



KENYA PLANT HEALTH INSPECTORATE SERVICE

SERVICE CHARTER

No.	Service offered	Requirements to Obtain Service	Cost of Service (Ksh.)	Timeline
RESPONSE TO ENQUIRIES				
1	Response to phone calls (landline or any other official line)	Phone call	Free	15 seconds
2	Response to enquiry by Walk-in clients	Walk-in and make the enquiry	Free	1 minute
3	Response to correspondence	Written correspondence (letters)	Free	5 working days
		Email and Social media (Twitter, Facebook & YouTube)	Free	1 working day
4	Processing of request for information	Make a request for information	Free	21 days
5	Public participation in policy-making process	Familiarization with issues and active participation	Free	1 day
PHYTOSANITARY SERVICES				
1	Exporter registration	<ul style="list-style-type: none"> • On line request • KRA PIN • Certificate of Incorporation • ID card for Directors • Export License from relevant MDAs 	<ul style="list-style-type: none"> • Mileage per kilometer - Ksh.90.55 • Farm inspection -Ksh. 1,000.00 First 1acre. • Additional Hac. Ksh.250.00 per additional units. (Depends on the product and market requirements) • Dry commodity facility inspection – Ksh. 5,000.00 	2 weeks
2	Phytosanitary inspections for fresh produce	<ul style="list-style-type: none"> • Physical presentation of the consignment. • Commercial invoice • Packing list 	Ksh. 500 Plus Ksh. 0.50 per kg	3 Hours

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Any service that does not conform to the above standards or any officer who does not live up to commitment, courtesy and excellence to service delivery should be reported to:

Kenya Plant Health Inspectorate Service (KEPHIS)
P.O. Box 49592-00100 GPO, NAIROBI
Tel: 020 6618000, 0709891000
Email: director@kephis.org,
Website: www.kephis.go.ke

OR

Commission on Administrative Justice
2nd Floor, West End Towers, Waiyaki Way Nairobi
Tel 020227000/2603765/2441211/8030666
Toll free line: 0800221349
Email: info@ombudsman.go.ke complain@ombudsman.go.ke SMS Short Code: 15700 (Safaricom only)



The Managing Director

The Commission Secretary / Chief Executive Officer

		<ul style="list-style-type: none"> • Online request • Walk in for one-time exports • Proof of payment 		
3	Phytosanitary certificate issuance for fresh produce	<input type="checkbox"/> Passed consignment invoice number	Ksh. 500	3 Hours and Service Level Agreement (SLA).
4	Approval of consignment document (Export)	<ul style="list-style-type: none"> • Road manifest/Customs export entry • Consignment Document (CD) 	Free	3 Hours and SLA.
5	Re-export phytosanitary certificate issuance	<ul style="list-style-type: none"> • Commercial Invoice • Phytosanitary certificate from country of origin • Plant Import Permit • Packing list 	Ksh. 1,000.00	3 Hours & (SLA)
6	Phytosanitary certificate replacement	<ul style="list-style-type: none"> • Online request • Certificate number 	Ksh. 1,000.00	3 Hours
7	Phytosanitary certificate amendment	<ul style="list-style-type: none"> • Online request • Original Phytosanitary certificate 	Ksh. 1,000.00	3 Hours

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8	Search of a phytosanitary document	<input type="checkbox"/> Copy of the document	Ksh. 200.00	2 Hours
9	Certificate of conformity issuance (Fruits & Vegetables)	<input type="checkbox"/> Online request	Free	3 Hours
10	Importer registration	<ul style="list-style-type: none"> • Online request • KRA PIN • Certificate of Incorporation • ID card for Directors 	Free	2 days
11	Plant Import Permit (PIP) issuance	<input type="checkbox"/> Online request	Ksh. 600.00	3 Hours
12	Approval of Consignment Document (PIP)	<input type="checkbox"/> Consignment Document	Free	3 Hours & SLA
13	Import consignment Inspection fresh and dry produce	<ul style="list-style-type: none"> • Copy of PIP • Phytosanitary Certificate from Country of origin/ electronic Phyto 	<ul style="list-style-type: none"> • 0-20,000 kgs weight * Ksh. 0.5 (Ksh.2,000.00 minimum) • 20,001-400,000kgs weight* Ksh. 0.25 • 400,001-1,000,000 weight* Ksh. 0.15 • Above 1,000,000 weight*Ksh. 0.05 • Above 1,000,000 weight*Ksh. 0.03 (For registered wheat millers) 	3 Hours
14	Dry commodity inspection for exports	<input type="checkbox"/> Online request	<ul style="list-style-type: none"> • Mileage per kilometer - Ksh. 90.55 • 0-34000kg - Ksh.5000.00 • 34,001-280,000kg weight*0.15per kg • Above 280,001 weight* 0.10 per kg 	2 Weeks
15	Import consignment inspection certificate printing	<ul style="list-style-type: none"> • Customs entry • Plant Import Permit 	Free	30 Min

