



**Kenya Bureau of  
Standards**

Standards for Quality life

**KENYA BUREAU OF STANDARDS**

# **FREQUENTLY ASKED QUESTIONS**

**REVEIWED IN DECEMBER 2021**

# About Us

## Overview

The Kenya Bureau of Standards (KEBS) is the premier government agency for the provision of Standards, Metrology, and Conformity Assessment (SMCA) services since its inception in 1974.

The frequently asked questions document is a commitment by KEBS to improve service delivery to customers and other stakeholders.

It also serves to enhance public awareness on the organization's role.

## Mandate

KEBS is mandated to provide Standardization, Metrology, and Conformity Assessment services through:

- Promotion of standardization in commerce and industry.
- provision of testing and calibration services.
- control of the use of Standardization Marks.
- undertaking educational work in standardization.
- facilitation of the implementation and practical application of standards.
- Maintenance and dissemination of the International System of Units (SI) of measurements

## Vision

A global leader in standards-based solutions for trade and sustainable development

## Mission

To provide Standardization, Metrology, and Conformity Assessment Services that safeguard consumers and facilitate trade for a sustainable future

## Core Values

### KEBS core Values are:

- Customer focus
- Integrity
- Team Spirit
- Professionalism
- Sustainability
- Patriotism



# STANDARDIZATION MARK (S-Mark)

## **1. What is the Standardization Mark?**

The Standardization Mark is a mandatory mark of quality issued by KEBS on all locally manufactured goods which comply with the relevant standards. It is valid for 2 years and is renewable. It is also referred to as S-Mark or SM.

## **2. Who issues the Standardization Mark?**

The Kenya Bureau of Standards issues the Standardization Mark on behalf of the Government of Kenya.

## **3. Who should apply for the Standardization Mark?**

Manufacturers operating in the Republic of Kenya. Artwork, fresh fruits, and vegetables, flowers, pharmaceuticals, and pesticides are exempted.

## **4. What is the acquisition procedure?**

1. Application using STA/1 form & STA/10
2. Payment of the applicable fees
3. Factory inspection to check compliance with the minimum requirements set in the relevant standards or code of practice.
4. Testing of a sample of the product against the applicable standard.
5. Evaluation and award by the Products Standardization Committee (PSC).

# STANDARDIZATION MARK (S-Mark)

## 5. What is the application fee for the S-Mark?

Fees for the mark (for 2 years and exclusive of VAT)

### Large Firms

- Manufacturers with a turnover of over Kshs.500, 000 per annum or a group operating under a central point e.g. *NGOs whose quality control activities can be traced to the central body to pay per applicant or group.*
- Kshs. 40,000 for the firm plus Kshs. 15,000 per product/ brand/site (exclusive of VAT).

### Medium Enterprises.

- Turnover between Kshs.200, 000 and Kshs.500,000 per annum
- Kshs. 20,000 for three products and Kshs. 10,000 for any extra product (excluding VAT)

### Jua kali and Small Enterprises

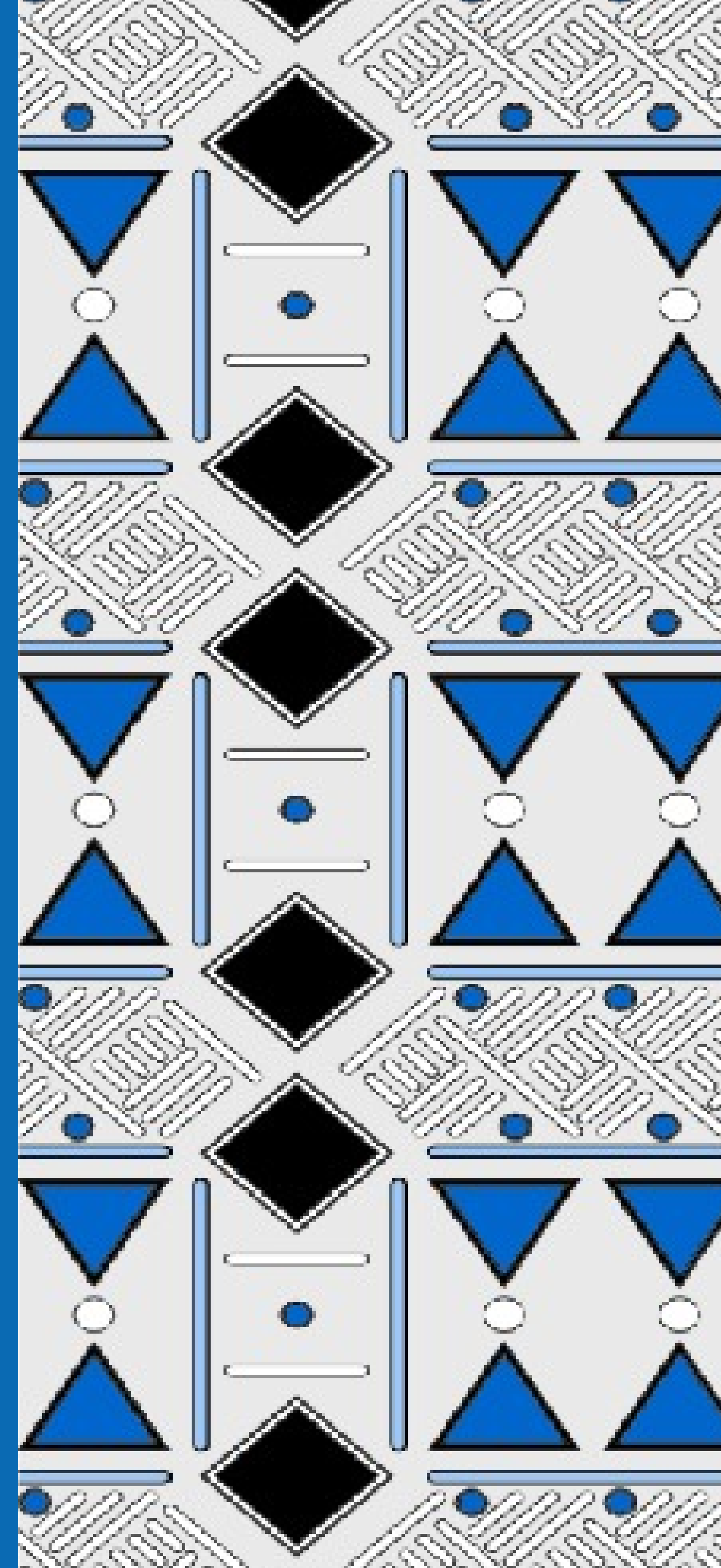
- Turnover of up to Kshs.200,000
- Kshs. 10,000 for three products and Kshs. 10,000 for any extra product (excluding VAT).

### **NOTE:**

All the payments for standardization mark applications shall be made at the time of application.

