



JAMHURI YA KENYA

# IDARA YA BIASHARA, MASOKO, VIWANDA, UTAMADUNI NA UTALII.

P.O. BOX 78 - 90300, MAKUENI.



SERIKALI YA KAUNTI YA MAKUENI

✉ [trade@makueni.go.ke](mailto:trade@makueni.go.ke)

## MAONO:

Kuongoza katika kuwezesha uzalishaji endelevu wa mali.

## LENGO:

Kukuza, kuratibu na kutekeleza sera na program za kiuchumi zilizounganishwa kwa ajili ya uchumi unaoendelea kwa kasi kuelekea viwanda.

## DHAMIRA:

Kuzalisha na kuongeza kipato cha jamii.

## MKATABA WA UTOAJI WA HUDUMA

Jukumu	Huduma	Wajibu wa mteja	Muda	Malipo/Ada
1.Kukuza na kuendeleza biashara  • Uuzaji • Vipimo na Mizani	• Kupokea mawasiliano (barua, memo za ndani na baruapepe)	• Kutuma mawasiliano	• Kati ya siku moja hadi tano (1-5) za kazi kwa barua na memo • Kati ya siku tatu (3) za kazi kwa barua pepe • Kwa masuala magumu, tutatoa muda wa kusuluhisha tukizingatia muda uliopeanwa hapo juu	Bure
	• Kuwahudumia wateja na kupokea simu	• kuratibu kuhudumiwa, • Kuwasili bila kutarajiwa, • kupiga simu	• Kati ya dakika kumi (10) kwa wateja walio kwenye ratiba • Kati ya dakika ishirini(20) kwa wateja wasio kwenye ratiba • Simu kupokelewa ndani ya milio mitatu(3)	Bure
	• Kuratibu mazungumzo na kuhitimisha maafikiano ya biashara na uwekezaji ya kaunti husika.	• Kuwasilisha vyeti	• Kati ya muda wa miezi mitatu(3)	Bure
	• Kuratibu mialiko inayoingia na inayotoka ya biashara na uwekezaji	• Kutuma mwaliko rasmi	• Kati ya siku kumi na tano (15) za kazi	Bure
	• Kuwaarifu washikadau kuhusu kuwepo kwa mikutano ya biashara na uwekezaji	• Kutuma ombi	• Siku moja(1)	Bure
	• Kliniki za biashara	• Kuzingatia ujasiriamali kuhudhuria	• Dakika thelathini(30)	Bure
	• Maandalizi ya maafikiano ya biashara, mikataba ya makubaliano(MoUs) na itifaki zinazohusiana na biashara na uwekezaji	• Kutuma ombi rasmi	• Mwezi mmoja(1)	Bure
	• Tathmini ya mahitaji ya mafunzo(TNA)	• Kuwa na Lengo- jaza dodoso(hojaji)	• Siku tatu(3)	Bure
	• Kukagua biashara	• Kumiliki biashara, Biashara iwe katika huduma kwa muda usiopungua miezi sita(6)	• Dakika thelathini(30)	Bure
	• Mafunzo na ushauri wa biashara kwa wanaujasiriamali	• Kutambua ukumbi wa mafunzo. • Kuhudhuria mafunzo kwa muda usiopungua masaa ishirini(20) • Biashara ndogo na za kati(MSMEs) ziwe kwenye huduma kwa kipindi kisichopungua miezi sita(6) • Rekodi za biashara zisizo chini ya kipindi cha miezi sita(6)	• Kuendelea	Bure
	• Kutoa ripoti za biashara na masuala ya uwekezaji	• Kutuma ombi	• Siku nne(4) za kazi	Bure
	• Kuandaa maonyesho ya biashara	• Kuomba kushiriki • Kulipa ada • Kushiriki kwenye maonyesho • Kutoa maoni kwa idara	• Kulingana na ratiba • Kulingana na ratiba • Kulingana na ratiba • Muda wa siku thelathini baada ya maonyesho	Kulingana na ratiba
	• Kuunda na kuboresha mahusiano ya soko	• Kutuma ombi • Kuwasilisha bidhaa	• Kuendelea	Bure
	• Kuchapishwa	• Omba kutoka kwa wateja	• Kuendelea	Kulingana na ratiba
	• Usambazaji wa habari za soko	• Omba kutoka kwa wateja	• Wakati huo	Bure
	• Kukuza na kudhibiti soko ya bidhaa za rejareja/ mojamaja na za jumla	• Kulingana na maagizo	• Mwezi mmoja(1)	Bure
	• Kuhamasisha wananchi na wanabiashara kuhusu mahitaji ya sera ya vipimo na mizani	• Biashara iwe katika huduma • Kuhudhuria	• Mara moja kwa mwaka kulingana na program	Bure
	• Kudhibitisha na kupiga muhuri vifaa vya kupima na mizani	• Kuwasilisha vifaa vinavyodhibitishwa • Kulipa ada	• Mara moja kwa mwaka kulingana na sera ya vipimo na mizani Cap 513 kwenye katiba ya Kenya	Kama ilivyoagizwa