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16	Farm systems audit	<input type="checkbox"/> Online request	Mileage per kilometer -Ksh. 90.55 Inspection 1 st 1acre - Ksh.1,000.00 Additional acres per Hec – Ksh. 250.00	2 Weeks
17	Documentation interception folk audit	<ul style="list-style-type: none"> • Online request • Notification • Phytosanitary certificate • proforma invoice • Root cause analysis report • Any other relevant documentation 	Audit fees Ksh.5,000.00	3 Hours
18	ISPM 15 wood treatment audit	<input type="checkbox"/> Online request/booking	<ul style="list-style-type: none"> • Mileage per kilometer - Ksh. 90.55 • Application fee (non-refundable) Ksh. 2,000.00 • Authorization for treatment and marking fee Ksh.7,500.00 • Renewal fee (annually) Ksh.18,750.00 • Auditing and monitoring charges per audit Ksh.5000.00 • Treatment 20 ft. container – Ksh. 5,000.00 • Treatment-dunnage, planks, wooden boxes, wedges and others Kshs.3,000.00 • Marking-Standard Pallet charges per pallet – Ksh. 25.00 • Marking dunnage, planks, wooden boxes, wedges and others per consignment – Ksh. 1,000.00 	2 Weeks
19	Devitalization facility audit	<input type="checkbox"/> Online Request	<ul style="list-style-type: none"> • Mileage per kilometer - Ksh. 90.55 • Inspection - Ksh.5,000.00 	2 weeks

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20	Fumigation facility audit	<input type="checkbox"/> Online request	<ul style="list-style-type: none"> Mileage per kilometer Ksh. 90.55 Inspection - Ksh. 5,000.00 	2 Weeks
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21	Fresh produce packhouse handling/grading facilities	<input type="checkbox"/> Online request	<ul style="list-style-type: none"> Mileage per kilometer Ksh. 90.55 Inspection - Ksh. 5,000.00 	2 weeks
22	Dry commodity facility Inspections	<input type="checkbox"/> Online request	<ul style="list-style-type: none"> Mileage per kilometer - Ksh. 90.55 Inspection - Ksh. 5,000.00 	2 Weeks
23	Quarantine Facility Inspection	<input type="checkbox"/> Online request	<ul style="list-style-type: none"> Mileage per kilometer - Ksh. 90.55 Inspection - Ksh. 5,000.00 	2 Weeks
24	Nursery Certification	<ul style="list-style-type: none"> Online request Horticultural crops- AFA HCD Registration Forest Tree- Kenya Forest Service Registration Wild Plants – Kenya Wildlife Service Permit 	<ul style="list-style-type: none"> Mileage per kilometer - Ksh. 90.55 First time Certification KSh.7000.00 Renewal of certificate Ksh.3000.00 	2 Weeks
25	Farm visit	<input type="checkbox"/> Online request	<ul style="list-style-type: none"> Mileage per kilometer - Ksh. 90.55 Ksh. 2000.00 	2 weeks
26	Pest Risk Analysis (PRA) information	<input type="checkbox"/> Requests with clear information of the commodity to be reviewed	<ul style="list-style-type: none"> Mileage per kilometer - Ksh. 90.55 Any other applicable costs 	1 year after receiving information requested (Import PRA) 6 months after budget approvals (Export PRA)
27.	Fresh Produce Export	Phytosanitary Certificate and inspection	<ul style="list-style-type: none"> KSh.50 cents per kg (Minimum payment is KSh. 100) plus KSh. 500 for each phytosanitary certificate 	2 weeks