## 6. How long does it take upon application to be granted a Standardization mark?

A manufacturer can acquire the Standardization Mark within 8 weeks from submission of the application form to KEBS and all requirements in no.4 above are complied with.





# FOOD FORTIFICATION LOGO

## What is the Food Fortification mark/logo?

It is a mandatory scheme that allows manufacturers to apply for fortification logo for Wheat flour & Maize Flour (Zn, Fe or Vitamin A) and Edible Oil (Vitamin A), administered by KEBS on behalf of Min. of Health

Any manufacturer applying for the Fortification logo must have acquired the S-Mark or D-Mark in accordance with KEBS procedures.

The fees payable for acquiring Food Fortification Mark is Kshs. 20,000 add VAT per product per brand.

# DIAMOND MARK (D Mark)

## 1. What is the Diamond Mark?

The Diamond mark is a voluntary mark of excellence that covers both locally manufactured and imported products. It is issued by KEBS on behalf of the Kenya Government. It is valid for 3 years. It is also referred to as the D Mark.

## 2. Who should apply for the Diamond Mark?

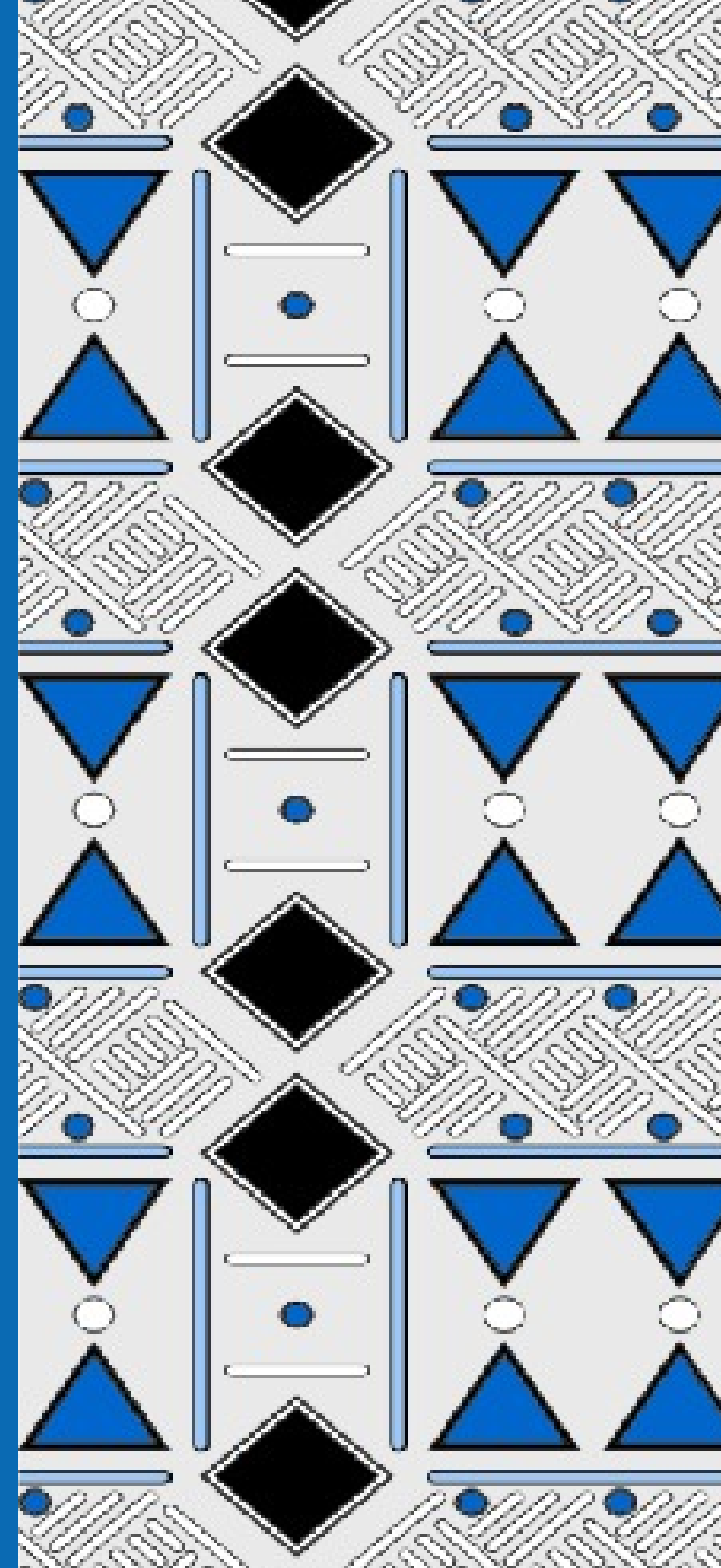
Any manufacturer who meets set criteria including quality management system (QMS) and complies with the environmental management standard requirements e.g. NEMA certificate/OHSAS

## 3. What is the acquisition procedure?

- a. Application using the STA/1 and STA/3 form.
- b. Payment of applicable fees.
- c. Compliance with the requirement of relevant standards.
- d. Assessment and award by the Permit Approval Committee (PAC).

## 4. How long does it take to get the Diamond mark?

The period depends on the state of readiness and may take up to 9 months from the date of application. i.e. upon submission of the application form to KEBS and payment of applicable fees





# DIAMOND MARK (D Mark)

## 5. What is the fee for the Diamond mark?

### **Kenyan companies**

Kshs. 191,400 [vat incl] per product/brand for 3 years

### **Foreign companies**

USD 4,000 per product/brand per year. i.e. USD 12,000 for the 3 years

The applicant is also required to meet the assessors' subsistence allowance as stipulated by the government's Salaries and Remuneration Commission and also the return airfare (Economy class) as applicable.

The applicant is also required to facilitate travel arrangements and local running at the destination country

## 6. What benefits does the Standardization mark and Diamond mark bring to my business?

- a. the product is assured of market access within the East African Community (EAC) member countries due to mutual recognition of the marks issued by the respective National Standards Body in the region.
- b. the product enjoys consumer confidence
- c. the product quality is underpinned by the national quality system



