



MSEA SERVICE CHARTER



S/No.	Service/ Good	Requirements to obtain Service/ Good	Charges of Service/ Good (if any)	Timeline
1.	Register Umbrella organizations	<ul style="list-style-type: none"> Minimum of 3 Associations 3 officials (Chairman, Secretary and Treasurer) Signed Umbrella Organization constitution Active emails 	Ksh. 2100	1 day
2.	Register Associations	<ul style="list-style-type: none"> Minimum of 35 members 3 officials (Chairman, Secretary and Treasurer) Signed Association constitution Active email 	Ksh. 2100	1 day
3.	Register MSE	<ul style="list-style-type: none"> Active Email Constitutive Documents (if parties are more than one) 	Ksh. 1,100	1 day
4.	Filing annual returns from Umbrella Organizations	<ul style="list-style-type: none"> Audited Books of Accounts, List of members, List of office bearers, Minutes of the AGM 	Ksh. 2500 for Umbrella Organizations	1 day
5.	Filing annual returns from MSEs and Associations Organizations	<ul style="list-style-type: none"> Audited Books of Accounts, List of members, List of office bearers, Minutes of the AGM 	Ksh. 1000 for 100 members max. ,Ksh 2000 for above 100 members, MSE 500	2 days
6.	Filing of change of particulars Organizations	<ul style="list-style-type: none"> Change of situation/location of the office The postal address Title of officers Change of any member Inclusion of new members 	<ul style="list-style-type: none"> Kshs. 500 for Association Kshs. 1000 for Umbrella Organizations MSE 250 	2 days
7.	Certification of documents	<ul style="list-style-type: none"> Copy of certificate Constitution of an Association Constitution of an Umbrella organization Extract of officials of Association Extract of officials of an Umbrella Organization 	<ul style="list-style-type: none"> Kshs. 500 for certificate Kshs. 100 for constitution of an association or Umbrella Organization per page Kshs. 500 for extract of officials of Association Kshs. 1000 for extract of officials of an Umbrella Organization 	within 1 day
8.	Replacement of Certificate	<ul style="list-style-type: none"> Association Umbrella Organization MSE 	<ul style="list-style-type: none"> Kshs. 500 for Association Kshs. 1000 for Umbrella Organizations Kshs. 500 for MSE 	1 day
9.	Official Search	<ul style="list-style-type: none"> Registered Association Umbrella Organization MSE 	Kshs. 500	1 day
10.	Presiding over elections	<ul style="list-style-type: none"> Venue 	NONE	1 day
11.	Provide Governance skills to MSE Associations	<ul style="list-style-type: none"> Formal application from a registered MSE Association 	Ksh 300 per official for a 3-day training	7 days
12.	Facilitating MSEs to participate in Trade Exhibitions	<ul style="list-style-type: none"> Have market ready services/products 	Appropriate charges dependent on the exhibitor rates	within 30 days
13.	Organize shows and trade fairs for MSEs to access local markets/regional markets	<ul style="list-style-type: none"> Formal application by MSEs with Quality products\ identification of innovative and good quality products by MSEA officers 	<ul style="list-style-type: none"> Ksh 1000 for local markets Kshs 2500 payable to CMSEO for EAC MSMEs Trade Fair markets Cost for other regional trade fairs dependent on the applicable charges 	<ul style="list-style-type: none"> Once a year in every county Once a year for the EAC MSMEs
14.	Linking MSEs to potential markets	<ul style="list-style-type: none"> Formal application by MSEs with Quality products 	Free	Continuous
15.	Provision of entrepreneurial skills	<ul style="list-style-type: none"> Formal application from MSEs or MSE association 	Dependent on the training program	Within 30 Days
16.	Link MSEs to financial access	<ul style="list-style-type: none"> Formal application from MSEs 	Free	Within 5 Days
17.	Product development	<ul style="list-style-type: none"> Formal application by MSEs or identification by MSEA officer 	Free of charge	14 days
