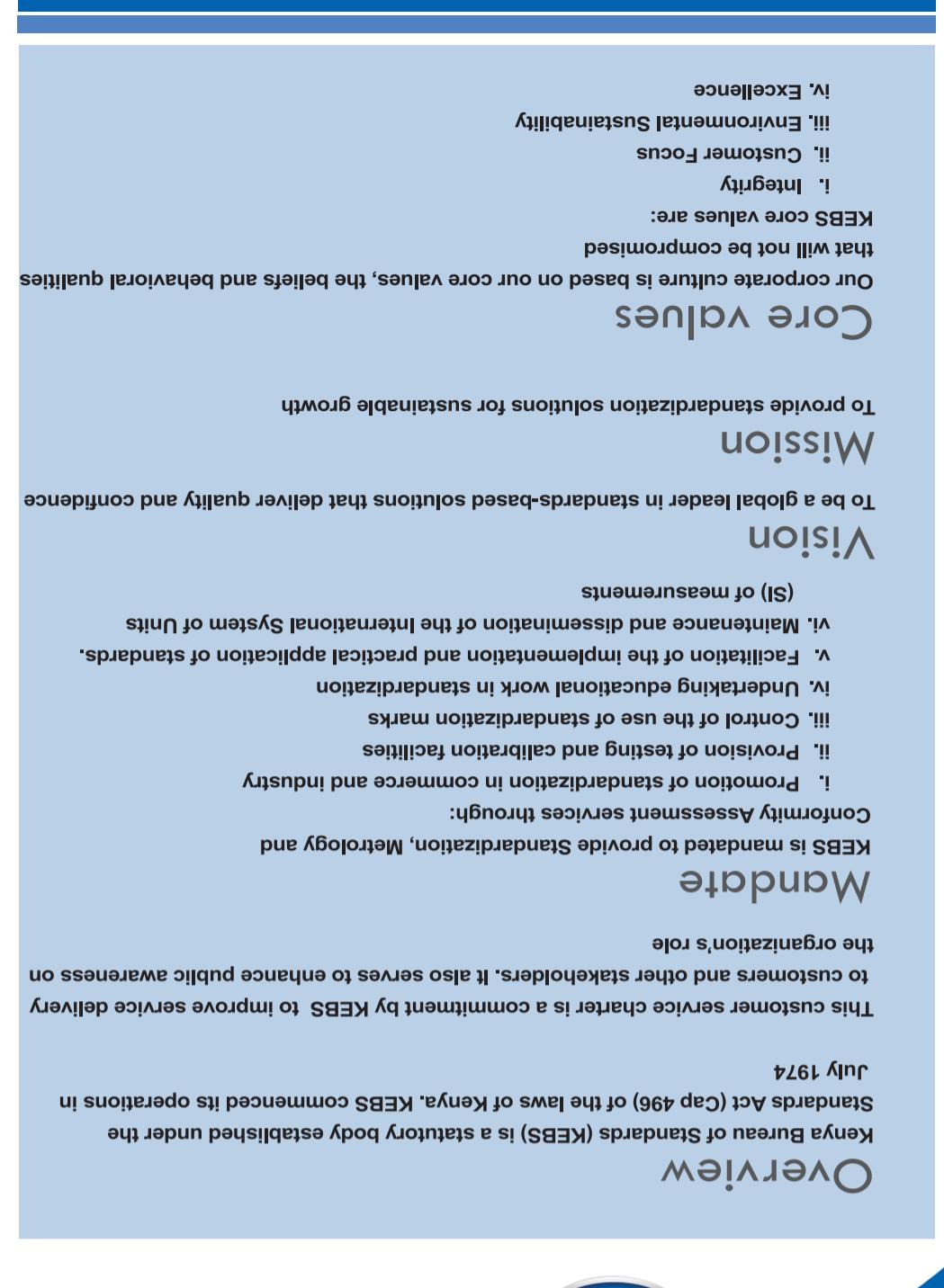
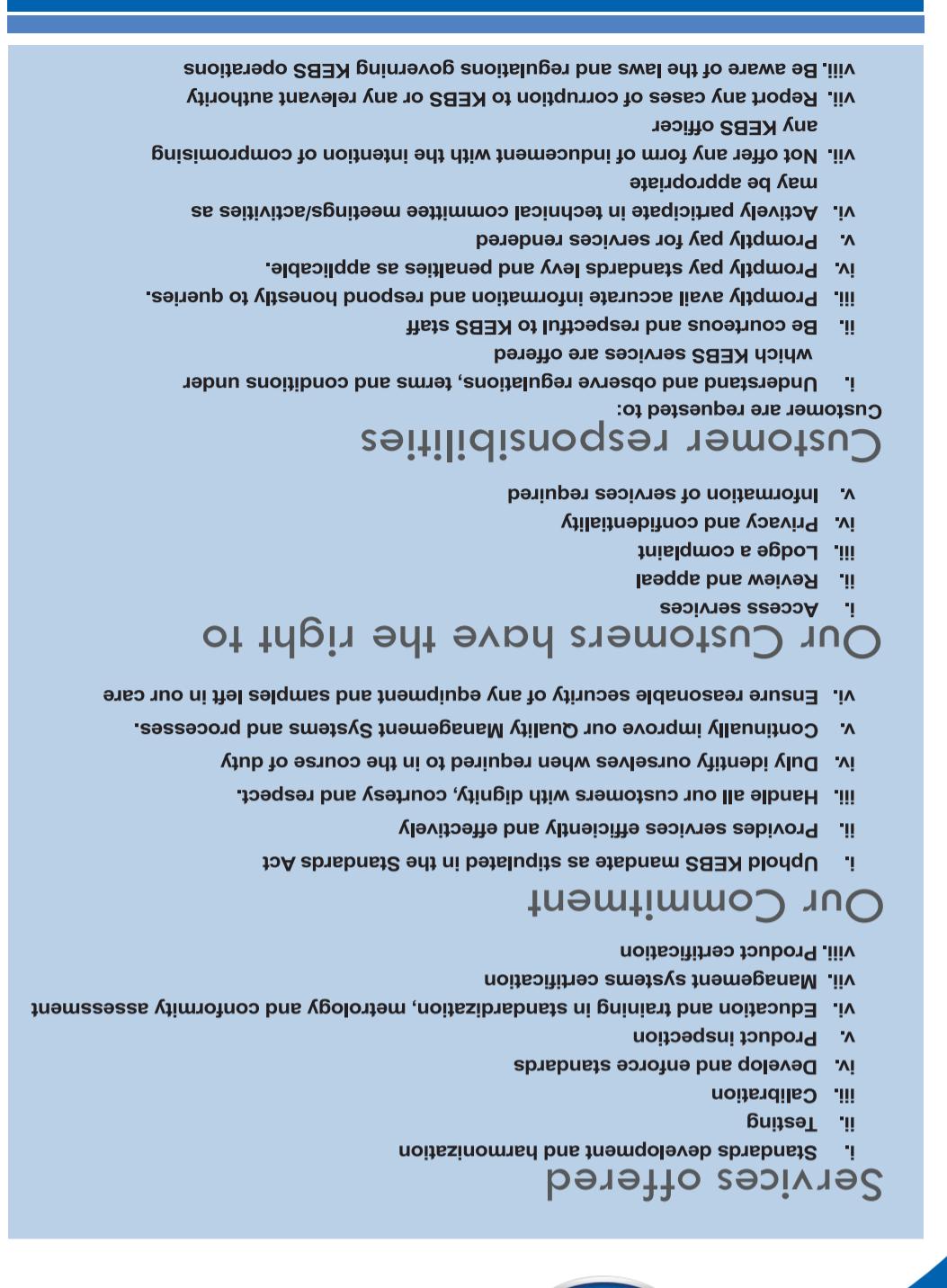




DEPARTMENTS	SERVICE RENDERED	CUSTOMER OBLIGATION	TIMELINE	USER CHARGES
QUALITY ASSURANCE	Inspection of services and products after request	i. To fill in the application form STA 1 ii. Provide a copy of registration certificate of the organization iii. Payment of applicable fee	3 weeks	As stipulated in the payment guideline available at the Standardization Mark office and/or KEBS website
	Issuance (grant) of Standardization Mark permit.	i. To fill in the application form STA 1 ii. Provide a copy of registration certificate of the organization. iii. Payment of applicable fee	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 "4 months" before expiry of the Standardization Mark permit	8 weeks	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	9 months	3 year payment of: i. Kes.165, 000 + VAT per product/brand for local firms ii. USD 7,500 per product /brand for foreign firms (exclusive of assessors air-tickets and per diem expenses)
	Renewal of Diamond Mark permits from date of application	i. Fill in the application form STA /1 "3months" before expiry of D-Mark ii. Payment of applicable fees	9 months	3 year payment of: i. Kes.165, 000 + VAT per product/brand for local firms ii. USD 7,500 per product /brand for foreign firms (exclusive of assessors air-tickets and per diem expenses)
INSPECTION	Release of consignments accompanied by COC / COR	i. Present valid relevant import documents ii. Valid COC/COR for the consignment (traceable to issuing KEBS agent)	1 day	i. NIL for valid COCs ii. 0.5% of CIF or 220 USD (Whichever is higher) for expired COCs or CORs
