

## CUSTOMER SERVICE CHARTER

SPECTION  E-EXPORT VERIFICATION of NFORMITY (PVoC)	Factory inspection after application for New Standardization Mark Permit  Issuance (grant) of Standardization Mark permit.  Renewal of Standardization Mark permit from date of application.  Issuance (grant) of Diamond Mark permit from date of application.  Renewal of Diamond Mark permits from date of application.  Release of consignments accompanied with COC / COR  Release of consignments NOT subject to PVoC.  Acknowledge and resolve PVoC complaints.	i. To fill in the application form STA 1 and STA 10. ii. Provide a copy of registration certificate of the organization (C12 Form) iii. To provide KRA PIN iv. Payment of applicable fee  i. To fill in the application form SL1, STA 1 and STA 10. ii. Provide a copy of registration certificate of the organization. iii. Payment of applicable fee. iv. Tax compliance certificate v. Develop and sign a scheme of supervision and control. vi. Demonstrate conformity of the product to Kenya Standard or approved specification. viii. Submit HACCP plan, Product Recall and Complaint handling Procedure (For Food/Feed)  i. Fill in the application form STA/1 Standardization Mark permit ii. Payment of applicable fees iii. Demonstrate evidence of product's conformity with the Kenya Standard or approved specification during the permit validity period.  iv. Demonstrate compliance with the signed Scheme of Supervision and Control  i. Fill in the application form STA/1. ii. Fill in factory questionnaire (STA/3) iii. Payment of applicable fees iv. Develop and implement the scheme of supervision and control v. Provide evidence of compliance of three (3) consecutive product samples to Kenya Standards or approved specification in at least 3 months  i. Fill in the application form STA /1 & STA 3 forms (3 months before expiry of D-Mark) ii. Payment of applicable fees iii. Evidence of compliance with the Scheme of Supervision and Control during the permit validity period. iii. Payment of applicable fees iii. Evidence of compliance with the Scheme of Supervision and Control during the permit validity period. iii. Present valid relevant import documents iii. Valid COC/COR for the consignment	15 Working days 8 Weeks 30 working days after application 9 months 1 Day	As stipulated in the payment guideline available at the Standardization Mark office and/or KEBS website (www.kebs.org)  As stipulated in the payment guideline available at the Standardization Mark office and/or KEBS website  As stipulated in the payment guideline available at the Standardization Mark office and/or KEBS website  3 - year payment of: i. Kes.165, 000 + VAT per product/brand for local firms ii. USD 12,000 per product / brand for foreign firms (exclusive of assessor's air-tickets and per diem expenses).  3-year payment of: i. Kes.165, 000 + VAT per product/brand for local firms ii. USD 12,000 per product / brand for foreign firms (exclusive of assessors' air-tickets and per diem expenses).
E-EXPORT VERIFICATION of	Renewal of Standardization Mark permit from date of application.  Issuance (grant) of Diamond Mark permit from date of application.  Renewal of Diamond Mark permits from date of application.  Release of consignments accompanied with COC / COR  Release of consignments NOT subject to PVoC.	i. To fill in the application form SL1, STA 1 and STA 10. ii. Provide a copy of registration certificate of the organization. iii. Payment of applicable fee. iv. Tax compliance certificate v. Develop and sign a scheme of supervision and control. vi. Demonstrate conformity of the product to Kenya Standard or approved specification. vii. Submit HACCP plan, Product Recall and Complaint handling Procedure (For Food/Feed)  i. Fill in the application form STA/1 Standardization Mark permit ii. Payment of applicable fees iii. Demonstrate evidence of product's conformity with the Kenya Standard or approved specification during the permit validity period. Demonstrate evidence of product's conformity and Control  i. Fill in the application form STA/1. ii. Fill in factory questionnaire (STA/3) iii. Payment of applicable fees iv. Develop and implement the scheme of supervision and control v. Provide evidence of compliance of three (3) consecutive product samples to Kenya Standards or approved specification in at least 3 months  i. Fill in the application form STA/1 & STA 3 forms (3 months before expiry of D-Mark) Payment of applicable fees iii. Evidence of compliance with the Scheme of Supervision and Control during the permit validity period. V. Provide evidence of compliance with the Scheme of Supervision and Control during the permit validity period. V. Evidence of compliance with the Scheme of Supervision and Control during the permit validity period. V. Evidence of compliance with the