



# KENYA INDUSTRIAL ESTATES

## SERVICE DELIVERY CHARTER

	SERVICE RENDERED	USER CHARGES	CUSTOMER OBLIGATION	TIMELINES
1.	Attendance at customer care desk/enquiries	None	Present your request/enquiry	Within 5 minutes
2.	Response to Telephone calls	None	Identification of self and accurate presentation of information	Telephone to be answered by the 3rd ring
3.	Response to written correspondence	None	Provide necessary information	Acknowledge letters / emails with a waiting reply of 24 hours. For correspondence requiring consultation and final reply within 7 days
4.	Solving of complaints	None	Give genuine complaint by telephone, email, visit, letters or filling feedback forms available at our offices or using customer link at <a href="http://www.kie.co.ke">www.kie.co.ke</a> , Hotline: 0739 332062	Within fourteen (14) working days upon receipt
5.	Credit Facilities	Fees and other charges as advised in the indicative letter of terms and conditions. Interest - 10% (variable) on reducing balance	Fill loan application form and submit necessary documentation	Loan disbursed within 30-60 days from date of receiving complete application and meeting all requirements
6.	Group Guarantee Credit Facilities	Fees and other charges as advised in the indicative letter of terms and conditions. Interest - 10% (variable) on reducing balance	For a member of a registered group. The groups MUST be atleast 2 months old. Group must have a bank account / KIE official be a signatory for monitoring	Loan disbursed within 7days to 1 month from date of receiving a complete application and submission of all requirements
7.	Business Advisory Services (BAS)	Development on the cost of providing the service	Attend the training. Need for BAS provision as established by KIE training programme	14 days upon request
8.	Business Consultancy & Advisory Services	Dependent on the cost of providing the service	Make official request and submit applicable documentation	2 days upon request
9.	Facilitating Inter-Firm Linkage	Dependent on the linkage model.	Make official application	2 days upon request
10.	Industrial Tours	Dependent on the number of participants & days	Make official application	5 days from date of application
11.	Hiring of Multipurpose Hall / Facilities	Dependent on the number of days & facilities	Make official application	2 days upon request
12.	Industrial Sheds & MSMEs Incubation Service / open space	- Incubation application fee as advised in the indicative (IAF) 3 months deposit and 1 months rent or incubation for upfront  - Monthly incubation charge by the 5th day of every month within the incubation period	Fill incubation Application Form (IAF) and submit necessary documentaries.  An offer will last for 3 months and subsequently be revoked if customer does not operationalize	Physical allocation within 1 week after meeting all the conditions stipulated, subject to availability of space
13.	Tendering	A charge of Ksh 1,000	Prepare documents in conformity to the requirements and submit bid for the tender	As specified in the tender documents
14.	Processing of Payments	None	Supply goods/service per the service agreement or local purchase order (LPO)	Within 1 month or as per the agreement
15.	Management of Constituency Industrial Development Centres (CIDCs).	Service fee as advised in the indicative letter of terms and conditions	Visit the nearest CIDC to make an official enquiry	Based on the service contracted (Provision of workspace, technical facilities, BDS and technology transfer)

**We commit ourselves to providing effective service to all customers**

**Fungua Viwanda**