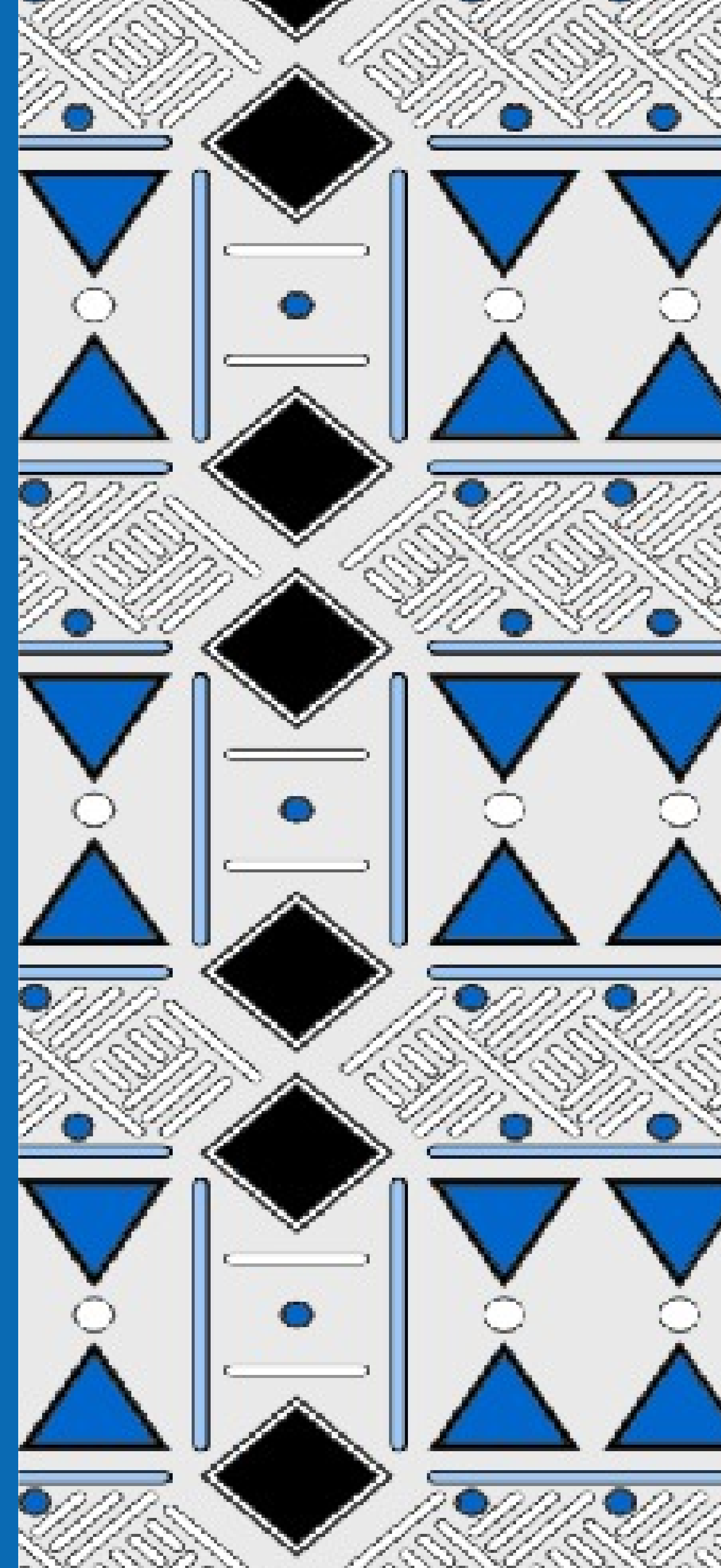
# KEBS CERTIFICATION BODY (KEBS CB)

The Kenya Bureau of Standards Certification Body (KEBS CB) is one of the leading certification bodies in the East and Central African region. The KEBS CB started its operations in August 2002 and provides audits and certification services.

## 1. What schemes does the KEBS CB certify?

### Management Systems certification

- ISO 9001 – Quality Management Systems
- ISO 14001 – Environmental Management Systems
- HACCP – Hazard Analysis Critical Control Point
- ISO 22000 – Food Safety Management Systems
- OHSAS 18001 – Occupational Health and Safety Management System
- ISO 27001 – Information Security Management System
- ISO 20000-1 – IT Service Management Certification
- KS 2573 – Hygiene Certification for Food Establishment and Restaurants
- FSSC 22000 – Food Safety System Certification
- ISO 39001 – Road Transport Safety Management System
- ISO 50001 – Energy Management Systems
- ISO 13485 – Medical Devices Certification
- ISO 45001 – Occupational Health and Safety Management System
- ISO 30401 – Knowledge Management Systems
- ISO 14024 – Ecolabelling
- Integrated Management System





# KEBS CERTIFICATION BODY (KEBS CB)

The CB also provides the following additional services:

- Personnel Certification is compliant with ISO 17024 (Certification of person scheme of audits, welders, and Non-destructive testing personnel).
- Management System automation system using the KEBS-TQM software

## 2. What are the steps to certification?

**Preliminary investigation** - When a client expresses interest in a certification service, the KEBS CB determines whether the client is sufficiently prepared for the audit process. The client is requested to complete the initial questionnaire CER/F/01 (which can be downloaded from the website ([www.kebs.org](http://www.kebs.org))). If the client is found not ready, the KEBS CB provides feedback on the gaps identified to the client.

**Application** - If the client is found to be ready, a cost quotation is done, based on the information given in CER/F/01 and if it is acceptable to the client, the client pays the application fees and the HOD-CB sends the client a commitment letter to undertake the certification process

**Note:** *Payment of the application fee is an indication that the client has accepted the cost quotation and has read and understood the conditions of the contract.*

**Stage one audit** - Certification audits are done in two stages; *i.e. stage one and two*. This stage 1 audit is done to: Review the client's management system documented information against the normative document requirements. The time period between stage one and two audits is dependent on the gaps identified during stage one audits and is mutually agreed upon between KEBS CB and the client. In any case, this time period shall not be more than six months. If the six months lapse before the stage two audit is done, another stage one audit must be performed.



# KEBS CERTIFICATION BODY (KEBS CB)

**Stage two audit** - The stage two audit is done on-site and its main objective is to evaluate the implementation as well as the effectiveness of the client's management system. The audits include the examination of at least the following: information and evidence about conformity to all requirements of the applicable management system standards or another normative document, performance monitoring, measuring, reporting, and reviewing against key performance objectives and targets, the client's management system and performance as regards legal compliance, operational control of the client's policies, internal auditing, and management review process, management responsibility for the client's policies and links between the normative requirements, policy, performance objectives and targets (consistent with the expectation in the applicable management system standard or other normative documents). During this audit, if non-conformities are found, they shall be recorded as either major and/or minor and corrective action plans submitted, the effectiveness of the corrective actions evaluated, and a time to carry out the corrective action determined.

**Certification process** – After the follow-up audit, during which time the corrective action plan from the stage two audits is confirmed to have been carried out, the audit findings and conclusion are evaluated by a peer audit, and the certification officer makes recommendations to the certification committee. The committee makes the certification decision. Once certified, the certificate is valid for 3 years.

# KEBS CERTIFICATION BODY (KEBS CB)

**Surveillance:** For the contract period, surveillance audits are carried out at least once a calendar year except in recertification years.

**Recertification:** Recertification audits shall be conducted at least two months before the expiry of the certification contract.

The following information is also available on the KEBS website: [www.kebs.org](http://www.kebs.org):

- Sample contact agreement
- Policy on the use of certification mark
- Policy on impartiality
- Handling of inquiries, compliments, complaints

### **3. Is the KEBS CB Accredited?**

Yes, the CB is accredited to ISO/IEC 17021-1 by the Dutch Accreditation Council (RVA) as well as the Kenya Accreditation Service (KENAS).

