REPUBLIC OF KENYA

MINISTRY OF INVESTMENTS, TRADE AND INDUSTRY
STATE DEPARTMENT FOR INVESTMENT PROMOTION

Service Charter

Our commitment to Customers and Stakeholders

S/NO	SERVICE	REQUIREMENTS TO OBTAIN THE SERVICE	COST OF SERVICE	TIMELINE
1	Facilitate the Private Sector with information about investment upon request.	Request of information through: • Written Letters. • Email. • Walk-in. • Telephone calls.	Free	» Written Letters – 3 working days for responses. » Email – 1 working day. » Walk-in – 1 minute. » Telephone – 15 seconds. » Comprehensive information /feedback – 21 days. » Meetings – Immediately.
2	Support the Private Sector to resolve emerging business concerns.	Request for support through: • Written Letters. • Email. • Walk-in. • Telephone calls. • Meetings.	Free	» Written Letters – 5 working days for responses. » Email – 1 working day. » Walk-in – 1 minute. » Telephone – 15 seconds. » Meetings – Immediately.
3	Provide information to support Private Sector development and facilitate engagements with development partners and other stakeholders.	Request of information through: • Written Letters. • Email. • Walk-in. • Telephone calls. • Meetings.	Free	» Written Letters – 5 working days for responses. » Email – 1 working day. » Walk-in – 1 minute. » Telephone – 15 seconds. » Meetings – Immediately.
4	Coordinate, organize, and participate in investment promotion forums with local and international partners.	Request of information through: • Written Letters. • Email. • Walk-in. • Telephone calls. • Meetings.	Free	» Written Letters – 5 working days for responses. » Email – 1 working day. » Walk-in – 1 minute. » Telephone – 15 seconds. » Meetings – Immediately.
5	Provision of information on Global Competitive Index.	Request of information through: • Written Letters. • Email Walk-in. • Telephone calls. • Meetings.	Free	» Written Letters – 5 working days for responses. » Email – 1 working day. » Walk-in – 1 minute. » Telephone – 15 seconds. » Meetings – Immediately.
6	Guide on labor, capital, and technological productivity for enterprises.	Request of information through: • Written Letters. • Email. • Walk-in. • Telephone calls. • Meetings.	Free	» Written Letters – 5 working days for responses. » Email – 1 working day. » Walk-in – 1 minute. » Telephone – 15 seconds. » Meetings – Immediately.
7	Providing Regulatory & Investment Information to investors both local and foreign investors.	Request of information through: • Written Letters. • Email. • Walk-in. • Telephone calls. • Meetings.	Free	» Written Letters – 5 working days for responses. » Email – 1 working day. » Walk-in – 1 minute. » Telephone – 15 seconds. » Meetings – Immediately.

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

To enable us to improve on the quality of our service delivery, any correspondences, complaints and enquiries may be directed to the following contacts:

Principal Secretary
State Department for Investments Promotion
P.O BOX 30057-00100 GPO
Nairobi.

Telephone: 020-273153-9
Mobile: 0704097021/23, 0788484840/41
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or psforinvestment@gmail.com
Website:www.investmentpromotion.go.ke