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28.	Imported Agricultural Products	Plant Import Permit and Inspection	KSh. 0.50 per kg plus KSh. 600 for each plant import permit	2 weeks
29.	Physical Test / Physical Examination /	Physical Inspection Empty Vessel Inspection / Empty Ship Examination	KSh. 10,000	45 minutes
		Large Vessel (over 10,000 tons)	Kshs. 5,000	45 minutes
		Small Vessel (under 10,000 tons) (dhows and canoes)	KSh. 1,000	30 minutes
		Inspection of Large Container (40 feet) (single)	KSh. 1,000	15 minutes
		Inspection of Small Container (20 feet) (single)	KSh. 500	10 minutes
		Moisture Content Contamination Test per Sample	KSh. 1,000	20 minutes
		Large Aircraft (each)	KShs. 3,000	30 minutes
		Small Aircraft (each)	KShs. 1,500	20 minutes
		Sample of Minor consignment for quality examination per consignment	KShs. 5,000	30 minutes

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PLANT VARIETY PROTECTION SERVICES				
1	Vetting and acknowledgement of application for Plant Breeder's Rights (PBR)	<ul style="list-style-type: none"> Duly filled application and accompanying documents Payment of application fee 	200 USD or equivalent in Ksh. per application	5 working days
2	Submit notice for gazette to the Ministry of Agriculture	<input type="checkbox"/> List of complete applications for PBR	Free	Once every 6 months
3	Planting Distinctness, Uniformity and Stability tests (DUS)	<ul style="list-style-type: none"> Adequate seed for two seasons for non-contested varieties Payment of fees 	600 USD or equivalent in Ksh. per variety	Two growing seasons

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4	Acknowledgment of application for Distinctness, Uniformity and Stability tests (DUS)	<ul style="list-style-type: none"> Duly filled application Payment of prescribed fee 	600 USD or equivalent in Ksh per variety	10 working days
5	Request for DUS results from UPOV member countries	<ul style="list-style-type: none"> Request letters List of varieties 	320 USD or equivalent in Ksh.	Dependent on response from-UPOV member
6	Certificate of protective direction	<ul style="list-style-type: none"> Duly filled application Payment of Protective Direction certificated fee 	160 USD or equivalent in kshs.	10 working days
7	Grant of Plant Breeder's Rights protective direction	<ul style="list-style-type: none"> Varieties that pass DUS Payment of grant fee 	160 USD or equivalent in Ksh.	10 working days
8	Submit notice for gazette to Ministry of Agriculture	<ul style="list-style-type: none"> Certificate List of granted titles 	Free	Once every 6 months
9	Grant of Plant Breeder's Rights	<input type="checkbox"/> Payment of grant fee	240 USD or equivalent in Ksh.	21 working days
10	Acknowledgment of application for Distinctness, Uniformity and Stability tests (DUS)	<ul style="list-style-type: none"> Duly filled application Payment of prescribed fee 	600 USD or equivalent in Ksh per variety	10 working days

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11	Vetting of applications against received seeds. DUS	<input type="checkbox"/> Adequate seed for two seasons	Free	5 Days
12	Acknowledgment of application for National Performance Trials (NPT)	<ul style="list-style-type: none"> • Duly filled application • Payment of prescribed fee 	1,200 USD or equivalent in Ksh. per variety per season	10 working days
13	Vetting of NPT applications against submitted seeds	<input type="checkbox"/> Submission of candidate varieties	Free	5 Days
14	Updating the National Variety List	<input type="checkbox"/> The list of variety from National Variety Release Committee (NVRC)	Free	10 working days after receipt of gazette notice
SEED CERTIFICATION SERVICES				
1	Registration of Seed Merchants	<ul style="list-style-type: none"> • Duly filled application form (SR 1) • Certificate of incorporation of the company • KRA Pin Certificate 	<ul style="list-style-type: none"> • New – Ksh. 75,000.00 • Renewal – Ksh. 10,000.00 	30 days