Scheme of Supervision and Control during the permit validity period. V. Evidence of compliance with the Scheme of Supervision and Control during the permit validity period. V. Evidence of compliance with the Scheme of Supervision and Control during the permit validity period. V. Evidence of compliance with the Scheme of Supervision and Control during the permit validity period. V. Evidence of compliance with the Scheme of Supervision and Control during the permit validity period. V. Provode evidence of compliance with the Scheme of Superv	30 working days after application  9 months  3 Months	As stipulated in the payment guideline available at the Standardization Mark office and/or KEBS website  3 - year payment of: i. Kes.165, 000 + VAT per product/brand for local firms ii. USD 12,000 per product / brand for foreign firms (exclusive of assessor's air-tickets and per diem expenses).  3-year payment of: i. Kes.165, 000 + VAT per product/brand for local firms
-EXPORT VERIFICATION of	Issuance (grant) of Diamond Mark permit from date of application.  Renewal of Diamond Mark permits from date of application.  Release of consignments accompanied with COC / COR  Release of consignments NOT subject to PVoC.	i. Fill in the application form STA/1 Standardization Mark permit ii. Payment of applicable fees iii. Demonstrate evidence of product's conformity with the Kenya Standard or approved specification during the permit validity period. iv. Demonstrate compliance with the signed Scheme of Supervision and Control  i. Fill in the application form STA/1. ii. Fill in factory questionnaire (STA/3) iii. Payment of applicable fees iv. Develop and implement the scheme of supervision and control v. Provide evidence of compliance of three (3) consecutive product samples to Kenya Standards or approved specification in at least 3 months  i. Fill in the application form STA/1 & STA 3 forms (3 months before expiry of D-Mark) ii. Payment of applicable fees iii. Evidence of compliance with the Scheme of Supervision and Control during the permit validity period. iv. Evidence of product's conformity to the Kenya Standards or approved specifications i. Present valid relevant import documents	9 months  3 Months	3 - year payment of: i. Kes.165, 000 + VAT per product/brand for local firms ii. USD 12,000 per product / brand for foreign firms (exclusive of assessor's air-tickets and per diem expenses).  3-year payment of: i. Kes.165, 000 + VAT per product/brand for local firms
-EXPORT VERIFICATION of	Renewal of Diamond Mark permits from date of application.  Release of consignments accompanied with COC / COR  Release of consignments NOT subject to PVoC.	<ul> <li>ii. Fill in factory questionnaire (STA/3)</li> <li>iii. Payment of applicable fees</li> <li>iv. Develop and implement the scheme of supervision and control</li> <li>v. Provide evidence of compliance of three (3) consecutive product samples to Kenya Standards or approved specification in at least 3 months</li> <li>i. Fill in the application form STA /1 &amp; STA 3 forms (3 months before expiry of D-Mark)</li> <li>ii. Payment of applicable fees</li> <li>iii. Evidence of compliance with the Scheme of Supervision and Control during the permit validity period.</li> <li>iv. Evidence of product's conformity to the Kenya Standards or approved specifications</li> <li>i. Present valid relevant import documents</li> </ul>	3 Months	<ul> <li>i. Kes.165, 000 + VAT per product/brand for local firms</li> <li>ii. USD 12,000 per product /brand for foreign firms (exclusive of assessor's air-tickets and per diem expenses).</li> <li>3-year payment of:</li> <li>i. Kes.165, 000 + VAT per product/brand for local firms</li> </ul>
E-EXPORT VERIFICATION of	Release of consignments accompanied with COC / COR  Release of consignments NOT subject to PVoC.	<ul> <li>ii. Payment of applicable fees</li> <li>iii. Evidence of compliance with the Scheme of Supervision and Control during the permit validity period.</li> <li>iv. Evidence of product's conformity to the Kenya Standards or approved specifications</li> <li>i. Present valid relevant import documents</li> </ul>		i. Kes.165, 000 + VAT per product/brand for local firms
E-EXPORT VERIFICATION of	Release of consignments NOT subject to PVoC.		1 Day	
				NIL
	Acknowledge and resolve PVoC complaints.	i. Present valid relevant import documents including Compliance documents as per legal Notice No.78 (2020)	1 Day	NIL
		i. Provide true and accurate information ii. Provide supporting documents where applicable.	21 Days	NIL (Control of the control of the c
	Issuance of Interim ISM stickers from date of application	Apply for ISM stickers online	2 Days	NIL
