

## EXTERNAL SERVICE CHARTER REVIEW

### QUALITY ASSURANCE

SERVICE RENDERED	CUSTOMER OBLIGATION	TIMELINE (working days)	USER CHARGES
Inspection of services and products after request	<ul style="list-style-type: none"> <li>i. To fill in the application form STA 1 and STA 10.</li> <li>ii. Provide a copy of registration certificate of the organization</li> <li>iii. Payment of applicable fee</li> </ul>	15 working day	As stipulated in the payment guideline available at the Standardization Mark office and/or KEBS website
Issuance (grant) of Standardization Mark permit.	<ul style="list-style-type: none"> <li>i. To fill in the application form STA 1 and STA 10.</li> <li>ii. Provide a copy of registration certificate of the organization.</li> <li>iii. Payment of applicable fee.</li> <li>iv. Sign and comply to the supervision and control scheme</li> <li>v. Evidence of compliance of the product sample to Kenya or approved specification</li> <li>vi. Tax compliance certificate</li> </ul>	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.	<ul style="list-style-type: none"> <li>i. Fill in the application form STA/ 1 Standardization Mark permit</li> <li>ii. Payment of applicable fees</li> <li>iii. Evidence of product compliance during the permit validity period.</li> </ul>	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.	<ul style="list-style-type: none"> <li>i. Fill in the application form STA /1.</li> <li>ii. Fill in factory questionnaire (STA/3)</li> <li>iii. Payment of applicable fees</li> <li>iv. Sign and comply with the scheme of supervision and control</li> <li>v. Evidence of compliance of three (3) consecutive product samples to Kenya Standards or approved specification</li> </ul>	9 months	3 - year payment of: <ul style="list-style-type: none"> <li>i. Kes.165, 000 + VAT per product/brand for <b>local</b> firms</li> <li>ii. USD 12,000 per product /brand for <b>foreign</b> firms (exclusive of assessor's air-tickets and per diem expenses).</li> </ul>
<b>Renewal</b> of Diamond Mark permits from date of application.	<ul style="list-style-type: none"> <li>i. Fill in the application form STA /1"3 months" before expiry of D-Mark</li> <li>ii. Payment of applicable fees</li> <li>iii. Evidence of compliance during the permit validity period.</li> </ul>	3 Months	3-year payment of: <ul style="list-style-type: none"> <li>i. Kes.165, 000 + VAT per product/brand for <b>local</b> firms</li> <li>ii. USD 12,000 per product /brand for <b>foreign</b> firms (exclusive of assessors air-tickets and per diem expenses).</li> </ul>

## INSPECTION

Release of consignments accompanied with COC / COR	i. Present <b>valid</b> relevant import documents ii. <b>Valid</b> COC/COR for the consignment	1 day	NIL
Release of consignments <b>NOT</b> subject to PVoC.	i. Present <b>valid</b> relevant import documents as per legal Notice No.127	1 day	NIL

## PRE-EXPORT VERIFICATION of CONFORMITY (PVoC)

Resolve and respond to appeals.	i. Submit written request. ii. Provide copies of supporting document iii. Provide true and accurate information.	7 days	Only where applicable
Acknowledge and resolve PVoC complaints.	i. Provide true and accurate information ii. Provide supporting documents where applicable.	5 days	NIL
Issuance of Interim ISM stickers from date of application	Apply for ISM stickers online	2 days	NIL

## TESTING SERVICE

Carry out accurate testing of all samples submitted and release test certificates.	i. Provide adequate samples ii. Payment of applicable testing fee iii. 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 fee	14 days	As per applicable fee

	iii. Provide necessary resources where applicable (e.g. safety gear).		
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## METROLOGY

Calibration of equipment and issuance of certificates/reports.  Sign contract/ Tender.	i. Deliver equipment to KEBS ii. Collect calibrated equipment and certificates/reports from KEBS iii. Pay applicable fee/formal commitment (order) iv. Provide required equipment manuals and accessories	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

SERVICE RENDERED	CUSTOMER OBLIGATION	TIME LINE (Working days)	USER CHARGES
Acknowledge requests for training, membership and extension services	Make a request	2 days	NIL
Issue certificate after completion of training, extension services and Membership Evaluation Committee meeting	Payments	14 days	Applicable fees
To register NQI members within one (1) month upon submission of application	i. Complete application form ii. Accompanying documents	30 days	Applicable fees

Issue invoices within 2 days after completion of training	Commitment documented i.e. letter/contract/LSO	2 days	Nil
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## **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	i. 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 fees.

## **FINANCE DEPARTMENT**

<b>SERVICE RENDERED</b>	<b>CUSTOMER OBLIGATION</b>	<b>TIMELINE (working days)</b>	<b>USER CHARGES</b>
Paying off creditors after delivery and acceptance of goods.	i. Submission of all documents required for payment process	30 days	NIL

Issuance of a receipt for all payments made	Make payment for services	Immediately	NIL
Register for Standards Levy payment	Fill Standards Levy application form	Immediately	As per applicable fee

## PROCUREMENT

Procure, receive and store goods.	i. Supply of goods as per request	Within specified period as per LSO/LPO/ CONTRACT	NIL
	ii. Submission of all documents required for payment process.	2 days after inspection and acceptance of goods	

## MARKET SURVEILLANCE

Service rendered	Customer obligation	Timeline (working days)	User Charges
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	Report to KEBS the complaint on product quality in writing, telephone, twitter, email or come in person Provide accurate information 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