Both RVA and KENAS are full members of IAF



# METROLOGY

## 1. What is Metrology?

Metrology is the science of measurement and its application

KEBS is the custodian of the National Reference Standards of Measurement in Kenya.

## 2. What services are offered by metrology?

Services offered in Metrology include:

- a) Realization and maintenance of units of measurements, and
- b) Calibration
- c) Training on measurement.

## 3. What is Calibration?

This is the act of checking and/or adjusting the accuracy of a measuring instrument by comparing it with a Standard instrument of higher accuracy which has traceability to the international system of units (SI).

## 4. What equipment can be calibrated?

Equipment used in industries, research, educational institutions, aviation, and the health sector, etc.

### **Examples of equipment are:**

Weighing scales/ balances, incubators, clinical thermometers, temperature controllers, blood pressure machines, flow meters, tanks, ovens, cold rooms, pressure gauges, noise level meters, and pH meters.

## Examples of equipment (*Contd*):

spectrophotometers, light meters, acoustic/ultrasonic devices, x-ray machines, large storage tanks  
Material testing machines, hardness testing machines, torques wrenches, load cells, torque meters,  
Vernier calipers, micrometers, GO and NO GO gauges, dipping tapes, tachometers, stopwatches,  
oscilloscopes, generators, density meter, viscometers, and hydrometers, etc.

## 5. What metrology laboratories are available?

### a) Mechanical metrology laboratories

- Density and viscosity laboratory
- Force, torque, and hardness laboratory
- Length and industrial measurement laboratory
- Mass and balance calibration laboratory
- Pressure and vacuum laboratory
- Temperature laboratory
- Volume and flow laboratory

### b) Electrical metrology laboratories

- Photometry laboratory
- Acoustics and Vibration laboratory
- Dosimetry laboratory
- AC/DC laboratory
- Time and Frequency laboratory
- Energy and Transformer laboratory
- Medical equipment calibration laboratory



# METROLOGY

## c) Support units

- Instrumentation workshop
- Mechanical workshop

## 6. Who needs Metrology services in Kenya?

- Service industries.
- Construction industries.
- Hospitals.
- Research, Universities, and technical and vocational training institutes
- Manufacturers and Producers, amongst others.
- Oil industries
- Accredited laboratories
- Aviation Industries
- Steel production Industries
- Sports
- Regulators
- Mining Industries
- Shipping Industries
- Transport Industries
- Farmers
- SME's
- Automobile Industries
- Military
- Railway

# NATIONAL QUALITY INSTITUTE (NQi)

## 1. What is NQi?

NQi is a department within KEBS that is charged with the responsibility of entrenching a culture of quality within Kenya through practical application of standards, training, and process improvement.

## 2. What is the role of NQi?

The National Quality Institute offers various services including:

- Training on ISO management systems standards and quality improvement
- Training SMEs for practical application of standards in the industry
- Membership registration scheme for recognition of quality practitioners
- Undertaking surveys on quality-related issues
- Offers Quality awards to recognize SMEs that embrace quality
- Collaboration with other institutions to promote a culture of quality

## 3. How can I get more information on NQi?

Visit the KEBS website or send an email to [nqi@kebs.org](mailto:nqi@kebs.org) for further information.



# MARKET SURVEILLANCE

This is a Directorate within the Kenya Bureau of Standards charged with the responsibility of protecting consumers from substandard or unsafe products. This responsibility is carried out in the Market at the point of sale. The Directorate does this through a routine Market Surveillance and complaint investigation.

## 1. What is the role of Market Surveillance?

- To monitor the compliance to Standards of products sold in the Market
- Conducting/ carrying out consumer complaints
- Market Surveillance participates in Multi-Agency activities
- The Directorate is charged with enforcing Standards (Seizures, prosecution, and any other unrelated sanctions)
- Create awareness of Standardization issues among the public and stakeholders

## 2. What are the Objectives of Market Surveillance?

To protect consumers from substandard or un safe goods through the aforementioned activities

# PRE-EXPORT VERIFICATION OF CONFORMITY (PVOC)

## 1. What is PVOC Program?

PVOC stands for Pre-export Verification of Conformity to standards. PVOC Program is a conformity assessment program applied to products in the respective exporting countries, to ensure their compliance with the applicable Standards and Regulations.

## 2. What are the Objectives of the program?

- To ensure the quality of products, health and safety, and environmental protection for consumers.
- To facilitate trade by ensuring that compliant goods are given expedited clearance at the port of entry.
- To safeguard the country from unfair trade practices and dumping of substandard goods by ensuring that imported products comply with the same requirements to which locally manufactured goods are subjected.
- To safeguard the country's national security.
- To prevent deceptive trade practices.

## 3. Are products bearing other certification marks exempted from the new regulations?

These are not new regulations, PVoC program has been in operation since July 2005, and all products apart from those exempted in the schedule legal notice 78 and covered under the product

## 4. Who inspects goods from the country of origin?

Inspection of goods at the country of origin/supply is done by agents contracted by KEBS. Information on the agents contracted and the countries of responsibility can be accessed on the PVOC manual published in the KEBS website: [www.kebs.org](http://www.kebs.org)



# PRE-EXPORT VERIFICATION OF CONFORMITY (PVOC)

## **5. Are personal effects covered under the PVOC program?**

No. Personal effects for returning residents are exempted subject to approval by KRA.

## **6. How often can the certificate of conformity (COC) be used?**

COC is consignment based and is specific for a particular consignment

## **7. Can KEBS accept a test report/certificate issued by the manufacturer of the same goods provided that they have an ISO 17025 accredited laboratory?**

Test reports issued by the manufacturer's laboratory can be accepted for the purpose of issuing a COC provided the laboratory is accredited to ISO 17025. Such goods still require a certificate of conformity (COC).

## **8. Are raw materials covered under the PVOC program?**

Raw materials imported by registered manufacturers with KEBS and whose end products are certified to the local standardization mark of quality in Kenya are exempted from the requirements of the PVOC program. Manufacturers are required to apply for the exemption of their raw materials, machinery, and parts thereof using an application form available on the KEBS website:

[www.kebs.org](http://www.kebs.org)

# PRE-EXPORT VERIFICATION OF CONFORMITY (PVOC)

## 9. What is the role of KEBS in the inspection of Medical devices?

KEBS inspects medical devices to ensure compliance with the applicable standards to be inspected at the country of origin. (COC)

## LOCAL INSPECTION

### **What happens to consignments that are accompanied by ministerial waivers /exemptions?**

These consignments are subject to destination inspection by KEBS.