• Utekelezaji wa sera ya vipimo na mizani	• Fuata maagizo	• Wakati wowote	Bure	
• Kuchunguza malalamishi yanayotokana na kuendeleza biashara isiyo ya haki.	• Wasilisha barua ya malalamishi	• Kipindi cha wiki moja	Bure	
2. UKUZAJI WA VIWANDA	• Ukuzaji wa bidha • Kuanzisha na kukuza viwanda vya karakana	• Tuma ombi • Kusambaza na kufuatilia makubaliano ya kandarasi • Kulipa ada	• Kulingana na makubaliano	Kulingana na makubaliano.
3. UTAMADUNI, MUZIKI NA SANAA	• Kuweka ratiba ya wasanii kwenye studio ya Makueni	• Msanii/bendi ama mwakilishi wa kwaya kujaza ipasavyo fomu ya kuomba kuwekwa kwenye ratiba	• Bila kuchelewa kwa wasanii walio kwenye ratiba ndani ya dakika ishirini kwa wasanii wasio kwenye ratiba	Bure
	• Kurekodi kazi za Sanaa kwenye studio ya Makueni.	• Kufuata tarehe na saa zilizpangwa kwenye ombi la kuratibiwa, kufanya mazoezi ya awali pamoja na kufanya mipango ya wasindikizi kama wapiga ngoma, wacheza gitaa,wacheza kinanda kati ya wengine	• Bila kuchelewa ama ndani ya siku saba za kazi rasmi iwapo ni albamu. Ndani ya siku ishirini na moja kulingana na utayari wa msanii/bendi /kwaya na pia ugumu wa kazi ya kisanaa.	Bure
	• Kujasili na kutambua vikundi vya utamaduni na wasanii.	• Fomu iliyojazwa ipasavyo na barua kutoka kwa utawala wa Kaunti	• Bila kuchelewa kwa wasanii walio kwenye ratiba. Ndani ya dakika thelathini kwa wasanii wasio kwenye ratiba	Bure
	• Kusajili na kutambua madaktari na wahifadhi wa mitishamba wa jadi.	• Fomu iliyojazwa ipasavyo na barua kutoka kwa utawala wa Kaunti	• Bila kuchelewa kwa wasanii walio kwenye ratiba. Ndani ya dakika thelathini kwa wasanii wasio kwenye ratiba	Bure
	• Kujumuisha malizinazohusiana na maarifa ya kale kwenye rejista ya maarifa ya kale na maelezo ya utamaduni ya Kaunti	• Kupokea ombi rasmi kuonyesha uhalisia	• Ndani ya siku ishirini na moja rasmi za kazi ili kushughulikia ombi, kuchunguza na kuwasilisha maamuzi ya serikali ya Kaunti kuhusu ombi kwa mteja.	Bure
	• Usajili na udhibiti wa maeneo ya burudani ya umma( kucheza Kamari, kasino, sinema na maonyesho ya filamu)	• Kujaza fomu ipasavyo na kuchukua barua rasmi kutoka kwa utawala wa Kaunti na wa Kitaifa	• Ndani ya siku saba rasmi za kazi kushughulikia ombi na kuwasilisha maamuzi ya serikali ya Kaunti kuhusu ombi kwa mteja.	Kulingana na Mswada wa Fedha wa Kaunti
	• Utafiti wa pamoja kuhusu Sanaa, Utamaduni na Urithi	• Kupokea barua rasmi • Kuweka sahihi Mikataba ya Makubaliano(MOUs)	• Ndani ya siku saba rasmi za kazi baada ya kupokea ombi kwa kutegemea kuwepo kwa wa kati na maafisa kulipiwa gharama zote na washirika wao	Bure
4. KUKUZA NA KUENDELEZA UTALII	• Mipango ya Utalii ya Kaunti	• Hakuna	• Kuendelea	Bure
	• Kuendeleza na kupanua Utalii kwenye Kaunti	• Hakuna	• Bure	
	• Kuuza na kuendeleza bidhaa na huduma za Utalii za Kaunti	• Hakuna	• Mara moja kwa mwaka; kuendelea	Bure
	• Kuendeleza ukuzaji wa miradi na program za utalii za kijamii	• Kupendekeza miradi	• Kuendelea	Bure
	• Kujenga ushirikiano kati ya Serikali ya Kaunti na washikadau wengine kuhusu masuala ya Utalii	• Kutoa mapendekezo za ushirikiano	• Kuendelea	Bure
	• Kutafiti, kutoa habari na kuhifadhi data ya Utalii	• Kuomba habari kuhusu utalii kupitia baruapepe ama barua rasmi	• Mara moja kwa mwaka; kuendelea	Bure