	Release of consignments NOT accompanied by COC but subject to PVoC	i. Present valid relevant import documents ii. Payment of applicable penalty	1 day if not subjected to testing 20 days if subjected to testing	15% of the CIF value
	Release of consignments NOT subject to PVoC	i. Present valid relevant import documents	1 day	NIL
PRE-EXPORT VERIFICATION of CONFORMITY (PVoC)	Resolve and respond to appeals and enquiries	i. Submit written request ii. Provide copies of supporting document	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 ISM permit from date of application	i. Submit application letter ii. Provide certificate of conformity (COC) or evidence of a complying test report	7 days	NIL
TESTING	Carry out accurate testing of all samples submitted and release test certificates	i. Provide adequate samples ii. Payment of applicable testing fee	14 days Except for products whose actual test period is more than 14 days	As per applicable fee
	Respond to Request for Quotation (RFQ's)	i. Make a request	2 days	NIL
	Commence site testing	i. Make a request ii. Payment of applicable fee	14 days	As per applicable fee
METROLOGY	Calibration of equipment and issuance of certificates/reports	i. Deliver equipment to KEBS ii. Collect calibrated equipment from KEBS	14 days	As per applicable fee
	Response to onsite calibration of equipment	i. Make a request ii. Pay applicable fee	14 days	As per applicable fee
	Respond to Request for Quotation (RFQ's)	Request for a quotation	2 days	NIL
SDT	Standards development through technical committee process	i. Request from a stakeholder ii. Participate in the development of standards	18 months	NIL
	Systematic review of standards	NONE	5 years	NIL
