

DEPARTMENTS	SERVICE RENDERED	CUSTOMER OBLIGATION	TIMELINE (Working Days)	USER CHARGES
QUALITY ASSURANCE	Factory inspection after application for New Standardization Mark Permit	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	15 Working days	As stipulated in the payment guideline available at the Standardization Mark office and/or KEBS website (www.kebs.org)
	Issuance (grant) of Standardization Mark permit.	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)	8 Weeks	As stipulated in the payment guideline available at the Standardization Mark office and/or KEBS website
	Renewal of Standardization Mark permit from date of application.	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	30 working days after application	As stipulated in the payment guideline available at the Standardization Mark office and/or KEBS website
	Issuance (grant) of Diamond Mark permit from date of application.	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	9 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).
	Renewal of Diamond Mark permits from date of application.	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	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 assessors' air-tickets and per diem expenses).
INSPECTION	Release of consignments accompanied with COC / COR	i. Present valid relevant import documents ii. Valid COC/COR for the consignment	1 Day	NIL
	Release of consignments NOT subject to PVoC.	i. Present valid relevant import documents including Compliance documents as per legal Notice No.78 (2020)	1 Day	NIL
PRE-EXPORT VERIFICATION of CONFORMITY (PVoC)	Acknowledge and resolve PVoC complaints.	i. Provide true and accurate information ii. Provide supporting documents where applicable.	21 Days	NIL
	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.	i. Provide adequate samples ii. Give clear samples description iii. Specify clearly the relevant tests required iv. Provide an additional technical requirement the laboratory needs to fulfill (e.g., variation in test conditions, methods etc.) v. Payment of applicable testing fee vi. Sign the (SSF) sample submission form	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.	i. Provide adequate samples ii. Give clear samples description iii. Specify clearly the relevant tests required iv. Provide an additional technical requirement the laboratory needs to fulfill (e.g., variation in test conditions, methods etc.) v. Payment of applicable testing fee vi. Sign the (SSF) sample submission form	14 Days	As per applicable fee
	Response to onsite calibration of equipment.	i. Make a request. ii. Pay applicable fee. iii. Provide necessary resources. iv. Avail equipment and manual.	14 Days	As per applicable fee
	Respond to Request for Quotation (RFQ's).	Request for a quotation.	2 Days	NIL
NATIONAL 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	NIL
CERTIFICATION BODY	Acknowledge application for certification.	Apply for certification	3 Days	Pay application fees of Ksh.10,000
	Schedule audits.	Pay applicable agreed fees	10 Days	As mutually agreed
	Preparation of certification proposal	Review contract and TOR documents (CB)	5 days	NIL
	Preparation of certification proposal/contract.	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 TRADE	Standards development through Technical Committee process	Request for standards	18 Months	NIL
	Systematic review of standards	NONE	5 years	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
	Issuance of a receipt for all payments made	Make payment for services	Within 1 day	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
	Address consumer complaints by carrying out investigations	i. Report to KEBS the complaint on product quality in writing, telephone, twitter, email or come in person ii. Provide accurate information iii. Provide relevant documents e.g., purchase receipts, etc.	28 days	NIL
	Give feedback to complainant after investigation	Give time for investigation to be completed and feedback given	5 days	NIL