Maoni yoyote kuhusu utendakazi wetu yamealikwa ili kubaini kuwa ni kwa kiwango gani tunatamiza mahitaji ya wateja. Ili kuwasilisha malalamiko, mapendekezo au pongezi, wasiliana nasi kupitia kwa; Afisa Mkuu / Waziri, | Idara ya Biashara, Masoko, Viwanda, Utamaduni na Utalii, | Ghorofa ya tatu, Jengo la Kamishana wa Kaunti, | S.L.P 78 - 90300, Makueni. Baruapepe: [co.trade@makueni.go.ke](mailto:co.trade@makueni.go.ke) | Tovuti: [www.makueni.go.ke](http://www.makueni.go.ke)





# DEPARTMENT OF TRADE, MARKETING, INDUSTRY, CULTURE & TOURISM.

P.O. BOX 78 - 90300, MAKUENI.

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COUNTY GOVERNMENT OF MAKUENI

## MISSION

To promote, coordinate & implement integrated economic policies & programmes for rapidly industrialising economy.

## VISION

A leader in facilitating sustainable wealth creation.

## GOAL

Create & increase household income.

## SERVICE DELIVERY CHARTER

MAIN FUNCTION	SERVICE	CUSTOMER OBLIGATION	TIMELINES	COSTS
1. TRADE DEVELOPMENT & PROMOTION  i. Marketing ii. Weights & Measures	• Response to communication (letters, internal memos and emails).	• Send communication.	<ul style="list-style-type: none"> <li>• Within one to five (1-5) working days for letters and memos.</li> <li>• Within three (3) working days Emails.</li> <li>• For complex issues, will give initial reply of time limit given above when full response should be expected.</li> </ul>	Free
	• Attending to visitors and responding to incoming calls.	• Impromptu arrival, appointment request and make calls.	<ul style="list-style-type: none"> <li>• Within ten (10) minutes for visitors with appointment.</li> <li>• Twenty (20) minutes for visitors without appointment.</li> <li>• Receive and Answer the call within three rings.</li> </ul>	Free
	• Coordinate negotiation and conclusion of host county trade and investment agreements.	• Submit documents.	• Within three (3) months.	Free
	• Preparation of Trade Agreements, MoUs and Protocols pertaining to trade and investment.	• Send official request.	• One (1) month .	Free
	• Coordinate incoming/outgoing trade and investment missions.	• Send official invitation .	• Fifteen (15) working days.	Free
	• Notify stakeholders of upcoming meetings pertaining to trade and investment.	• Send request.	• One (1) day.	Free
	• Business clinic.	• Entrepreneurship focus Attendance.	• 30 minutes	Free
	• Training Needs Assessment(TNA).	• Objectivity -Fill in questionnaire.	• Three (3) days.	Free
	• Business follow-up	<ul style="list-style-type: none"> <li>• Own a running business</li> <li>• Be in operation for at least 6 months</li> </ul>	• 30 minutes	Free
	• Training of entrepreneurs & business counselling.	<ul style="list-style-type: none"> <li>• Identify training venue.</li> <li>• Attend at least 20 hrs. of the training.</li> <li>• Operating MSME be in business for at least 6 months.</li> <li>• Business records for at least 6 months.</li> </ul>	• Continuous	Free
	• Provide reports on trade and investment matters	• Send request	• Four (4) working days	Free
	• Organizing for trade fairs & exhibitions.	<ul style="list-style-type: none"> <li>• Apply to participate</li> <li>• Pay requisite fees;</li> <li>• Participate in the exhibition;</li> <li>• Give feedback to the Department</li> </ul>	<ul style="list-style-type: none"> <li>• As per programme</li> <li>• As per the programme</li> <li>• As per thr programme</li> <li>• Within 30 days</li> </ul>	As per the programme
	• Creating & enhancing market linkages.	<ul style="list-style-type: none"> <li>• Send requests.</li> <li>• Provide the product(s).</li> </ul>	• Continuous	Free
	• Branding.	<ul style="list-style-type: none"> <li>• Request from clients</li> <li>• Pay the branding costs</li> </ul>	• Continuous	As per programme
	• Dissemination of marketing information.	• Request from clients	• Immediately	Free
	• Promotion and regulation of retail and wholesale markets.	• As per the guidelines.	• One (1) month	Free
	• Sensitizing the public & Traders on weights & measures Act requirement.	<ul style="list-style-type: none"> <li>• Business be in operational</li> <li>• Attendance</li> </ul>	• Annually as per programme	Free
• Verification and stamping of weighing & measuring equipment	<ul style="list-style-type: none"> <li>• Provide the equipment to be verified</li> <li>• Payment of the requisite fees.</li> </ul>	• Annually as per W&M Act Cap 513 laws of Kenya	As prescribed	
• Enforcement of weights & measures Act Cap513 laws of Kenya.	• As per the guidelines	• Randomly	Free	
• Investigating complaints arising from unfair trade practices.	• Letter of complaint	• One (1) week	Free	