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		<input type="checkbox"/> Identification documents for directors		
2	Registration of Seed Growers	<ul style="list-style-type: none"> • Duly filled application form (SR 3) • Memorandum of Understanding of seed company where applicable 	<ul style="list-style-type: none"> • New – Kshs. 500.00 • Renewal – Kshs. 300.00 	10 working days
3	Registration of seed crop	<ul style="list-style-type: none"> • Duly filled application form (SR 5) • Proof of origin of the parental seed 	Free	10 working days
4	Seed Field Inspection	<ul style="list-style-type: none"> • Duly filled application form (SR5) form • Proof of origin of the parental seed 	As per Seeds and Plant Varieties (Seeds) Regulations 2016	Dependent on crop variety
5	Appeal Inspection	<input type="checkbox"/> Request for appeal inspection	As per Seeds and Plant Varieties (Seeds) Regulations 2016	48 hours
6	Seed Processing Inspection	<input type="checkbox"/> Duly filled application form (SR 8A)	Free	10 days
7	Seed lot examination and sampling	<input type="checkbox"/> Request for lot inspection and sampling by seed merchant	As per Seeds and Plant Varieties (Seeds) Regulations 2016	15 working days

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8	Resampling	<ul style="list-style-type: none"> Request for resampling Previous seed testing certificates 	As per Seeds and Plant Varieties (Seeds) Regulations 2016	15 working days
9	Seed Testing	<ul style="list-style-type: none"> Submitted Sample Request for Testing of a seed sample (SR9) /Test Request for private samples 	As per Seeds and Plant Varieties (Seeds) Regulations 2016	28 days
10	Label and seal packaged seed	<ul style="list-style-type: none"> Application by seed merchant Receipt of official seed testing results that meet minimum standards/ check plot report 	<ul style="list-style-type: none"> OECD label – Ksh. 15 (minimum Ksh. 990.00) Sticker label – Ksh. 2.00 	10 days
11	Licensing of Seed Sellers	<ul style="list-style-type: none"> Duly filled application form (SR12) Endorsement from registered seed merchant 	<ul style="list-style-type: none"> Agent Ksh. 30,000.00 (New) and Renewal Ksh. 8,000.00 Sub-Agent Ksh. 10,000.00 (New) and Renewal Ksh. 5,000.00 Stockist Ksh. 1,500.00 (New) and Renewal Ksh. 1,000.00 	30 days
DIAGNOSTIC SERVICES				
1	Bacterial tests by culturing	<ul style="list-style-type: none"> Sample reception Signing of client contract Payment 	Ksh. 2,000.00 per sample per pest	20 Days
2	Bacterial tests by Enzyme Linked Immunosorbent Assay (ELISA)	<ul style="list-style-type: none"> Sample reception Signing of client contract Payment 	Ksh. 3,000.00 per sample per pest	20 Days

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3	Viral analysis by Enzyme Linked Immunosorbent Assay (ELISA)	<ul style="list-style-type: none"> Sample reception Signing of client contract Payment 	Ksh. 1,500.00 per sample per pest	20 Days
4	Viral analysis by growout test	<ul style="list-style-type: none"> Sample reception Signing of client contract Payment 	Ksh. 1,500.00 per sample per pest	20 Days
5	Nematodes analysis	<ul style="list-style-type: none"> Sample reception Signing of client contract Payment 	Ksh. 1,000.00 per sample per pest	10 Days
6	Molecular analysis by Polymerase Chain Reaction (PCR)	<ul style="list-style-type: none"> Sample reception Signing of client contract Payment 	Ksh. 3,500.00 per sample per pest	20 Days