	Acquiring a standard(s)	i. Request for standards ii. Pay applicable fee	2 days	As per applicable fee
NQI	Acknowledge request for training, membership and extension services	i. Make a request	2 day	NIL
	Schedule and undertake training	i. Make payment as per applicable charges / Issue LSO ii. Confirm dates, schedule and venue	5 days	As per applicable fee
	Issue certificate after completion of training	Full payment of training fee	14 days	As per applicable fee
KEBS CERTIFICATION BODY	Acknowledge application for certification	Apply for certification	5 days	NIL
	Schedule stage I audit	i. Fill application form ii. Fill questionnaire for application	10 days	Kes 10,000 +VAT
	Preparation of certification proposal/contract	Review contract and sign	7 days	Included in certification fee.
	Issue of certification documents	Return signed contract	7 days	NIL
FINANCE	Paying of creditors after delivery and acceptance of goods	i. Delivery of goods ii. Submission of all documents required for payment process	30 days	NIL
	Issuance of a receipt for all payments made	Make a payment for services	Immediately	NIL
	Standards Levy	i. Fill Standards Levy application form	Immediately	as per applicable fee
PROCUREMENT	Procure, receive and store goods	i. Deliver of goods into the store ii. Submission of all documents required for payment process	1 day 2 days	NIL

Office Hours: Monday – Friday Morning 0800 – 1300 hrs, Lunch break 1300 – 1400 hrs, Afternoon 1400 – 1700 hrs

This charter is subject to regular review in keeping with changing business environment. Amendments will be carried out in consultation with our customers and stakeholders. Last reviewed: May 2015



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