### Frequently Asked Questions on the New Road vehicles Standard KS 1515:2019

**Q: So this means prime movers shipped in late June 2022 to arrive after July 1, 2022, will not be affected by the new KEBS 3 years restrictions?**

***ANS:*** The answer is YES. If the units are shipped on board before the 1st of July 2022 then they are not affected.

**Q:** In light of new rules and regulatory issues regarding the importation of types of Vehicles, we would like to enquire about a certain vehicle, Toyota Hiace, Chassis: KDH221K. Please enlighten us on whether this vehicle is viable for importation.

***ANS:*** Please note that if the vehicle is one boy/one structure fixed to the Chasis (Monocoque Structure) with an overall length of less than 7M then the same is viable for importation if less than 8 Years Old.



# PRE-EXPORT VERIFICATION OF CONFORMITY (PVOC)

**Q:** Regarding the importation of Euro IV/4 vehicles, at what point will the vehicles be admitted into the country? Is it per the date on the Bill of Lading (date should be before 1st July 2022) or the point of clearance or the Date of arrival at the port?

**ANS:** *The non-compliant Euro IV/4 shipped on board before the 1st of July 2022 will be allowed into the country. All new vehicles shipped on board after 1st July 2022 should comply with the requirements of Euro IV/4*

**Q:** What Kind of documents shall we provide in the clearance of CKD kits.

**ANS:** *Type Approval of the ENGINE.*

**Q:** Shall we get type approval before importation or verification by KEBS after assembly?

**ANS:** *Type approval should be obtained before importation.*

# TESTING

## 1. Functions of Testing Services

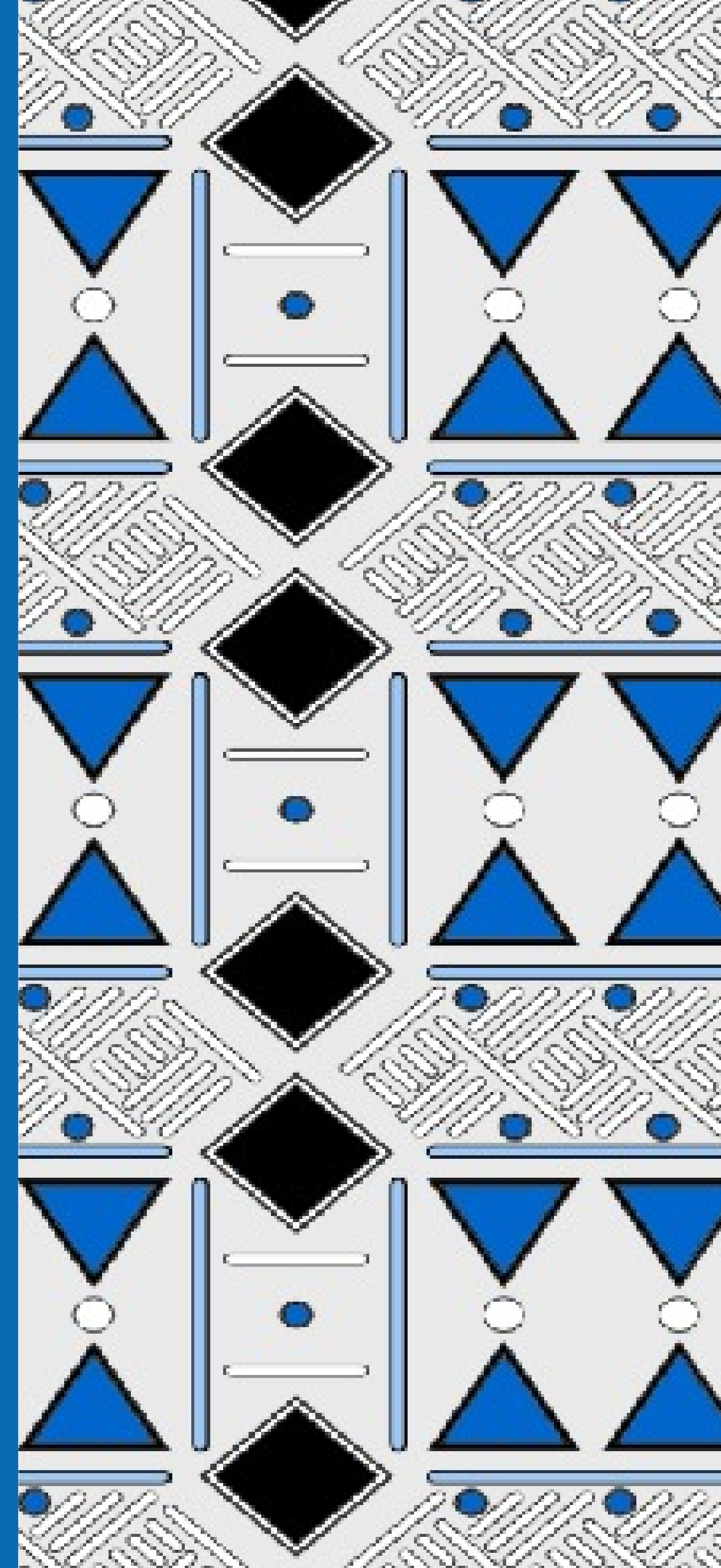
- a) The primary function of the Testing Services Department is to provide tests or measurements in areas of Chemistry, Engineering, Polymer, and Microbiology for Conformity Assessment.
- b) It provides testing services to a wide range of clientele that includes, but are not limited to: manufacturers, importers, exporters, non-governmental organizations, government departments, research institutions, merchants, and KEBS quality inspectors who implement Kenya Standards.

## 2. What Testing Services are provided?

The laboratories test both locally manufactured and imported goods for compliance with Kenyan standards, regional standards, international standards, and/or customer supplied standards/requirements.

## 3. What products can be tested?

- Food and agricultural products.
- Electrical and mechanical engineering products.
- Building and construction materials.
- Farming implements.
- Utensils.
- Textile products — fibers, yarn, fabrics, etc.
- Water and effluents.
- Healthcare products.
- Emissions and gases.
- Petroleum, soaps, spirits, cosmetics, plastics, paints, paper, rubber, and writing material just to name a few.





## 4. How much does it cost to test my product?

Testing charges are dependent on:

- Product.
- The number of tests.

## 5. Which testing laboratories are available at KEBS?

- Food and agriculture laboratory.
- Organic chemistry and petroleum laboratory.
- Inorganic chemistry laboratory.
- Electrical engineering laboratory.
- Civil engineering laboratory.
- Mechanical engineering laboratory.
- Microbiology laboratory.
- Textile engineering laboratory.
- Polymer laboratory.
- Molecular biology/or GMO testing laboratory.
- Gas laboratory.

A detailed scope of testing for each product can be availed on request.

# TESTING

## **6. How long does it take to test my product?**

The time taken to test your product is determined by:

- Sample type.
- The number of tests per sample.
- Specific test per approved sample.
- Method of analysis.