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7	Entomological analysis	<ul style="list-style-type: none"> • Sample reception • Signing of client contract • Payment 	Ksh. 500.00 per sample per pest	30 Days
8	Mycological analysis	<ul style="list-style-type: none"> • Sample reception • Signing of client contract • Payment 	Kshs. 2,000.00 per sample per pest	20 Days
9	Virus cleaning, Multiplication and Distribution of plants	<ul style="list-style-type: none"> • Sample reception • Signing of client contract • Payment 	<ul style="list-style-type: none"> • Virus cleaning for the first 10 plants – Ksh. 4,000.00 • Virus free plants – Kshs. 50.00 per plant • Propagation (Green house) per month – Ksh. 2,000.00 	6 - 12 months
10	Weed Science/Laboratory and Herbarium	<ul style="list-style-type: none"> • Sample reception • Signing of client contract • Payment 	Ksh. 2,000.00 per sample	1 month
11	Genetically Modified Organisms (GMOs) testing and review of dossiers	<ul style="list-style-type: none"> • Sample reception • Signing of client contract • Payment 	<ul style="list-style-type: none"> • PCR Qualitative – Ksh. 9,000.00 • PCR quantitative – Ksh. 15,000.00 	1 month
12	Genetic Purity testing	<ul style="list-style-type: none"> • Sample reception • Signing of client contract • Payment 	Ksh. 5,000.00 per sample	1 month
ANALYTICAL CHEMISTRY LABORATORY SERVICES				
1	Complete contract review for analytical analyses	Request, sample acceptance	Free	30 minutes

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2	Soil fertility evaluation	Minimum sample 1kg submitted. Committed for payment (contract filling or receipt of payment)	Ksh. 2,500.00	10 days
3	Water for irrigation	Minimum sample 1 liter submitted. Committed for payment (contract filling or receipt of payment)	Ksh. 3,500.00	10 days

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4	Fertilizer, Compost, Manure and Plant Tissue analysis	Minimum sample 1kg submitted. Committed for payment (contract filling or receipt of payment)	Ksh. 800.00-14,000.00 (depending on the number of parameters to be analyzed)	10 days
5	Agrochemical formulations	Minimum sample 500gm submitted. Committed for payment (contract filling or receipt of payment)	Ksh. 2,500.00 per Active ingredient	10 days
6	Mycotoxin Analysis	Minimum sample 1kg submitted. Committed for payment (contract filling or receipt of payment)	Ksh. 4,000.00	10 days
7	Pesticide Residue Analysis in Fresh Produce, water, sediments, Fish	<ul style="list-style-type: none"> Minimum sample 1kg submitted for small sized commodities (e.g. French beans, sugar snaps, mangetout, etc) Minimum sample 10 pieces submitted for medium sized commodities (e.g. Passion fruits, tomatoes etc) Minimum sample 5 pieces submitted for large sized commodities (e.g. cabbages, watermelons etc) Committed for payment (contract filling or receipt of payment) 	Ksh. 21,500.00	10 days
8	Special Interest samples for analysis (Pesticide residues, heavy metals and other contaminants)	Sample received as-is Committed for payment (contract filling or receipt of payment)	Ksh. 1,000.00-21,500.00 (depending on the number of parameters to be analyzed)	10 days
9	Release analytical tests laboratory results	Completion of analysis	Free	48 Hours

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ICT SUPPORT SERVICES				
1	Resolution of IEICS system issues	<input type="checkbox"/> Email sent to admin@kephis.org , and IEICSPITteam@kephis.org detailing the issue	Free	8 working hours

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2	Resolution of Seed Certification & Plant variety Protection (SC&PVPs), Seed Card and Laboratory Information management System (LIMs) systems issues	<input type="checkbox"/> Email sent to admin@kephis.org , and seed@kephis.org and pvp@kephis.org detailing the issue	Free	8 working hours
3	Training on Seed Certification & Plant variety Protection (SC&PVPs), Seed Card and Laboratory Information management System (LIMs) systems	<input type="checkbox"/> Email sent to admin@kephis.org , and seed@kephis.org and pvp@kephis.org detailing the issue	Free	8 working hours

SUPPLY CHAIN MANAGEMENT SERVICES

1	Registration of Suppliers	<ul style="list-style-type: none"> • Duly filled application form • Company profile • Certificate of Incorporation /Registration • PIN Certificate • Valid Tax Compliance Certificate/Exemptions • National ID/Passport/CR12 • AGPO Certificate for the specialized group 	Free	14 Working days
2	Tender Submission	<input type="checkbox"/> Eligibility as outlined in the Tender Document	<ul style="list-style-type: none"> • Free (Tender document downloaded by client) • Ksh. 1,000.00 (Tender document printed and issued by KEPHIS) 	As stated in the Tender document