18.	Link MSEs for technical assistance on product development.	<ul style="list-style-type: none"> Formal application by the MSEs or MSE Association 	Free	Continuous
19.	Payment to suppliers and contractors	<ul style="list-style-type: none"> Submit all required supporting documents 	Free	Within 30 days
20.	General Enquiries	<ul style="list-style-type: none"> Email responses Letter response Website responses Social media platforms responses One on one enquiries 	All are free	<ul style="list-style-type: none"> 1 day to a week 1 day to a week 1 day to a week 1 day to a week within 30 minutes
21.	Provision of technical skills upgrading through Kariobangi MSE Centre	<ul style="list-style-type: none"> Identification of the technical skills gap by MSE's or technical staff Identification and linking the MSE's to relevant and service provider Formal application by MSEs 	<ul style="list-style-type: none"> Kshs 500 application fee payable to the service provider Kshs 3000 per month for a 3-month program or as per the service provider's requirement 	Immediately after at least 15 participants confirm and make payments
22.	Provision of technology transfer through Kariobangi MSE Centre, regional CIDC's and worksites.Trade Exhibitions.	<ul style="list-style-type: none"> Formal reference note from a primary association, collaborating institution or a county enterprise development officer. Attachment of Apprentices to MSEs 	Kshs 50 per hour for a minimum 20 hours in a week	Immediately at least 5 participants confirm and make payments
23.	Provide specialized common user facilities to MSEs at Kariobangi MSE Centre.	<ul style="list-style-type: none"> Duly filled job registration cards 	<p>Machining Milling machining@ Ksh 350 per hour, Lathe Machining@ Ksh 300 per hour, Service grinder machining@ Ksh 350 per hour</p> <p>Shear Machine per cut 1.5-2 mm Ksh.20 , 4-4.5 mm@ Ksh.30 , 5-6 mm@ Ksh.40, 8 mm@ Ksh.100, 10 mm@ Ksh.120</p> <p>Arc welding Between 1.4 to 4mm@Ksh 4 per inch, 4mm to 6mm @Ksh 6 per inch, 6mm to 10 mm@ Kshs 10 per inch, 10 mm and above @Ksh 20 per inch</p> <p>Equipment Body jack @Ksh500 per day, Welding Machine @ Ksh.500 per day, Haternet d grinder @ Ksh.500 Per day, Air compressor @ Ksh.500 Per day</p> <p>Spray booth services Spray Booth @ Kshs 500 per day, Compressor @ Kshs 500 per day, Spray gun @ Kshs 200 per day</p>	Immediately at least 5 participants confirm and make payments
24.	Provision of various Motor vehicle works at Kariobangi MSE Centre	<ul style="list-style-type: none"> Duly filled job registration cards 	<p>Motor Vehicle Body Building Works Minibus- 28 eater @ ksh.20,000, Minibus- 40seater @ Ksh.26,000 , Lorry 3 tonnes @ Ksh. 12,000, Lorry 7 tonnes @ Ksh.18,000</p> <p>Spray painting Small vehicle @ 200 per day, Medium vehicle @250 per day, Large vehicle @ 300 per day, Lorry @400 per day</p> <p>Wiring New vehicle @ 600, Minor @300</p> <p>Graffiti New vehicle @ 800, Minor @ 400</p> <p>Upholstery New vehicle @ 500-800, Minor @200-400</p> <p>Windscreen New Vehicle @ 500, Old Vehicle replacement @ 200</p>	Continuous

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service/good rendered that does not conform to the above standards or any officer who does not live up to commitment to courtesy and excellence in Service Delivery should be reported to:

The CS/ PS/ CEO/ Principal of the Public Institution | The Commission Secretary/ Chief Executive Officer, Commission on Administrative Justice, 2nd Floor, West End Towers, Waiyaki Way, Nairobi.
P.o. Box 20414- 00200, Nairobi | Tel: +254 (0) 20 2270000/ 2303000 | Email: complain@ombudsman.go.ke

Entrepreneurship Transforming Kenya

P. O. Box 48823 00100, Nairobi, Gen Line: +254 20 3340 006 / 0700 666 000
Email: info@msea.go.ke/ complaints@msea.go.ke Website: www.msea.go.ke

YOU HAVE A RIGHT TO QUALITY SERVICES