days after formulation of by-laws	
	Forwarding the documents to the registrar and receipt of certificate	KES 3,700	Approximately within 14 days after all documents are submitted	
Cooperative audit services	Scheduled cooperative audits	Varies	Annually	Cooperatives department
Enhancing corporate Governance-attending AGMs	Upon receipt of notice	Nil	Annually	Cooperatives department
Members' education	On request/need recognition	Nil	Within 14 days on: -Request by a society -Recognizing a training need	Cooperatives department
Leaders' training	On request/need recognition	Nil	Within 14 days on: -Request by a society -Recognizing a training need	Cooperatives department
Handle and execute all Marketing and Branding needs for the county	On request/ Need recognition	Nil	Finalised within 14 days after procurement process approval	Marketing and Branding department
Participate in all county Marketing and Branding activities e.g. conferences and Trade Fairs	Need recognition/ per request/ invitation	Nil	Within 7 days	Marketing and Branding department
Lead and advise on consistent Brand image and integrity issues	As may be necessary/ required	Nil	Within 7 days	Marketing and Branding department
Affordable Credit Services	Duly filled loan application form and submission of mandatory requirements	Nil	7 days after issuance of the loan form	Citizen Groups Economic Empowerment - Kitui County Empowerment Fund Department (KCEF)
	Vetting of loan application forms	14 days after submission of the fully filled forms	Nil	
	Board approval	14 days after the vetting of the forms	Nil	
	Loan Disbursement	14 days after approval by the board	Nil	
Training of groups	On need basis	Nil	Within 14 days upon establishment of the need.	Citizen Groups Economic Empowerment - Kitui County Empowerment Fund Department (KCEF)

Any service that does not conform to the above standards should be reported to the office of the Director Administration Ministry of Trade and Industry, MSME'S Innovation and Co-operatives. P.O.BOX 33-90200-Kitui
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or
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We are committed to transparent and quality service delivery