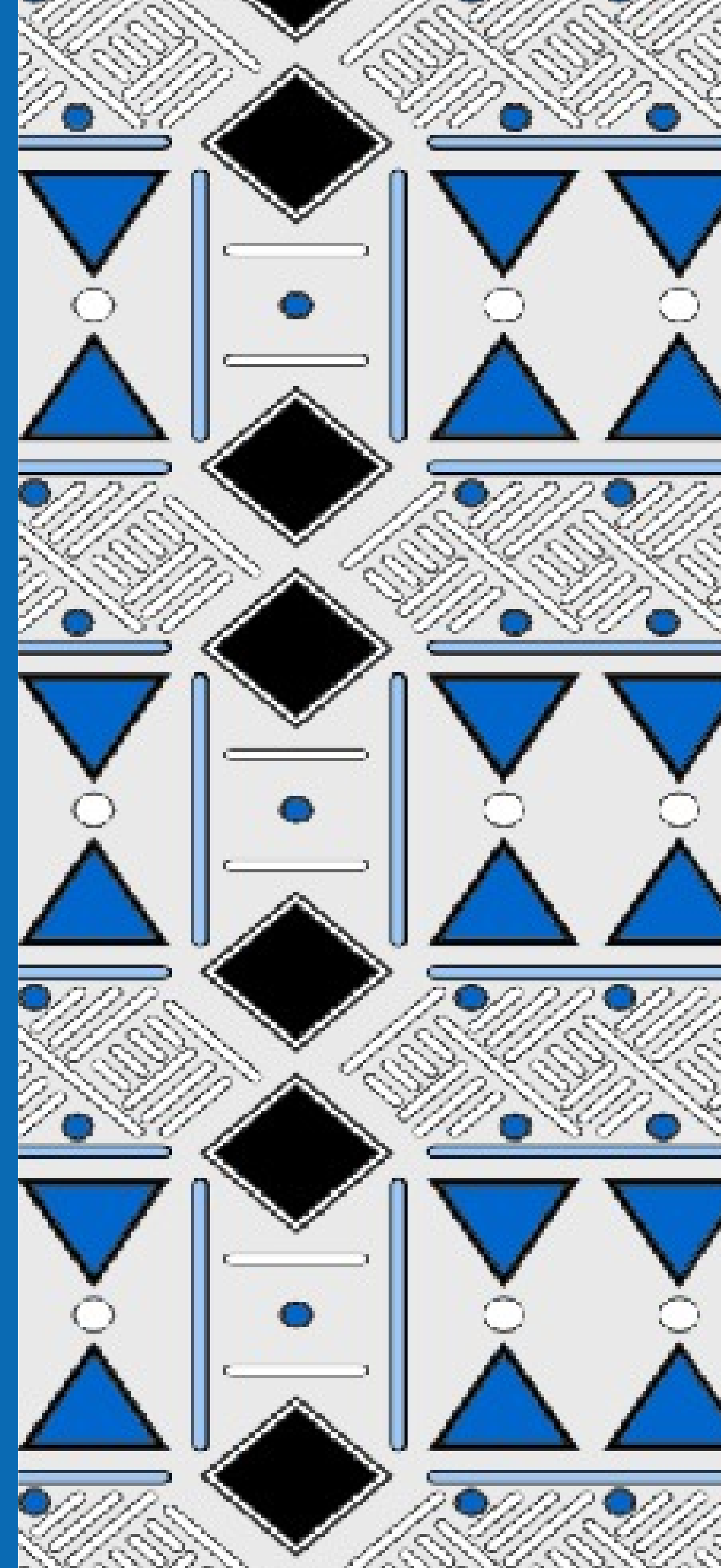
Test results are released within 14 working days. Exceptions to this will be dictated by the test procedure, product type, and existing workload. Any deviation from the set timelines will be communicated.

## **7. Are KEBS test reports recognized worldwide?**

KEBS laboratories are ISO 17025: 2017 accredited by the South African National Accreditation System (SANAS) and accredited test results are recognized globally. This means that our results are internationally recognized.

## **8. Why should I get my products tested?**

- To ensure the safety of the consumer,
- To make sure that the manufactured products adhere to good manufacturing practices,
- To ensure that the product quality complies with the requirements of the relevant standard, and
- To protect the environment.





# STANDARDS LEVY

## **1. What is the Standards Levy?**

It is an amount payable by manufacturers to KEBS at the rate of 0.2% of the monthly turnover excluding VAT and discounts if any. The minimum amount payable is Kshs. 1,000 per month and the maximum is Kshs.400, 000 per annum.

This is in accordance with Section 3 of the Standards Levy order of 1990.

## **2. What is the procedure for registration?**

All manufacturers are required to notify the Managing Director of KEBS of their operations or intention to manufacture by filling in an SL/1 form. These forms are available at all KEBS offices and on the KEBS website.

The Finance Bill 2000 appointed Kenya Revenue Authority (KRA) as the collecting agent for KEBS levy. Thus, payments are made through the ITAX platform, agency levies.

## **3. When should the payments be made?**

Levy for a particular month falls due on or before the 20th day of the month succeeding that of manufacture.

## **4. When should payments start?**

Submission of monthly returns should start from the time (month) of commencement of operations.

## **5. What happens if Standard Levy is not paid within the prescribed time?**

A penalty at the rate of 5% per month on a cumulative basis shall be imposed for each month that the amount due remains unpaid.

# STANDARDS

## 1. What is a Standard?

A standard is a technical document developed through consensus detailing the requirements necessary to ensure that a material, product, service, or procedure is fit for its intended purpose. Standards serve as a guide for the production of goods and provision of services and are a basis for trade transactions.

## 2. Who initiates standards development?

Stakeholders: consumers, academia, industry, professionals, government, relevant associations, and any interested party can request for initiation of standards development.