TESTING	Carry out accurate testing of all samples submitted and release test certificates.	<ul> <li>i. Provide adequate samples</li> <li>ii. Give clear samples description</li> <li>iii. Specify clearly the relevant tests required</li> <li>iv. Provide an additional technical requirement the laboratory needs to fulfill (e.g., variation in test conditions, methods etc.)</li> <li>v. Payment of applicable testing fee</li> <li>vi. Sign the (SSF) sample submission form</li> </ul>	14 days (Except for products whose actual test period is more than 14 days)	As per applicable testing fee
	Respond to request for Queries.	Make a request	2 Days	NIL
	Commence site testing	i. Make a request ii. Payment of applicable fees iii. Provide necessary resources where applicable (e.g., safety gear)	14 Days	As per applicable fees
METROLOGY	Calibration of equipment and issuance of certificates/reports.  Sign contract/ Tender.	<ul> <li>i. Provide adequate samples</li> <li>ii. Give clear samples description</li> <li>iii. Specify clearly the relevant tests required</li> <li>iv. Provide an additional technical requirement the laboratory needs to fulfill (e.g., variation in test conditions, methods etc.)</li> <li>v. Payment of applicable testing fee</li> <li>vi. Sign the (SSF) sample submission form</li> </ul>	14 Days	As per applicable fee
	Response to onsite calibration of equipment.	<ul> <li>i. Make a request.</li> <li>ii. Pay applicable fee.</li> <li>iii. Provide necessary resources.</li> <li>iv. Avail equipment and manual.</li> </ul>	14 Days	As per applicable fee
	Respond to Request for Quotation (RFQ's).	Request for a quotation.	2 Days	NIL
TIONAL QUALITY INSTITUTE	Acknowledge requests for training, membership and extension services	Make a request	2 Working Days	NIL
	Issue certificate after completion of training and extension services	Payments	21 Working Days	Applicable fees
	Issue certificate after completion of Membership Evaluation Committee meeting	Payments	21 Working Days	Applicable fees
	Issue invoices within 7 days after completion of training	Commitment documented i.e., letter/contract/LSO	5 Working Days 3 Days	NIL  Pay application food of Veh 10 000
CERTIFICATION BODY	Acknowledge application for certification.  Schedule audits.	Apply for certification  Pay applicable agreed fees	10 Days	Pay application fees of Ksh.10,000  As mutually agreed
	Preparation of certification proposal	Review contract and TOR documents (CB)	5 days	NIL
	Preparation of certification proposal  Preparation of certification proposal/contract.	Review contract and TOR documents (CB)  Review contract and sign.	3 days from day of decision.	Included in certification fee.
	Issue of certification documents.	Return signed contract.	7 days from date of return by customer	NIL
STANDARDS DEVELOPMENT AND	Standards development through Technical Committee process	Request for standards	18 Months	NIL NIL
ADE	Systematic review of standards	NONE	5 years	NIL NIL
	Acquiring of standard (s)	i. Request for standards ii. Pay applicable fee	2 days	Applicable price.
FINANCE DEPARTMENT	Paying off creditors after delivery and acceptance of goods.	Re submission of all documents required for payment process to finance department	30 days (after receipt of all supporting documents in finance department)	NIL (1997)
	Issuance of a receipt for all payments made	Make payment for services	Within 1 day	NIL NIL
	Register for Standards Levy payment	Fill Standards Levy application form	Immediately	As per applicable fee
PROCUREMENT	Procure, receive and store goods.	Supply of goods as per request	Within specified period as per LSO/LPO/ CONTRACT	NIL
		Submission of all documents required for payment process.	5 days after inspection and acceptance of goods	
MARKET SURVEILLANCE	Acknowledge consumer complaints	Report to KEBS the complaint on quality of product in writing, telephone, twitter, email or come in person	2 days	NIL NIL
	Address consumer complaints by carrying out investigations	<ul> <li>i. Report to KEBS the complaint on product quality in writing, telephone, twitter, email or come in person</li> <li>ii. Provide accurate information</li> <li>iii. Provide relevant documents e.g., purchase receipts, etc.</li> </ul>	28 days	NIL (Control of the control of the c
	Give feedback to complainant after investigation	Give time for investigation to be completed and feedback given	5 days	NIL
STOMER CARE DIRECT LINES	KEBS HEAD OFFICE REGIONAL OFFICES   SOUTH RIFT REGION	LAKE REGIONMT. KENYA REGIONNORTH EASTERN REGIONMOMBASA PORTKISII OFFICEMERU OFFICEMALABA (The Regional ManagerThe Regional ManagerP. O Box 978 - 70100, GarissaOficer In-chargeTel: 058 - 2030143Tel: 064 - 3130647P.O. Box 33	OFFICE         LUNGALUNGA         BUSIA OFFICE           30 - 50408         P.O. Box 174 - 80404         P.O. Box 19 - 50400	MOYALE   WAJIR   MANDERA   JKIA OFFICE   THE COMMISSION ON ADMINISTRATIVE JUSTICE   Offier In-Charge   Offier In-Charge   Tel: + 254 (20) 6948000   "OFFICE OF THE OMBUDSMAN"

