



MICRO AND SMALL ENTERPRISES

**AUTHORITY**

# SERVICE DELIVERY CHARTER

<b>VISION</b>	<b>MISSION</b>	<b>CORE VALUES</b>	
Globally Competitive Micro and Small Enterprises	To promote the development of competitive and sustainable Micro and Small Enterprises	<ul style="list-style-type: none"> <li>• Client focus</li> <li>• Creativity and Innovation</li> <li>• Accountability and Integrity</li> </ul>	<ul style="list-style-type: none"> <li>• Professionalism</li> <li>• Teamwork and Inclusivity</li> </ul>

<b>MANDATE</b>	Coordinate, harmonize and facilitate the integration of various public and private sector activities, programmes and development plans relating to Micro and Small Enterprises.
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	TYPES OF SERVICES PROVIDED	REQUIREMENTS	CHARGES (IF ANY)	DURATION
1	Register Umbrella MSE organizations	<ul style="list-style-type: none"> <li>• Duly filled application form (Form A)</li> <li>• Duly filled form on notification of physical registered office and postal address (Form B)</li> <li>• Copy of the constitution, -List of interim officials.</li> </ul>	Ksh. 2000.00	Within 60 days
2	Register MSE Associations	<ul style="list-style-type: none"> <li>• Duly filled application form (Form A)</li> <li>• Duly filled form on notification of physical registered office and postal address (Form B)</li> <li>• Copy of the constitution,</li> <li>• List of interim officials.</li> </ul>	Ksh.2000	Within 60 days
3	Filing annual returns from Umbrella MSE Organizations	<ul style="list-style-type: none"> <li>• Audited Books of Accounts</li> <li>• List of members</li> <li>• List of office bearers</li> <li>• Minutes of the AGM</li> </ul>	<ul style="list-style-type: none"> <li>• Ksh. 1000 for 35 members max.</li> <li>• Ksh 2000 for 36 to 1000 members</li> <li>• Ksh 3000 for above 2000 members</li> </ul>	7 days
4	Filing annual returns from MSE Associations	<ul style="list-style-type: none"> <li>• Audited Books of Accounts</li> <li>• List of members</li> <li>• List of office bearers</li> <li>• Minutes of the AGM</li> </ul>	<ul style="list-style-type: none"> <li>• Ksh. 1000 for 35 members max.</li> <li>• Ksh 2000 for 36 to 1000 members</li> <li>• Ksh 3000 for above 2000 members</li> </ul>	7 days
5	Provide Governance skills to MSE Associations officials	Formal application from a registered MSE association	• Ksh 300 per official for a 3 days training	7 days
6	Provide Governance skills to MSEs SACCO officials	Formal application from a registered MSE SACCO	• Ksh 300 per official for a 3 days training	7 days
7	Provide entrepreneurial skills	Formal application from MSEs or MSE association	• Ksh 500 per MSE for a 5 day training	7 days
8	Provide entrepreneurial consultancy, counselling and mentorship services	Formal application by the MSEs or MSE Association	• Free of charge	24 hours
9	Link MSEs for technical assistance on product development	Formal application by the MSEs or MSE Association	• Free of charge	14 days
10	Provide incubation services	Formal application by MSEs	<ul style="list-style-type: none"> <li>• Ksh 5000 per Month for a 1 year program. (open air space)</li> <li>• Ksh 10,000 and above per month for a 1 year program( in workshops)</li> </ul>	15 days
11	Provide technical skills upgrading	Formal application by MSEs	<ul style="list-style-type: none"> <li>• Ksh 500 application fee</li> <li>• Ksh 3000 per month for a 3 months program</li> </ul>	Immediately we have a class of minimum 15 participants
12	Provide technology transfer	Formal reference note from a primary association, collaborating institution or a county enterprise development officer	• Ksh 50 per hour for a minimum 20 hrs in a week	Immediately we have a class of minimum 5 participants
13	Provide specialized common user facilities to MSEs at Kariobangi MSE Centre of Excellence	Duly filled job card	<p><b>Machining</b></p> <ul style="list-style-type: none"> <li>• Milling machining@ Ksh 250 per hour</li> <li>• Lathe Machining@ Ksh 250 per hour</li> </ul> <p><b>Arc welding</b></p> <ul style="list-style-type: none"> <li>• Between 1.4 to 4mm@Ksh 4 per inch</li> <li>• 4mm to 6mm @Ksh 6 per inch</li> <li>• 6mm to 10 mm@ Ksh 10 per inch</li> <li>• 10 mm and above @Ksh 20 per inch</li> </ul> <p><b>Equipment</b></p> <ul style="list-style-type: none"> <li>• Body jack @Ksh500 per day</li> <li>• Welding Machine @ Ksh.500 per day</li> <li>• Hand grinder @ Ksh.500 Per day</li> <li>• Air compressor @ Ksh.500 Per day</li> </ul> <p><b>Motor Vehicle Body Building Works</b></p> <ul style="list-style-type: none"> <li>• Minibus- 28 Seater @ ksh.20,000</li> <li>• Minibus- 40 seater @ Ksh.26,000</li> <li>• Lorry 3 tonnes @ Ksh. 12,000</li> <li>• Lorry 7 tonnes @ Ksh.18,000</li> </ul>	Continuous
14	Organize shows and trade fairs to access local markets	Formal application by MSEs Quality products by MSEs	• Ksh 1000	Once a year in every county
15	Organize shows and trade fairs to access regional markets	Formal application by MSEs Quality products by MSEs	• Ksh 2500	Once a year
16	Identify potential markets for MSE products	Formal application by MSEs Quality products by MSEs	• Free	Continuous
17	Provide MSEs with suitable and affordable worksites	<ul style="list-style-type: none"> <li>• Availability of land for development of MSE worksites</li> <li>• MSE activities in the surrounding</li> </ul>	• Appropriate rental charges fixed by the site management committees.	Continuous

*Entrepreneurship Transforming Kenya*

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