

## **MSEA SERVICE CHARTER**



S/No.	Service/ Good	Requirements to obtain Service/ Good	Charges of Service/ Good (if any)	Timelin e
1. Register Un	nbrella organizations	Minimum of 3 Associations in 25 Counties	Kshs. 1050 (50) E-citizen	1 day
		<ul> <li>3 officials (Chairman, Secretary and Treasurer)</li> <li>Signed Umbrella Organization constitution</li> </ul>		
2. Register Ass	sociations	<ul> <li>Active emails</li> <li>Minimum of 35 members and Above</li> </ul>	Kshs. 550(50) E-citizen	1 day
2. Register As	Sociations	• 3 officials (Chairman, Secretary and Treasurer)	K5115. 550(50) E-CIUZEII	1 uay
		<ul><li>Signed Association constitution</li><li>Active email</li></ul>		
<ol> <li>Register M</li> <li>Register Gr</li> </ol>		<ul><li>Active Email</li><li>3 Officials</li></ul>	Kshs. 150(50) E-citizen	1 day
4. Register Gi	oup	List of members 5-34		
4. Filing annu	al returns from Umbrella Organizations	<ul> <li>Constitutive Documents (if registered with any other body)</li> <li>Audited Books of Accounts, List of members, List of office bearers,</li> </ul>	Kshs.550(50) E-citizenKshs.1050(50) E-citizen for Umbrella Organizations	1 day
5. Filing annua	al returns from MSEs and Associations	<ul> <li>Minutes of the AGM</li> <li>Audited Books of Accounts, List of members, List of office bearers,</li> </ul>	Kshs. 350 for 100 members max. ,Kshs. 550 for above 100 members,(50)	2 days
Organizatio		Minutes of the AGM	E-citizen MSE 150(50) E-citizen	, in the second se
0	ange of particulars Organizations	<ul><li>Change of situation/location of the office</li><li>The postal address</li></ul>	Kshs. 550 for Association(50) E-citizen Kshs. 1,050 for Umbrella(50) E-citizen	2 days
		Title of officers	Organizations	
		<ul><li>Change of any member</li><li>Inclusion of new members</li></ul>	MSE 150(50) E-citizen Group 550 (50) E-citizen	_
7. Certification	n of documents	<ul><li>Copy of certificate</li><li>Constitution of an Association</li></ul>	Kshs. 550 for certificate(50) E-citizen Kshs. 150 for constitution of an	within 1 day
		Constitution of an Umbrella organization	association or Umbrella (50) E-citizen	
		<ul> <li>Extract of officials of Association/Group</li> <li>Extract of officials of an Umbrella Organization</li> </ul>	Organization per page Kshs. 550 for extract of officials of	
			Association and Group(50) E-citizen Kshs. 1,050 for extract of officials (50) E-citizen	
			of an Umbrella Organization	
8. Replacemer	nt of Certificate	<ul><li>Association</li><li>Umbrella Organization</li></ul>	Kshs. 550 for Association Kshs. 1,050 for Umbrella Organizations	1 day
9. Official Sear	cch	<ul><li>MSE</li><li>Registered Association</li></ul>	Kshs. 150 for MSE Kshs. 550 (50) E-citizen	1 day
J. Official Scal		Umbrella Organization		1 duy
10. Presiding or		MSE     Venue	NONE	1 day
	ernance skills to MSE Associations MSEs to participate in Trade Exhibitions	<ul> <li>Formal application from a registered MSE Association</li> <li>Have market ready services/products</li> </ul>	Kshs. 300 per official for a 3-day training Appropriate charges dependent on the exhibitor rates	7 days within 30 days
13. Organize sh	ows and trade fairs for MSEs to access	Formal application by MSEs with Quality products\ identification	Kshs. 1,000 for local markets	Once a year in
local marke	ts/regional markets	of innovative and good quality products by MSEA officers	Kshs. 2,500 payable to CMSEO for EAC MSMEs Trade Fair markets	every county Once a year for
