



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, LinkedIn 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	- On line request - KRA PIN - Certificate of Incorporation - ID card for Directors - Export License from relevant MDAs	- 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	Training on Business Process Flow in the electronic certification system (IEICS)	- Online request via email - Phone call - Walk in - Laptop	Free	6 Hours
3	Phytosanitary inspections for fresh produce	- Physical presentation of the consignment. - Commercial invoice - Packing list	Flowers 0-2,500kgs - Ksh. 500.00 2,501- 10,000 kgs. - Ksh.1,000.00	3 Hours

Kenya Plant Health Inspectorate Service (KEPHIS)

P.O. Box 49592-00100 GPO, NAIROBI

Tel: 020 6618000, 0709891000

Email: director@kephis.orgWebsite: www.kephis.org

OR

SMS Short Code: 15700 (Safaricom only)

Email: info@ombudsman.go.ke complain@ombudsman.go.ke

Commission on Administrative Justice

2nd Floor, West End Towers, Waiyaki Way Nairobi

Tel 020227000/2603765/2441211/8030666

Toll free line: 0800221349

ISO 9001:2015|ISO/IEC 27001 Certified | 17025 Accredited Laboratories

PROTECTING KENYA'S AGRICULTURE

HUDUMA BORA NI HAKI YAKO



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:

The Managing Director

The Commission Secretary / Chief Executive Officer

		• Online request • Walk in for one-time exports • Proof of payment	• 10,001-20,000 kgs - Kshs.2,000.00 • Above 20,000kgs - Kshs.4,000.00 Fruits and vegetables. • 0-1,000Kgs - Ksh. 300.00 • 1,001- 5,000 Kgs - Ksh. 500.00 • 5,001-15,000 Kgs - Ksh.1,000.00 • Above 15,000Kgs - Ksh.1,500.00 Others (Herbs, spices • 0-2,500kgs - Ksh. 500.00 • 2,501-10,000Kgs - Ksh. 1,000.00 • 10,001- 20,000Kgs - Ksh. 2,000.00 • Above 20,000Kgs. - Ksh. 4,000.00	
4	Phytosanitary certificate issuance for fresh produce	☐ Passed consignment invoice number	Free	3 Hours and Service Level Agreement (SLA).
5	Approval of consignment document (Export)	• Road manifest/Customs export entry • Consignment Document (CD)	Free	3 Hours and SLA.
6	Re-export phytosanitary certificate issuance	• Commercial Invoice • Phytosanitary certificate from country of origin • Plant Import Permit • Packing list	Ksh. 1,000.00	3 Hours & (SLA)
7	Phytosanitary certificate replacement	• Online request • Certificate number	Ksh. 1,000.00	3 Hours

Kenya Plant Health Inspectorate Service (KEPHIS)

P.O. Box 49592-00100 GPO, NAIROBI

Tel: 020 6618000, 0709891000

Email: director@kephis.org

Website: www.kephis.org

OR

SMS Short Code: 15700 (Safaricom only)

Email: info@ombudsman.go.ke complain@ombudsman.go.ke

Commission on Administrative Justice

2nd Floor, West End Towers, Waiyaki Way Nairobi

Tel 020227000/2603765/2441211/8030666

Toll free line: 0800221349

ISO 9001:2015|ISO/IEC 27001 Certified | 17025 Accredited Laboratories

PROTECTING KENYA'S AGRICULTURE

HUDUMA BORA NI HAKI YAKO



8	Phytosanitary certificate amendment	• Online request • Original Phytosanitary certificate	Ksh. 1,000.00	3 Hours
---	-------------------------------------	--	---------------	---------

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:

The Managing Director

The Commission Secretary / Chief Executive Officer

9	Search of a phytosanitary document	☐ Copy of the document	Ksh. 200.00	2 Hours
10	Certificate of conformity issuance (Fruits & Vegetables)	☐ Online request	Free	3 Hours
11	Importer registration	• Online request • KRA PIN • Certificate of Incorporation • ID card for Directors	Free	2 days
12	Plant Import Permit (PIP) issuance	☐ Online request	Ksh. 600.00	3 Hours
13	Approval of Consignment Document (PIP)	☐ Consignment Document	Free	3 Hours & SLA
14	Import consignment Inspection fresh and dry produce	• Copy of PIP • Phytosanitary Certificate from Country of origin/ electronic Phyto	• 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

Kenya Plant Health Inspectorate Service (KEPHIS)

P.O. Box 49592-00100 GPO, NAIROBI

Tel: 020 6618000, 0709891000

Email: director@kephis.org

Website: www.kephis.org

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)

ISO 9001:2015|ISO/IEC 27001 Certified | 17025 Accredited Laboratories

PROTECTING KENYA'S AGRICULTURE

HUDUMA BORA NI HAKI YAKO



15	Dry commodity inspection for exports	☐ Online request	• Mileage per kilometer - Ksh. 90.550 • 0-34000kg - Ksh.5000.00 • 34,001-280,000kg weight*0.15per kg • Above 280,001 weight* 0.10 per kg	2 Weeks
16	Import consignment inspection certificate printing	• Customs entry • Plant Import Permit	Free	30 Min

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:

The Managing Director

The Commission Secretary / Chief Executive Officer

17	Farm systems audit	☐ Online request	Mileage per kilometer -Ksh. 90.550 Inspection 1 st 1acre - Ksh.1,000.00 Additional acres per Hac – Ksh. 250.00	2 Weeks
18	Documentation interception foll audit	• Online request • Notification • Phytosanitary certificate • proforma invoice • Root cause analysis report • Any other relevant documentation	Audit fees Ksh.5,000.00	3 Hours

Kenya Plant Health Inspectorate Service (KEPHIS)

P.O. Box 49592-00100 GPO, NAIROBI

Tel: 020 6618000, 0709891000

Email: director@kephis.org,

Website: www.kephis.org

OR

SMS Short Code: 15700 (Safaricom only)

Email: info@ombudsman.go.ke complain@ombudsman.go.ke

Commission on Administrative Justice

2nd Floor, West End Towers, Waiyaki Way Nairobi

Tel 020227000/2603765/2441211/8030666

Toll free line: 0800221349

ISO 9001:2015|ISO/IEC 27001 Certified | 17025 Accredited Laboratories

PROTECTING KENYA'S AGRICULTURE

HUDUMA BORA NI HAKI YAKO



19	ISPM 15 wood treatment audit	☐ Online request/booking	- Mileage per kilometer - Ksh. 90.550 - 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
20	Devitalization facility audit	☐ Online Request	- Mileage per kilometer - Ksh. 90.550 - Inspection - Ksh.5,000.00	2 weeks
21	Fumigation facility audit	☐ Online request	- Mileage per kilometer Ksh. 90.550 - Inspection - Ksh. 5,000.00	2 Weeks

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:

The Managing Director

The Commission Secretary / Chief Executive Officer

22	Fresh produce packhouse handling/grading facilities	☐ Online request	- Mileage per kilometer Ksh. 90.550 - Inspection - Ksh. 5,000.00	2 weeks
23	Dry commodity facility Inspections	☐ Online request	- Mileage per kilometer - Ksh. 90.550 - Inspection - Ksh. 5,000.00	2 Weeks
24	Quarantine Facility Inspection	☐ Online request	- Mileage per kilometer - Ksh. 90.550 - Inspection - Ksh. 5,000.00	2 Weeks

Kenya Plant Health Inspectorate Service (KEPHIS)

P.O. Box 49592-00100 GPO, NAIROBI

Tel: 020 6618000, 0709891000

Email: director@kephis.org

Website: www.kephis.org

OR

SMS Short Code: 15700 (Safaricom only)