2. INDUSTRY DEVELOPMENT	<ul style="list-style-type: none"> <li>• Product development</li> <li>• Establishment, development and growth of cottage industries</li> </ul>	<ul style="list-style-type: none"> <li>• Make an application.</li> <li>• Share &amp; adhere to contract agreement.</li> <li>• Pay the requisite fee.</li> <li>• Make an application.</li> <li>• Share &amp; adhere to contract agreement.</li> <li>• Pay the requisite fee.</li> </ul>	• As per agreement	As per agreement
3. CULTURE, MUSIC AND THE ARTS	• Scheduling for recording at the Makueni Recording Studio	• Duly filled scheduling form by the artist/band or choir representative	<ul style="list-style-type: none"> <li>• Promptly for visitors with appointment.</li> <li>• Within 20 minutes for visitors without an appointment</li> </ul>	NIL
	• Recording artistic works at the Makueni Recording Studio	• Adherence to scheduled date and time and prior rehearsal and own arrangement for accompaniments: drummers, guitarists, keyboard player among others	<ul style="list-style-type: none"> <li>• Promptly or within 7 working days in case of an album; and</li> <li>• Within 21 days depending on the preparedness of the artist/band/choir and complexity of the artistic work.</li> </ul>	NIL
	• Registration/recognition of cultural groups and artists	• Duly filled form and reference from County administration	<ul style="list-style-type: none"> <li>• Promptly for visitors with appointment.</li> <li>• Within 30 minutes for visitors without an appointment</li> </ul>	NIL
	• Registration/recognition of traditional medical practitioners (herbalists) and traditional medical plant conservationists	• Duly filled form and reference from County administration	<ul style="list-style-type: none"> <li>• Promptly for visitors with appointment.</li> <li>• Within 30 minutes for visitors without an appointment</li> </ul>	NIL
	• Participation in County and collaborating partners music and cultural festivals and exhibitions including in the Kenya Music and Cultural Festival (KMCF)	<ul style="list-style-type: none"> <li>• Registration/recognition of the cultural groups and artists;</li> <li>• Receipt of request; and</li> <li>• Readiness to meet participation related expenses not met by the County government.</li> </ul>	<ul style="list-style-type: none"> <li>• Immediate response in case of e-mails.</li> <li>• Promptly or within 5 working days in case of a reply to a letter.</li> </ul>	NIL
	• Reservation/booking and payment for use of County cultural centres, cultural and heritage sites, parks and recreational facilities for social events, film production and other legal/permitted uses.	• Duly filled form/receipt of request	<ul style="list-style-type: none"> <li>• Within 10 minutes for visitors with appointment.</li> <li>• Within 20 minutes for visitors without an appointment subject to availability.</li> </ul>	As per the County Finance Bill
	• Documentation and digitization of traditional knowledge and cultural expressions	• Authenticity	• Promptly subject to availability of staff time and transport	NIL
	• Inclusion of indigenous knowledge associated assets in the County Register of traditional knowledge and cultural expressions	• Receipt of request/written official notification and authenticity	• Within 21 working days to process application, undertake due diligence and communicate the County government's decision on the application to the requester.	Nil
	• Registration and regulation of public entertainment amenities (betting, casinos, gambling services, cinemas, video shows and hiring services)	• Duly filled form and reference from County and national administration	• Within 7 working days to process application and communicate the County government's decision on the application to the requester	As per the County Finance Bill
	• Joint research on the arts, culture and heritage	<ul style="list-style-type: none"> <li>• Receipt of request/written official notification; and</li> <li>• Duly executed memorandum of understanding (MoU).</li> </ul>	• Within 7 working days upon receipt of request subject to availability of staff time and full funding by collaborating partner.	Nil
4. TOURISM DEVELOPMENT	• County tourism planning	• Nil	• Continuous	Free
	• Developing and diversifying county	• Nil	• Developing and diversifying county	Free
	• Marketing and promoting county tourism products and services	• Nil	• Annually; Continuous	Free
	• Promoting development of community based tourism projects and programmes	• Project/programme proposal(s)	• Continuous	Free
	• Creating partnerships between the county government and other stakeholders on tourism matters.	• Partnership proposal(s)	• Continuous	Free
	• Tourism research, information and data management	• Request for information via email or letter.	• Annually; Continuous	Free