14. Linking MSI	Es to potential markets	• Formal application by MSEs with Quality products	Cost for other regional trade fairs dependent on the applicable charges the l Free	EAC MSMEs Continuous
15. Provision of	f entrepreneurial skills to financial access	Formal application from MSEs or MSE association	Dependent on the training program	Within 30 Days
17. Product dev	velopment	<ul><li>Formal application from MSEs</li><li>Formal application by MSEs or identification by MSEA officer</li></ul>	Free Free of charge	Within 5 Days 14 days
18. Link MSEs f developmen	for technical assistance on product	• Formal application by the MSEs or MSE Association	Free	Continuous
19. Payment to 20. General Eng	suppliers and contractors	<ul><li>Submit all required supporting documents</li><li>Email responses</li></ul>	Free All are free	Within 30 days 1 day to a week
20. General Eng	Juiries	Letter response		1 day to a week
		<ul><li>Website responses</li><li>Social media platforms responses</li></ul>		1 day to a week 1 day to a week
		One on one enquiries		within 30 minutes
21. Provision of	f technical skills upgrading through	• Identification of the technical skills gap by MSE's or technical staff	Kshs. 500 application fee payable to the service provider	Immediately after
Kariobangi	MSE Centre	• Identification and linking the MSE's to relevant and service provider	Kshs. 3,000 per month for a 3-month program or as per the service	at least 15 participants
		Formal application by MSEs	provider's requirement	confirm and
				make ments
22. Provision of	f technology transfer through Kariobangi	• Formal reference note from a primary association, collaborating	Kshs. 50 per hour for a minimum 20 hours in a week	Immediately at least 5
MSE Centre	, regional CIDC's and worksites. Trade	Institution or a county enterprise development officer.		participants confirm
Exhibitions.		Attachment of Apprentices to MSEs		and make payments
23 Drouido ano	cialized common user facilities to MSEs	• Duly filled job registration cards	Imn Machining	nediately Immediately at
-	gi MSE Centre.	Dury micu job registration carus	Milling machining@ Kshs. 350 per hour, Lathe Machining@ Kshs.	least 5 participants
at Nai IUUdli	- 1.02 ochtre.		300 per hour, Service grinder machining@ Kshs. 350 per hour	confirm and make
				and make payments
			Shear Machine per cut 1.5-2 mm Ksh.20 , 4-4.5 mm@ Ksh.30 , 5-6 mm@ Ksh.40, 8 mm@	
			Kshs. 100, 10 mm@Kshs.120 Arc welding	Immediately
			Between 1.4 to 4mm@Kshs. 4 per inch, 4mm to 6mm @Kshs. 6 per inch, 6mm to 10 mm@ Kshs. 10 per inch, 10 mm and above @Kshs.	
			20 per inch.	
			<b>Equipment</b> Body jack @Kshs. 500 per day, Welding Machine @ Kshs.500 per	
			day, Hater net grinder @ Kshs. 500 Per day, Air compressor @Kshs. 500 Per day	
			Spray booth services	
			Spray Booth @ Kshs. 500 per day, Compressor @ Kshs. 500 per day, Spray gun @ Kshs. 200 per day	
24. Provision of Kariobangi	f various Motor vehicle works at MSE Centre	Duly filled job registration cards	Motor Vehicle Body Building Works Minibus- 28 eater @Kshs. 20,000, Minibus- 40seater @ Kshs. 26,000	Continuous
Nationaligi			, Lorry 3 tonnes @ Kshs. 12,000, Lorry 7 tonnes @ Kshs. 18,000	
			<b>Spray painting</b> Small vehicle @ Kshs. 200 per day, Medium vehicle @250 per day, Large	
			vehicle @ Kshs. 300 per day, Lorry @ Kshs. 400 per day Wiring	
			New vehicle @ Kshs. 600, Minor @ Kshs. 300	
			<b>Graffiti</b> New vehicle @ Kshs. 800, Minor @ Kshs. 400	

Upholstery New vehicle @ Kshs. 500-800, Minor @ Kshs. 200-400 Windscreen New Vehicle @ Kshs. 500, Old Vehicle replacement @ Kshs. 200

## 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