

REPUBLIC OF KENYA



MINISTRY OF COOPERATIVES AND MICRO, SMALL & MEDIUM ENTERPRISES MSME DEVELOPMENT

STATE DEPARTMENT FOR COOPERATIVES

CITIZENS' SERVICE DELIVERY CHARTER

VISION:

A sustainable and vibrant cooperative sector

MISSION:

To promote the Co-operative sector through provision of appropriate policy, legal, regulatory framework and capacity building

CORE VALUES:

Professionalism, Teamwork, Innovation

S.NO	SERVICE(S) RENDERED	CLIENT OBLIGATION(S)/ REQUIREMENT(S)	COST (Ksh)	TIMELINE
1	Provision of information to customers	A formal request for information by clients	Free	Within 5 working days
2	Stakeholder feedback:			
	a) Acknowledge walk in clients	A visit to SDC offices by customers	Free	Immediately
	b) Response to phone calls	Contact SDC on phone	Free	By the third ring
	c) Response to written correspondence	Email; X, Facebook, Instagram and LinkedIn	Free	Within 1 day to 5 days
3	Complaints Handling	Written/ email, Online through digital media platforms, walk in complaints Duly filled complaints from supporting documents for the complaint	Free	Immediate acknowledgement/ within 1 working day; Feedback within 10 days; Investigation 30-60 working days
4	Provision of information on training opportunities and procedures	- Formal request	Free	Within 7 days
5	Provision of attachment	Formal request	Free	Within 1 week.
6	Approving issuance of certificate of compliance	Formal request attaching all the required documents		Within 2 days after payment.
7	Control and commitment of expenditure	Approved budgeted activity	Free	Immediate depending on availability of funds.
8	Processing procurement of goods and services	Attach relevant supporting documents	Free	Within 30 days.
9	Payment to claims and services providers	Attach relevant supporting documents	Free	Within 5 working days.
10	Provision of financial reports	Formal request from the end user	Free	Within 5 working days.
11	Processing of statutory deductions	Personnel information	Free	Within 7 working days.
12	Approval for research authorization	Formal application attaching all necessary documents	Free	Within 7 to 14 days.
13	Registration of a cooperative	Relevant supporting documents	3,500	Within 2 weeks.
14	Name search	Formal request	200	Within 2 days.
15	Amendment of by laws	Formal request	1,000	Within 2 weeks.
16	Registration of charges and debentures	- Formal request - Minutes - Borrowing power - Letter from County Coop officer	2,500	Within 3 working days.
17	Replacement of Registration certificates	Formal request supporting documents	2,000	Within 7 working days
18	Change of name and amendment of by-laws	- Formal request - Minutes of AGM	4,200	Within 14 working days.
19	Certification of documents	- Formal request - Minutes of AGM	4,200	Within 7 days.
20	Issuance of copy of inquiry report	Formal application to the Commissioner	2,000	Within 5 days.
21	Issuance of copy of certified by-laws	Formal application to the Commissioner	2,000	Within 5 days.
22	Issuance of copy of proceedings	Formal application to the Commissioner	2,000	Within 5 days.
23	Issuance of copy of audited accounts	Formal application to the Commissioner	2,000	Within 5 days.
24	Processing of appeals and petitions	Petition/Appeal letter to the Cabinet Secretary	Free	Within 30 days.
25	Inspection of National Cooperatives register	Formal application to the CCD	1,000	Within 3 days.
26	Approval of borrowing powers	Application	Free	Within 7 days.
27	Administration of Declaration of Assets and Liabilities	Submission of duly filled forms	Free	Within 30 days.
28	Investigation on breach of conduct	Written complaint	Free	Within 15 days.
29	Registration of audit firms	- Practicing certificate from ICPAK - Annual license from ICPAK - VAT Registration - Tax Compliance Certificate - Registration form duly filled	3,000	At least 5 days.
30	Registration of audited accounts	- Four copies of audited financial statements - Payment of the requisite audit and supervision fee - Copy of AGM minutes that appointed the auditor	Kshs 200 Plus 30% of Audit of supervision fees 200 + 10% for private audit	Within 8 days.
31	Provision of access to Information	Visiting our website: www.ushirika.go.ke	Free	Within 7 days.

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 the commitment to courtesy and excellence in service delivery should be reported to:

The Principal Secretary
State Department for Cooperatives
P.O Box 30547-00100
Nairobi, Kenya

Email: info@ushirika.go.ke
Telephone: 020-273153191
Website: www.ushirika.go.ke

The Commission Secretary/ Chief Executive Officer
Commission on Administrative Justice (CAJ)
West End Towers, 2nd Floor
Waiyaki Way, Nairobi

P.O. Box 20414-00200, Nairobi
Tel: +254 (0)20 2270000/2303000
Email: feedback@ombudsman.go.ke