



# CITIZENS' SERVICE DELIVERY CHARTER

SERVICE PROVIDED	REQUIREMENTS TO OBTAIN SERVICE	CHARGES	TIME FRAME
Feedback on customer enquiries and other correspondence	Clear use of the appropriate channels: <ul style="list-style-type: none"> <li>✓ Telephone calls</li> <li>✓ Physical visit to office</li> <li>✓ Emails</li> <li>✓ Letters</li> <li>✓ Suggestion boxes</li> </ul>	Free	Immediately to within 7 working days
Facilitation of incoming and outgoing delegations	<ul style="list-style-type: none"> <li>✓ Letter requesting for facilitation</li> <li>✓ Investor itinerary</li> </ul>	Free	On notification
Registration at KenInvest	<ul style="list-style-type: none"> <li>✓ Investment application form</li> <li>✓ Company registration documents</li> <li>✓ Copy of PIN/VAT</li> <li>✓ Project Brief</li> <li>✓ Introductory Letter to KenInvest</li> </ul>	Free	24 Hours
Facilitation at the One Stop Center	<ul style="list-style-type: none"> <li>✓ As per Relevant Agency requirements</li> </ul>	Free	As per Relevant Agency requirements
Issuance of acknowledgement letter to investors	<ul style="list-style-type: none"> <li>✓ Duly filed Investment Application form</li> <li>✓ Company registration documents</li> <li>✓ Company Profile</li> <li>✓ Forwarding Letter to KenInvest</li> </ul>	Free	24 Hours
Processing of Investment Certificates	<ul style="list-style-type: none"> <li>✓ Project Registration with KenInvest</li> <li>✓ Letter requesting for certificate</li> <li>✓ Compliance with environment, health and security requirements</li> <li>✓ Site/company visit</li> </ul>	Free	48 Hours
Procurement of goods and services	<ul style="list-style-type: none"> <li>✓ Obtain the prequalification or tender documents.</li> <li>✓ Compliance with the Public Procurement and Asset Disposal Act and Regulations</li> </ul>	Free	Feedback within 2 weeks after conclusion of process
Payment to suppliers within agreed credit period	Provide supporting documents as listed below: <ul style="list-style-type: none"> <li>✓ Invoices</li> <li>✓ Credit note</li> <li>✓ Certificate of final Acceptance</li> <li>✓ Approved contract/SLA/Duplicate LPO</li> </ul>	Free	30 days after delivery
Recruitment	Application letter and other requirements in response to an advert	Free	Within 6 months

NOTE: The facilitation services by KenInvest are free of charge.

Investors are required to complete all the necessary application forms and also provide documented evidence as required by the relevant institution for ease of facilitation.

## 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 Managing Director,  
Kenya Investment Authority (KenInvest)  
Old Mutual Tower, 14th and 15th Floor Upper Hill Road, Nairobi  
P.O. Box 55704-00200, Nairobi  
Tel: +254 730104 200/ 210

Email: [info@invest.go.ke](mailto:info@invest.go.ke) | [complaints@invest.go.ke](mailto:complaints@invest.go.ke) | Website: [www.invest.go.ke](http://www.invest.go.ke)

Regional offices: in Eldoret | Kisumu | Mombasa

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](mailto:complain@ombudsman.go.ke)

### HUDUMA BORA NI HAKI YAKO