## 3. Who is affected by Standards?

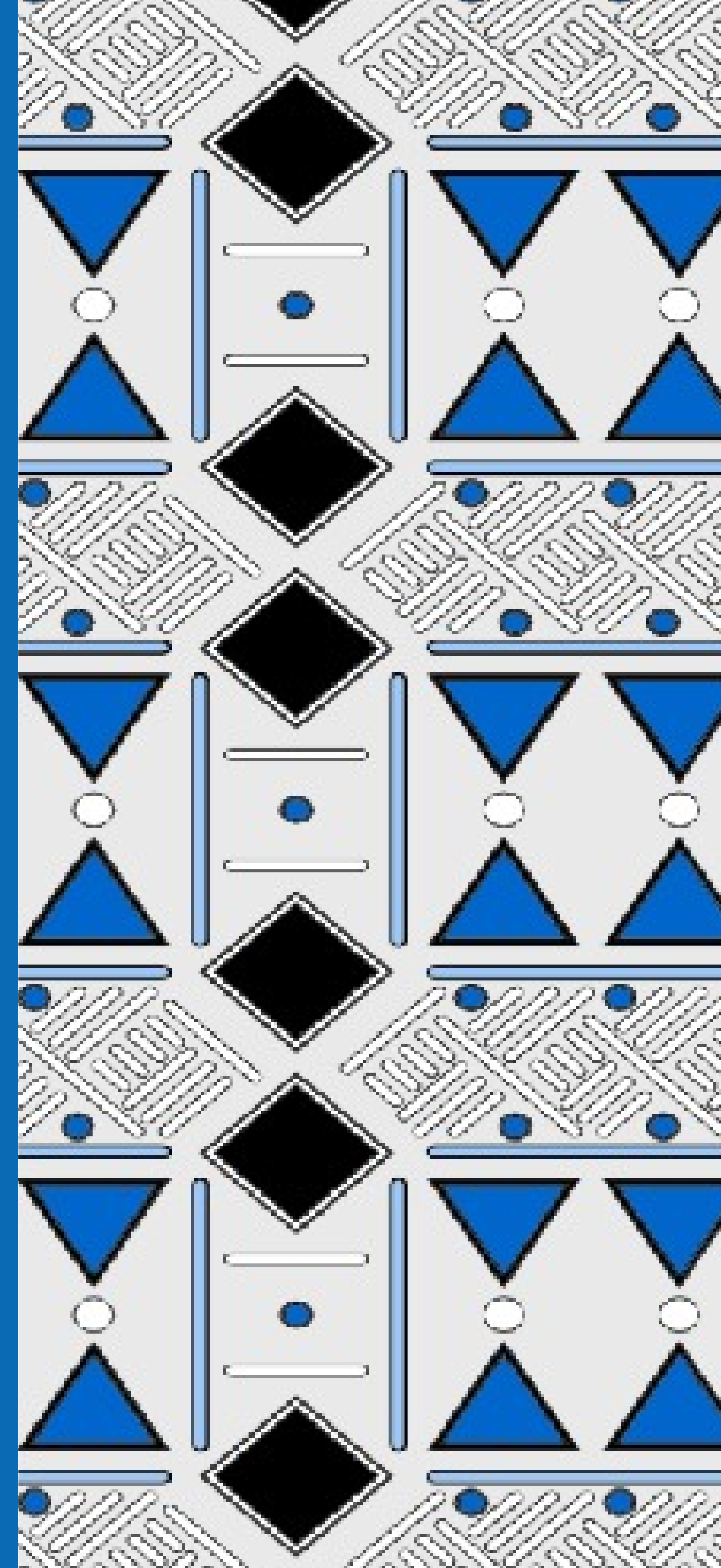
Standards affect everybody including but not limited to; manufacturers, importers, exporters, consumers, regulators, and the general public.

## 4. What is the difference between a standard, regulation, and technical regulation?

- **Standard**

This is a document, established by consensus and approved by a recognized body, that provides for common and repeated use, rules, guidelines, or characteristics for activities or their results, aimed at the achievement of the optimum degree of order in a given context

***NOTE: Standards should be based on the consolidated results of science, technology, and experience, and aimed at the promotion of optimum community benefits.***





# STANDARDS

- **Regulation**

A document providing binding legislative rules, that is adopted by an authority

- **Technical regulation**

provides technical requirements, either directly or by referring to or incorporating the content of a standard, technical specification, or code of practice.

***NOTE: A technical regulation may be supplemented by technical guidance that outlines some means of compliance with the requirements of the regulation***

## **5. How can I access Standards?**

Standards are available at the Standards Information Resource Centre (SIRC) based at KEBS Headquarters and at all regional offices at a fee. The SIRC is open to all members of the public. You may also purchase a standard online through the link: <http://webstore.kebs.org>

## **6. How can one know which Standards have been developed?**

There is a catalog of developed standards which is available online at <http://onlinecatalogue.kebs.org>

## **7. How can I request the development of a new standard or review of an existing standard?**

Requests for the development/revision of a standard can be made through the link: <https://www.kebs.org/sqmt/pss/propose.html>

# STANDARDS

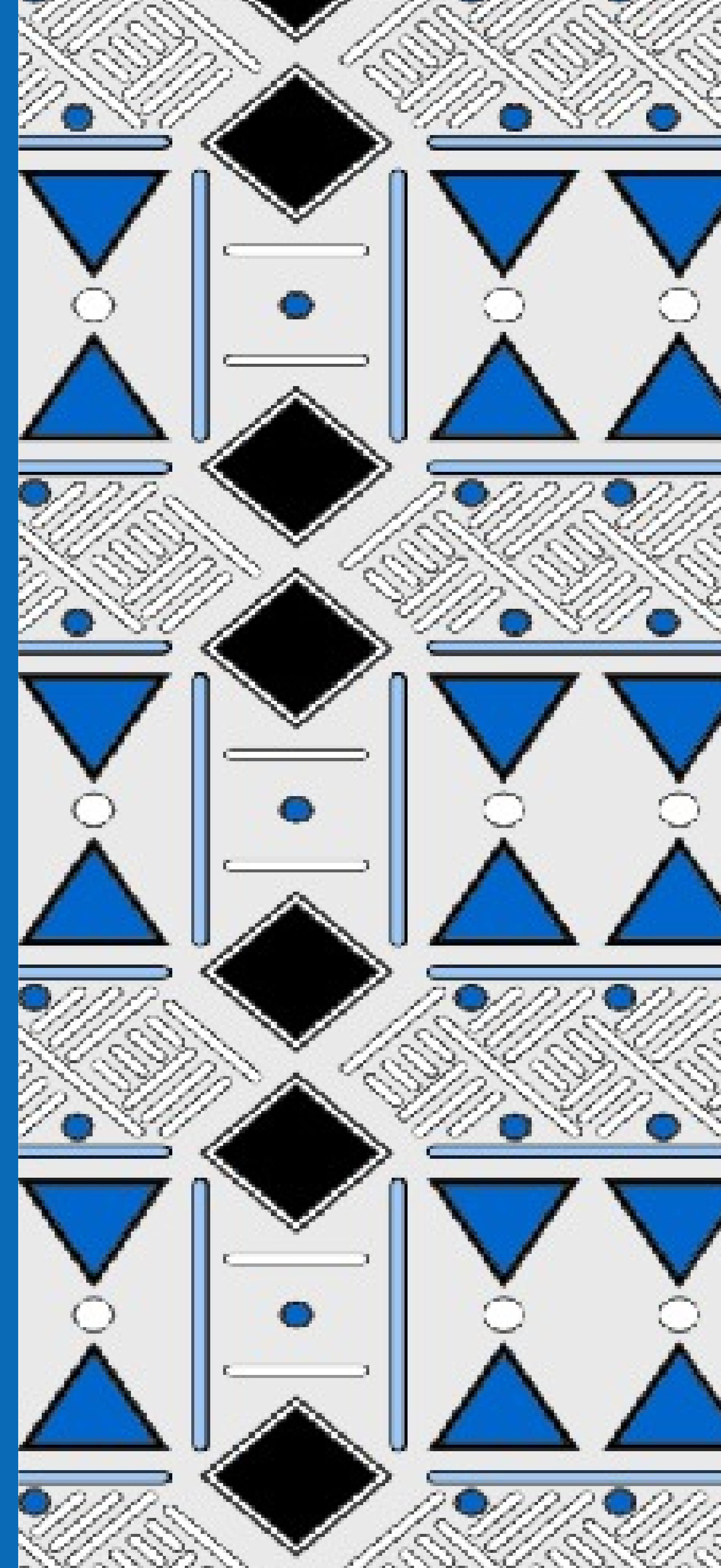
## 8. What is the advantage of the Standard?