For complaints, suggestions and compliments contact: The County Executive Committee Member | Department of Trade, Marketing, Industry, Culture & Tourism | 3rd Floor, County Commissioners Building, | P. O. Box 78-90300, MAKUENI, | E-MAIL: [trade@makueni.go.ke](mailto:trade@makueni.go.ke) | WEBSITE: [www.makueni.go.ke](http://www.makueni.go.ke)



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	• Coordinate negotiation and conclusion of host county trade and investment agreements.	• Submit documents	• Within three (3) months	Free	
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	• Coordinate incoming/outgoing trade and investment missions	• Send official invitation	• Fifteen (15) working days	Free	
	• Notify stakeholders of upcoming meetings pertaining to trade and investment	• Send request	• One (1) day	Free	
	• Business clinic	• Entrepreneurship focus Attendance	• 30 minutes	Free	
	• Training Needs Assessment(TNA)	• Objectivity -Fill in questionnaire	• Three (3) days	Free	
	• Business follow-up	<ul style="list-style-type: none"> <li>• Own a running business</li> <li>• Be in operation for at least 6 months</li> </ul>	• 30 minutes	Free	
	• Marketing	<ul style="list-style-type: none"> <li>• Identify training venue</li> <li>• Attend at least 20 hrs. of the training</li> <li>• Operating MSME be in business for at least 6 months</li> <li>• Business records for at least 6 months</li> </ul>	• Continuous	Free	
	• Weights & Measures	• Training of entrepreneurs & business counselling			
		• Provide reports on trade and investment matters	• Send request	• Four (4) working days	Free
		• Organizing for trade fairs & exhibitions	<ul style="list-style-type: none"> <li>• Apply to participate</li> <li>• Pay requisite fees;</li> <li>• Participate in the exhibition;</li> <li>• Give feedback to the Department</li> </ul>	<ul style="list-style-type: none"> <li>• As per programme</li> <li>• As per the programme</li> <li>• As per thr programme</li> <li>• Within 30 days</li> </ul>	As per the programme
		• Creating & enhancing market linkages	<ul style="list-style-type: none"> <li>• Send requests</li> <li>• Provide the product(s)</li> </ul>	• Continuous	Free
		• Branding	<ul style="list-style-type: none"> <li>• Request from clients</li> <li>• Pay the branding costs</li> </ul>	• Continuous	As per programme
		• Dissemination of marketing information	• Request from clients	• Immediately	Free
		• Promotion and regulation of retail and wholesale markets	• As per the guidelines	• One (1) month	Free
		• Sensitizing the public & Traders on weights & measures Act requirement	<ul style="list-style-type: none"> <li>• Business be in operational</li> <li>• Attendance</li> </ul>	• Annually as per programme	Free
		• Verification and stamping of weighing & measuring equipment	<ul style="list-style-type: none"> <li>• Provide the equipment to be verified</li> <li>• Payment of the requisite fees.</li> </ul>	• Annually as per notice	As prescribed
		• Enforcement of weights & measures Act Cap513 laws of Kenya	• As per the guidelines	• Randomly	Free
	• Investigating complaints arising from unfair trade practices	• Letter of complaint	• One (1) month	Free	
	• Approval Of Workshops Used For Overhaul and Repairs Of Weighing And Measuring Equipment	<ul style="list-style-type: none"> <li>• Application letter addressed to the Directorate of Weights and Measures.</li> <li>• Fully equipped workshop</li> <li>• Copies of technician licenses</li> </ul>	• 1 week	As prescribed	
2. INDUSTRY DEVELOPMENT	<ul style="list-style-type: none"> <li>• Product development</li> <li>• Establishment, development and growth of cottage industries</li> </ul>	<ul style="list-style-type: none"> <li>• Make an application.</li> <li>• Share &amp; adhere to contract agreement.</li> <li>• Pay the requisite fee.</li> <li>• Make an application.</li> <li>• Share &amp; adhere to contract agreement.</li> <li>• Pay the requisite fee.</li> </ul>	• As per agreement	As per agreement	