0731 000 693/0708 989 242 Tel: +254 (020) 694 8317/249

Oficer In-charge Tel: 041- 223 0940 Mobile: +254 724 111 118 

Office Hours: Monday - Friday Morning 0800 - 1300 hrs 🔸 Lunch break 1300 - 1400 hrs 🗨 Afternoon 1400 - 1700 hrs

Mobile: +254 729 929 860 Meru

P.O. Box 330 - 50408 

 Kamuriai
 Lungalunga
 Busia

 Mobile: +254 770 587 108
 Tel: +254 721 364 311
 Tel: 055 22044

Offier In-Charge P.O.Box 223-60700 Mobile: +254 700868645 LOITOK TOK
Officer In-charge
Mobile: 0758 723 130
I.C.D office
Tel: 020 6948571

Mobile: +254 700 868 65 ATHI RIVER PEPE

Offier In-Charge Mobile:+254 700 868 648 TAVETA Officer In-charge
Mobile:+254722 111 113
P.O.Box 540-70200, Wajir
NAMAMGA OFFICE
P.O.Box 217-00207, Namamga Ext 573

ISEBANIA OFFICE NORTH RIFT REGION Tel: +254 (053) 203 3151/0 Email: kebs-eldoret@kebs.org

"OFFICE OF THE OMBUDSMAN" Commission on Administrative Justice,
West End Towers, 2nd Floor, Waiyaki Way,
Westlands
P.O. Box 20141 - 00200, Nairobi. P.O. Box 166 – 40414 Isebania Tel: 020 234 1609, 0711 842 743 Hata Mnyonge Tel: +254 20 227 0000 ana Ĥaki Email: certificationpc@ombudsman.go.ke Web: www.ombudsman.go.ke