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4	Notification of successful and unsuccessful bidders	Email, physical and postal address	Free	1 working day
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Commission on Administrative Justice
2nd Floor, West End Towers, Waiyaki Way Nairobi
Tel 020227000/2603765/2441211/8030666
Toll free line: 0800221349
Email: info@ombudsman.go.ke complain@ombudsman.go.ke SMS Short Code: 15700 (Safaricom only)



5	Product/Service Inspection & Acceptance	<ul style="list-style-type: none"> Products/Services meeting specifications Adherence to delivery timelines 	Free	15 Working Days from delivery date
7	Disposal of obsolete stores	Submission of bids	Free	60 days from the date of advertisement
FINANCE AND ACCOUNTING SERVICES				
	1 Payment for goods Account details	<input type="checkbox"/> Supporting documents receipt of invoice <input type="checkbox"/> KRA Pin certificate	Free 60 days from date of and services received	<input type="checkbox"/> Bank
CONFERENCING AND ACCOMMODATION SERVICES				
1	Half Board conferencing and accommodation (Local residents)	<ul style="list-style-type: none"> Booking through phone call, email, letters, physical (walk-in) Proof of payment 	Ksh. 4,500.00 per person per day	2-week notice
2	Half board conferencing and accommodation (International residents)	<ul style="list-style-type: none"> Booking through phone call, email, letters, physical (walk-in) Proof of payment 	Ksh. 6,000.00 or equivalent in USD per person per day	2-week notice
3	Full Board conferencing and accommodation (Local residents)	<ul style="list-style-type: none"> Booking through phone call, email, letters, physical (walk-in) Proof of payment 	Ksh. 6,000.00 per person per day	2-week notice
4	Full board conferencing and accommodation (International residents)	<ul style="list-style-type: none"> Booking through phone call, email, letters, physical (walk-in) Proof of payment 	Ksh. 7,000.00 or equivalent in USD per person per day	2-week notice

All off-site services may attract additional charges including staff subsistence allowance and transport cost of Ksh. 90.55 per Km or at applicable AA rates

Any service that does not conform to the above standards or any officer who does not live up to commitment, courtesy and excellence to service delivery should be reported to:

Kenya Plant Health Inspectorate Service (KEPHIS)
 P.O. Box 49592-00100 GPO, NAIROBI
 Tel: 020 6618000, 0709891000
 Email: director@kephis.org,
 Website: www.kephis.go.ke

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The Managing Director

The Commission Secretary / Chief Executive Officer

5	Accommodation (Local Residents) –Bed only	<ul style="list-style-type: none"> • Booking through phone call, email, letters, physical (walk-in) • Proof of payment 	Ksh. 3,000.00 per person per night	1-week notice
6	Conference package	<ul style="list-style-type: none"> • Booking through phone call, email, letters, physical (walk-in) • Proof of payment 	<ul style="list-style-type: none"> • Two teas and lunch – Ksh. 1,500.00 per person per day • One tea and lunch – Ksh. 1,350.00 per person per day 	2-week notice
7	Meeting room Hall hire	<ul style="list-style-type: none"> • Booking through phone call, email, letters, physical (walk-in) • Proof of payment 	Ksh. 6,000.00 per day	2-week notice
8	Conference Hall Hire	<ul style="list-style-type: none"> • Booking through phone call, email, letters, physical (walk-in) • Proof of payment 	Ksh. 12,000.00 per day	2-week notice

RECRUITMENT AND INDUSTRIAL ATTACHMENT

1	Recruitment of staff	Make formal application based on the advert	Free	90 days
2	Engagement of Industrial attachees	<ul style="list-style-type: none"> • Application letter • Copy of National ID • Letter from learning institutions • Personal accident cover • National Industrial Training Authority (NITA) nomination letter 	Free	1 month

COMPLAINT RESOLUTION

1	Response to public complaints and grievances	Make a complaint	Free	1 working days
2	Resolution of complaints	Make a verbal or written complaint	Free	14 Working days

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