



EXTERNAL SERVICE CHARTER REVIEW 2020-2021

SERVICE RENDERED

DEPARTMENTS	SERVICE RENDERED	CUSTOMER OBLIGATION	TIMELINE (WORKING DAYS)	USER CHARGES
QUALITY ASSURANCE	Inspection of services and products after request.	i. To fill in the application form STA 1 and STA 10 ii. Provide a copy of registration certificate of the organization iii. Payment of applicable fee	15 days	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 and STA 10 ii. Provide a copy of registration certificate of the organization iii. Payment of applicable fee iv. Sign and comply to the supervision and control scheme v. Evidence of compliance of the product sample to Kenya or approved specification vi. Tax compliance certificate	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. Evidence of product compliance during the permit validity period	30 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. Sign and comply with the scheme of supervision and control v. Evidence of compliance of three (3) consecutive product samples to Kenya Standards or approved specification	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 "3 months" before expiry of D-Mark ii. Payment of applicable fees iii. Evidence of compliance during the permit validity period	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)	Resolve and respond to appeals.	i. Submit written request ii. Provide copies of supporting document iii. Provide true and accurate information	21 days	Only where applicable
	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.	i. 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. Give clear samples description iii. Specify clearly the relevant tests required iv. Provide an additional technical requirements the laboratory needs to fulfill (e.g. variation in test conditions, methods e.t.c) 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.	i. Make a request	2 days	NIL
	Commence site testing.	i. Make a request ii. Payment of applicable fee iii. Provide necessary resources where applicable (e.g. safety gear)	14 days	As per applicable fee
METROLOGY	Calibration of equipment and issuance of certificates/reports.	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
	Sign contract/ Tender.			
	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
NATIONAL QUALITY INSTITUTE	Respond to Request for Quotation (RFQ's).	i. Request for a quotation	2 days	NIL
	Acknowledge requests for training, membership and extension services.	i. Make a request	2 days	NIL
	Issue certificate after completion of training and extension services.	i. Payments	21 days	Applicable fee
	Issue certificate after completion of Membership Evaluation Committee meeting.	i. Payments	21 days	Applicable fee
	To register NQI members within 21 working days upon submission of application.	i. Complete application form ii. Accompanying documents	21 days	Applicable fee
CERTIFICATION BODY	Issue invoices within 7 days after completion of training.	i. Commitment documented i.e. letter/contract/LSO	5 days	NIL
	Acknowledge application for certification.	i. Apply for certification	3 days	Pay application fee of Ksh.10,000
	Schedule audits.	i. Pay applicable agreed fees	10 days	As mutually agreed
	Preparation of certification proposal.	i. Review contract and TOR documents (CB)	5 days	NIL
	Preparation of certification proposal/contract.	i. Review contract and sign	3 days from day of decision.	Included in certification fee.
STANDARDS DEVELOPMENT AND TRADE	Issue of certification documents.	i. Return signed contract	7 days from date of return by customer	NIL
	Standards development through Technical Committee process.	i. Request for standards	18 months	NIL
	Systematic review of standards.	NONE	5 years	NIL
FINANCE	Paying off creditors after delivery and acceptance of goods.	i. Request for standards ii. Pay applicable fee	2 days	Applicable price.
	Issuance of a receipt for all payments made.			
	Register for Standards Levy payment.			
PROCUREMENT	Procure, receive and store goods.	i. Submission of all documents required for payment process ii. Make payment for services	30 days Immediately	NIL NIL
		i. Fill Standards Levy application form	Immediately	As per applicable fee
MARKET SURVEILLANCE	Acknowledge consumer complaints.	i. Supply of goods as per request ii. Submission of all documents required for payment process	Within specified period as per LSO/LPO/ CONTRACT 5 days after inspection and acceptance of goods	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.	2 days 28 days	NIL NIL
	Give feedback to complainant after investigation.	i. Give time for investigation to be completed and feedback given	5 days	NIL

CUSTOMER CARE DIRECT LINES: 0731 000 693/0708 885 242 Tel: +254 (020) 694 8317/249 Email: info@kebs.org customercare@kebs.org Website: http://www.kebs.org Toll free number: 1545	KEBS HEAD OFFICE: Managing Director Kenya Bureau of Standards Popo Road, Off Mombasa Road, Behind former Bellevue cinema. P.O. Box 54974 - 00200 Nairobi, Kenya. Tel: + 254 (20) 694 8000 Mobile: 0722 202 137, 0734 600 471/2 PVOC: 0724 255 242	REGIONAL OFFICES COAST REGION The Regional Manager P.O. Box 2138 - 20100, Nakuru. Tel: +254 (051) 221 1208, 221 1415, 221 1819 Mobile: +254 736170070 Email: kebs-nakuru@kebs.org	SOUTH RIFT REGION The Regional Manager P.O. Box 2138 - 20100, Nakuru. Tel: +254 (051) 221 1208, 221 1415, 221 1819 Mobile: +254 736170070 Email: kebs-nakuru@kebs.org	LAKE REGION The Regional Manager P.O. Box 2949 - 40100, Kisumu. Tel: +254 (057) 205 6000 E-mail: kebs-kisumu@kebs.org	MT. KENYA REGION The Regional Manager P.O. Box 1750 - 10100, Nyeri. Tel: +254 (061) 203 2036/7 Mobile: +254 736950616 E-mail: kebs-nyeri@kebs.org	NORTH EASTERN REGION P. O. Box 978 - 70100, GARISSA Tel: 041- 223 8549 Mobile: +254 724 111 118 kilindiport@kebs.org E-mail: kebs-garissa@kebs.org	MOMBASA PORT Officer in-charge Tel: 041- 223 8549 Mobile: +254 724 111 118 kilindiport@kebs.org	KISII OFFICE Tel: 068 - 2030143 P.O. Box 3448-40200 Kisii Mobile: +254 729929860	MERU OFFICE Tel: 064 - 3130547 P.O. Box 1288-60200 Meru	MALABA OFFICE P.O. Box 330 - 50408 Kamuraj Mobile: +254 770 587 108	LUNGALUNGA Officer in-charge P.O. Box 174 - 80404 Lungalunga Tel: +254 721 364 311	BUSIA OFFICE P.O. Box 19 - 50400 Busia Tel: 055 22044 Mobile: +254 722379587	MOYALE Officer in-charge P.O. Box 223-60700 Garissa Mobile: +254 700868645	MANDERA Officer in-charge Mobile: +254 700 868 648 Wajir Mobile: +254 700 868 657	WAJIR Officer in-charge P.O. Box 540-70200 Wajir Mobile: +254 700 868 657	JKIA OFFICE Tel: + 254 (20) 6948000 EXT 570 ISEBANIA OFFICE P.O. Box 166 - 40414 Isebania Tel: 020 234 1609, 0711 842743 P.O. Box 20141 - 00200, Nairobi. Tel: +254 20 227 0000 Email: certification@ombudsman.go.ke Web: www.ombudsman.go.ke	THE COMMISSION ON ADMINISTRATIVE JUSTICE "OFFICE OF THE OMBUDSMAN" Commission on Administrative Justice, West End Towers, 2nd Floor, Waiyaki Way, Westlands, P.O. Box 20141 - 00200, Nairobi. Tel: +254 20 227 0000 Email: certification@ombudsman.go.ke Web: www.ombudsman.go.ke
--	--	---	---	---	--	---	--	---	---	---	---	---	---	--	--	--	---

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

REVIEW OF SERVICE CHARTER: This charter will be subject to regular review in keeping with changing business environment. Amendments will be carried out in consultation with our customers and stakeholders.