



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 in 25 Counties 3 officials (Chairman, Secretary and Treasurer) Signed Umbrella Organization constitution Active emails 	Kshs. 1050 (50) E-citizen	1 day
2.	Register Associations	<ul style="list-style-type: none"> Minimum of 35 members and Above Minimum of 3 Associations in 25 Counties 3 officials (Chairman, Secretary and Treasurer) Signed Association constitution Active email 	Kshs. 550(50) E-citizen	1 day
3.	Register MSE	<ul style="list-style-type: none"> Active Email 	Kshs. 150(50) E-citizen	1 day
4.	Register Groups	<ul style="list-style-type: none"> 3 Officials List of members 5-34 Constitutive Documents (if registered with any other body) 	Kshs. 550(50) E-citizen	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 	Kshs. 350 for 100 members max., Kshs. 550 for above 100 members,(50) E-citizen	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 	Kshs. 550 for Association(50) E-citizen Kshs. 1,050 for Umbrella(50) E-citizen Organizations MSE 150(50) E-citizen Group 550 (50) E-citizen	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/Group Extract of officials of an Umbrella Organization 	Kshs. 550 for certificate(50) E-citizen Kshs. 150 for constitution of an association or Umbrella (50) E-citizen 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	within 1 day
8.	Replacement of Certificate	<ul style="list-style-type: none"> Association Umbrella Organization MSE 	Kshs. 550 for Association Kshs. 1,050 for Umbrella Organizations Kshs. 150 for MSE	1 day
9.	Official Search	<ul style="list-style-type: none"> Registered Association MSE 	Kshs. 550 (50) E-citizen	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 	Kshs. 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 	Kshs. 1,000 for local markets Kshs. 2,500 payable to CMSEO for EAC MSMEs Trade Fair markets Cost for other regional trade fairs dependent on the applicable charges	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 5 Days
16.	Link MSEs to financial access	<ul style="list-style-type: none"> Formal application from MSEs 	Free	Within 30 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 Answering incoming calls Returning missed calls After-hours missed calls Responses to Walk-in clients 	All are free	1 day to a week 1 day to a week 1 day to a week 1 day to a week Within 30 min Within 3 rings 30 seconds Within 30 mins – 1 hour Next business day by 10:00AM Immediately
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 	Kshs. 500 application fee payable to the service provider Kshs. 3,000 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 immediately
23.	Provide specialized common user facilities to MSEs at Kariobangi MSE Centre	<ul style="list-style-type: none"> Duly filled job registration cards 	Working Machines: CNC Milling machine @ Kshs. 350 per hour, Surface grinder @ Kshs. 300 per hour, Rotating band saw machine @ Kshs. 100 per cut. Rolling machine 10mm = Kshs. 800, 8mm=Kshs. 600, 6mm= Kshs. 500, 4mm = Kshs. 400 Machining: Milling machining@ Kshs. 350 per hour, Lathe Machining@ Kshs. 300 per hour, Service grinder machining@ Kshs. 350 per hour 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, 10mm@Kshs.120 Arc welding: 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 Equipment: 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	Immediately at least 5 participants confirm and make payments immediately
24.	Provision of various Motor vehicle works at Kariobangi MSE Centre	<ul style="list-style-type: none"> Duly filled job registration cards 	Motor Vehicle Body Building Works: Minibus- 28 eater @Kshs. 20,000, Minibus- 40seater @ Kshs. 26,000, Lorry 3 tonnes @ Kshs. 12,000, Lorry 7 tonnes @ Kshs. 18,000 Spray painting: Small vehicle @ Kshs. 200 per day, Medium vehicle @250 per day, Large @Kshs. 300 per day, Lorry @ Kshs. 400 per day Wiring: New vehicle @ Kshs. 600, Minor @ Kshs. 300 Graffiti: 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	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

Empowering MSEs

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