- The advantages include:
- Enhancement of quality and reliability
- Safety and environmental protection measures
- Minimization of wastage
- Reduction of costs
- Reduction of unnecessary varieties
- Promotion of interchangeability
- Increased productivity in the industry.
- Transparency in production information
- Suitability of products for vulnerable population
- The credibility of Standards to support consumer protection hours
- Choice and fair competition

## STANDARDS INFORMATION CENTRE (SIC)

### 1. What is the role of the Standards Information Centre?

The Standards Information Centre (SIRC) was established on the basis of the International Organization for Standardization Information Network (ISONET) and is designed to promote dissemination and the flow of information on standards and related documents.





# STANDARDS

## 2. What information/services can I access at the SIC?

You can access the following information/ services:

### **Distribution/circulation of:**

- Kenya standards,
- Standards from various national, regional, and international standards bodies,
- Technical books and current newspapers, and
- Complete set of the Laws of Kenya.

### **Online Catalogue**

- Which Kenya Standards have been developed so far?
- You can be able to see a list of all Kenya standards developed so far by searching in the Kenya standards online catalog – <http://onlinecatalogue.kebs.org>.
- You can search by product, KS number, and TC name in addition to free-text searching.

### **Sale of Kenya standards**

- What format are Kenya standards available?
- The Kenya standards are available in both Printed format and Electronic (PDF) format.

### **Where can I get Kenya standards?**

Kenya standards are available in the following areas:

- Standards Information Centre at KEBS Headquarters
- KEBS Regional offices are located in Mombasa, Kisumu, Nakuru, Eldoret, Nyeri, and Garissa.

# WAJIBIKA NA KEBS

**Wajibika Na KEBS** is an initiative by the Kenya Bureau of Standards (KEBS) that encourages collaboration between KEBS and Kenyans in the fight against the sale of substandard products in the country. The initiative encourages Kenyans to participate in market surveillance by being on the lookout and informing KEBS upon encountering any products suspected to be substandard. It also encourages manufacturers to abide by quality standards and retailers to only sell certified products.

The initiative provides an interactive and collaborative platform through which the public can report suspected substandard products on sale via KEBS customer touchpoints including KEBS Official App, E-mails, SMS, Regional official numbers, and Toll-Free Number.

To Wajibika Na KEBS, verify the authenticity of KEBS quality marks by sending the code underneath the quality mark to **20023**. For example, **SM#Permit number** for Standardization Mark, **DM#Permit number** for the Diamond Mark of Quality, **ISM#UCR number** for Import Standardization Mark, For the Fortification Mark (FM) **FM#Permit Number** to get product certification details.

Individuals can also verify the KEBS staff and chassis number of the motor vehicle by sending the staff number to **20023** for example **HR#Staff** number and **CH#Chassis number**. For simplified searches, individuals can download the **KEBS Official App** on Google Play and Apple App Store or visit any of our offices countrywide for further assistance.

If the details are different or indicate that the permit is expired, please report to **KEBS Toll-Free Number 1545** during official working hours of 8.00 AM to 1.00 PM and 2.00 PM to 5.00 PM, Monday to Friday, Except for public holidays.



# CONTACT US

## HEAD OFFICE

### **Managing Director**

Kenya Bureau of Standards  
Popo Road, Off Mombasa Road,  
P.O. Box 54974 - 00200  
Nairobi, Kenya.

Tel : + 254 (20) 694 8000

Toll Free: 1545

Mobile : 0722 202 137 or 0734 600 471/2

PVOC : 0724 255 242

Email : [info@kebs.org](mailto:info@kebs.org)

## REGIONAL OFFICES

### **COAST REGION**

The Regional Manager  
P.O. Box 99376 - 80100,  
Mombasa.  
Tel: +254( 041 ) 231 7050/2  
Mobile: +254 724 111 116,  
E-mail: [kebs-msa@kebs.org](mailto:kebs-msa@kebs.org)

### **LAKE REGION**

The Regional Manager  
P.O. Box 2949 - 4100,  
Kisumu.  
Tel: +254(057)2029549 / 28724 /  
5672328103 / 0572056000  
E-mail: [kebs-kisumu@kebs.org](mailto:kebs-kisumu@kebs.org)

### **NORTH EASTERN REGION**

P. O Box 978 - 70100,  
Garissa  
Tel: +254 46 210 2310  
E-mail: [kebs-garissa@kebs.org](mailto:kebs-garissa@kebs.org)

### **SOUTH RIFT REGION**

The Regional Manager  
P.O. Box 2138 - 20100,  
Nakuru.  
Tel: 0736 170 070  
Email: [kebs-nakuru@kebs.org](mailto:kebs-nakuru@kebs.org)

### **MOUNT KENYA REGION**

The Regional Manager  
P.O. Box 1790 - 10100,  
Nyeri.  
Tel: +254 (061) 203 2036/7  
Mobile: +254 736550616  
E-mail: [kebs-nyeri@kebs.org](mailto:kebs-nyeri@kebs.org)

### **NORTH RIFT REGION**

The Regional Manager  
P.O. Box 8111 - 30100,  
Eldoret - Kenya  
Tel: +254 (053) 203 3151/0  
Email: [kebs-eldoret@kebs.org](mailto:kebs-eldoret@kebs.org)

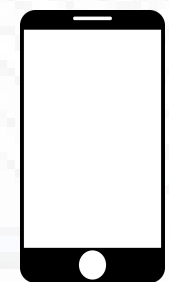
**Official working hours of 8.00 AM to 1.00 PM and 2.00 PM to 5.00 PM ,Monday to Friday, Except for public holidays.**

# FOR MORE INFORMATION CONTACT:

## CUSTOMER CARE DIRECT LINES



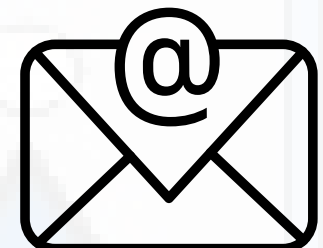
**1545**



**0722 202 137 / 0724 255 242**



**+254 (020) 694 8317/249**



**info@kebs.org / customercare@kebs.org**



**www.kebs.org**



[www.kebs.org](http://www.kebs.org)