Email: info@ombudsman.go.ke complain@ombudsman.go.ke

Commission on Administrative Justice

2nd Floor, West End Towers, Waiyaki Way Nairobi

Tel 020227000/2603765/2441211/8030666

Toll free line: 0800221349

ISO 9001:2015|ISO/IEC 27001 Certified | 17025 Accredited Laboratories

PROTECTING KENYA'S AGRICULTURE

HUDUMA BORA NI HAKI YAKO



25	Nursery Certification	• Online request • Horticultural crops- AFA HCD Registration • Forest Tree- Kenya Forest Service Registration • Wild Plants – Kenya Wildlife Service Permit	• Mileage per kilometer - Ksh. 90.550 • First time Certification KSh.7000.00 • Renewal of certificate Ksh.3000.00	2 Weeks
26	Farm visit	☐ Online request	• Mileage per kilometer - Ksh. 90.550 • Ksh. 2000.00	2 weeks
27	Pest Risk Analysis (PRA) information	☐ Requests with clear information of the commodity to be reviewed	• Mileage per kilometer - Ksh. 90.550 • Any other applicable costs	1 year after receiving information requested (Import PRA) 6 months after budget approvals (Export PRA)
28.	Fresh Produce Export	Phytosanitary Certificate and inspection	• KSh.50 cents per kg (Minimum payment is KSh. 100) plus KSh. 500 for each phytosanitary certificate	2 weeks
29.	Imported Agricultural Products	Plant Import Permit and Inspection	KSh. 0.50 per kg plus KSh. 600 for each plant import permit	2 weeks
30.	Physical Test / Physical Examination /	Physical Inspection Empty Vessel Inspection / Empty Ship Examination	KSh. 10,000	45 minutes 45 minutes
		Large Vessel (over 10,000 tons)	Kshs. 5,000	

Kenya Plant Health Inspectorate Service (KEPHIS)

P.O. Box 49592-00100 GPO, NAIROBI

Tel: 020 6618000, 0709891000

Email: director@kephis.orgWebsite: www.kephis.org

OR

SMS Short Code: 15700 (Safaricom only)

Email: info@ombudsman.go.ke complain@ombudsman.go.ke

Commission on Administrative Justice

2nd Floor, West End Towers, Waiyaki Way Nairobi

Tel 020227000/2603765/2441211/8030666

Toll free line: 0800221349

ISO 9001:2015|ISO/IEC 27001 Certified | 17025 Accredited Laboratories

PROTECTING KENYA'S AGRICULTURE

HUDUMA BORA NI HAKI YAKO



		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
PLANT VARIETY PROTECTION SERVICES				
1	Vetting and acknowledgement of application for Plant Breeder's Rights (PBR)	• 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	☐ List of complete applications for PBR	Free	Once every 6 months
3	Planting Distinctness, Uniformity and Stability tests (DUS)	• Adequate seed for two seasons for non-contested varieties • Payment of fees	600 USD or equivalent in Ksh. per variety	Two growing seasons

Kenya Plant Health Inspectorate Service (KEPHIS)

P.O. Box 49592-00100 GPO, NAIROBI

Tel: 020 6618000, 0709891000

Email: director@kephis.orgWebsite: www.kephis.org

OR

SMS Short Code: 15700 (Safaricom only)

Email: info@ombudsman.go.ke complain@ombudsman.go.ke

Commission on Administrative Justice

2nd Floor, West End Towers, Waiyaki Way Nairobi

Tel 020227000/2603765/2441211/8030666

Toll free line: 0800221349

ISO 9001:2015|ISO/IEC 27001 Certified | 17025 Accredited Laboratories

PROTECTING KENYA'S AGRICULTURE

HUDUMA BORA NI HAKI YAKO



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:

The Managing Director

The Commission Secretary / Chief Executive Officer

4	Acknowledgment of application for Distinctness, Uniformity and Stability tests (DUS)	- 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	- Request letters - List of varieties	320 USD or equivalent in Ksh.	Dependent on response from UPOV member
6	Certificate of protective direction	- Dully 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	- 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	- Certificate - List of granted titles	Free	Once every 6 months
9	Grant of Plant Breeder's Rights	☐ Payment of grant fee	240 USD or equivalent in Ksh.	21 working days
10	Acknowledgment of application for Distinctness, Uniformity and Stability tests (DUS)	- Duly filled application - Payment of prescribed fee	600 USD or equivalent in Ksh per variety	10 working days
11	Vetting of DUS applications against received seeds.	☐ Adequate seed for two seasons	Free	5 Days
12	Acknowledgment of application for National Performance Trials (NPT)	- 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	☐ Submission of candidate varieties	Free	5 Days
14	Updating the National Variety List	☐ The list of variety from National Variety Release Committee (NVRC)	Free	10 working days after receipt of gazette notice

Kenya Plant Health Inspectorate Service (KEPHIS)

P.O. Box 49592-00100 GPO, NAIROBI

Tel: 020 6618000, 0709891000

Email: director@kephis.org,

Website: www.kephis.org

OR

SMS Short Code: 15700 (Safaricom only)

Email: info@ombudsman.go.ke complain@ombudsman.go.ke

Commission on Administrative Justice

2nd Floor, West End Towers, Waiyaki Way Nairobi

Tel 020227000/2603765/2441211/8030666

Toll free line: 0800221349

ISO 9001:2015|ISO/IEC 27001 Certified | 17025 Accredited Laboratories

PROTECTING KENYA'S AGRICULTURE

HUDUMA BORA NI HAKI YAKO



SEED CERTIFICATION SERVICES

1	Registration of Seed Merchants	• Duly filled application form (SR 1) • Certificate of incorporation of the company • KRA Pin Certificate	• New – Ksh. 75,000.00 • Renewal – Ksh. 10,000.00	30 days
---	--------------------------------	---	--	---------

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:

The Managing Director

The Commission Secretary / Chief Executive Officer

		☐ Identification documents for directors		
2	Registration of Seed Growers	• Duly filled application form (SR 3) • Memorandum of Understanding of seed company where applicable	• New – Kshs. 500.00 • Renewal – Kshs. 300.00	10 working days
3	Registration of seed crop	• Duly filled application form (SR 5) • Proof of origin of the parental seed	Free	10 working days
4	Seed Field Inspection	• 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	☐ Request for appeal inspection	As per Seeds and Plant Varieties (Seeds) Regulations 2016	48 hours
6	Seed Processing Inspection	☐ Duly filled application form (SR 8A)	Free	10 days
7	Seed lot examination and sampling	☐ Request for lot inspection and sampling by seed merchant	As per Seeds and Plant Varieties (Seeds) Regulations 2016	15 working days
8	Resampling	• Request for resampling • Previous seed testing certificates	As per Seeds and Plant Varieties (Seeds) Regulations 2016	15 working days
9	Seed Testing	• 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	Labelled and sealed packaged seed	• Application by seed merchant • Receipt of official seed testing results that meet minimum standards/ check plot report	• OECD label – Ksh. 15 (minimum Ksh. 990.00) • Sticker label – Ksh. 2.00	10 days

Kenya Plant Health Inspectorate Service (KEPHIS)

P.O. Box 49592-00100 GPO, NAIROBI

Tel: 020 6618000, 0709891000

Email: director@kephis.orgWebsite: www.kephis.org

OR

SMS Short Code: 15700 (Safaricom only)

Email: info@ombudsman.go.ke complain@ombudsman.go.ke

Commission on Administrative Justice

2nd Floor, West End Towers, Waiyaki Way Nairobi

Tel 020227000/2603765/2441211/8030666

Toll free line: 0800221349

ISO 9001:2015|ISO/IEC 27001 Certified | 17025 Accredited Laboratories

PROTECTING KENYA'S AGRICULTURE

HUDUMA BORA NI HAKI YAKO



11	Licensing of Seed Sellers	- Duly filled application form (SR12) - Endorsement from registered seed merchant	- 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	- 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)	- Sample reception - Signing of client contract - Payment	Ksh. 3,000.00 per sample per pest	20 Days

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:

The Managing Director

The Commission Secretary / Chief Executive Officer

3	Viral analysis by Enzyme Linked Immunosorbent Assay (ELISA)	- Sample reception - Signing of client contract - Payment	Ksh. 1,500.00 per sample per pest	20 Days
4	Viral analysis by growout test	- Sample reception - Signing of client contract - Payment	Ksh. 1,500.00 per sample per pest	20 Days
5	Nematodes analysis	- 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)	- Sample reception - Signing of client contract - Payment	Ksh. 3,500.00 per sample per pest	20 Days
7	Entomological analysis	- Sample reception - Signing of client contract - Payment	Ksh. 500.00 per sample per pest	30 Days
8	Mycological analysis	- Sample reception - Signing of client contract - Payment	Kshs. 2,000.00 per sample per pest	20 Days

Kenya Plant Health Inspectorate Service (KEPHIS)

P.O. Box 49592-00100 GPO, NAIROBI

Tel: 020 6618000, 0709891000

Email: director@kephis.org

Website: www.kephis.org

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)

ISO 9001:2015|ISO/IEC 27001 Certified | 17025 Accredited Laboratories

PROTECTING KENYA'S AGRICULTURE

HUDUMA BORA NI HAKI YAKO



9	Virus cleaning, Multiplication and Distribution of plants	• Sample reception • Signing of client contract • Payment	• 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	• 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	• Sample reception • Signing of client contract • Payment	• PCR Qualitative – Ksh. 9,000.00 • PCR quantitative – Ksh. 15,000.00	1 month
12	Genetic Purity testing	• 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

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:

The Managing Director

The Commission Secretary / Chief Executive Officer

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
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

Kenya Plant Health Inspectorate Service (KEPHIS)

P.O. Box 49592-00100 GPO, NAIROBI

Tel: 020 6618000, 0709891000

Email: director@kephis.org

Website: www.kephis.org

OR

SMS Short Code: 15700 (Safaricom only)

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

ISO 9001:2015|ISO/IEC 27001 Certified | 17025 Accredited Laboratories

PROTECTING KENYA'S AGRICULTURE

HUDUMA BORA NI HAKI YAKO



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	- 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

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:

The Managing Director

The Commission Secretary / Chief Executive Officer

ICT SUPPORT SERVICES				
1	Resolution of IEICS system issues	☐ Email sent to admin@kephis.org , and IEICSPITteam@kephis.org detailing the issue	Free	8 working hours

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

OR

Commission on Administrative Justice
2nd Floor, West End Towers, Waiyaki Way Nairobi
Tel 020227000/2603765/2441211/8030666
Toll free line: 0800221349

Website: www.kephis.org

SMS Short Code: 15700 (Safaricom only)

Email: info@ombudsman.go.ke complain@ombudsman.go.ke

ISO 9001:2015|ISO/IEC 27001 Certified | 17025 Accredited Laboratories
PROTECTING KENYA'S AGRICULTURE
HUDUMA BORA NI HAKI YAKO



2	Resolution of Seed Certification & Plant variety Protection (SC&PVPs), Seed Card and Laboratory Information management System (LIMs) systems issues	☐ 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	☐ 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	• 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	☐ Eligibility as outlined in the Tender Document	• Free (Tender document downloaded by client) • Ksh. 1,000.00 (Tender document printed and issued by KEPHIS)	As stated in the Tender document

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

OR

Commission on Administrative Justice
2nd Floor, West End Towers, Waiyaki Way Nairobi
Tel 020227000/2603765/2441211/8030666
Toll free line: 0800221349

Website: www.kephis.org

SMS Short Code: 15700 (Safaricom only)

Email: info@ombudsman.go.ke complain@ombudsman.go.ke



The Managing Director

The Commission Secretary / Chief Executive Officer

4	Notification of successful and unsuccessful bidders	Email, physical and postal address	Free	1 working day
5	Product/Service Inspection & Acceptance	- 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	☐ Supporting documents Free 60 receipt of invoice ☐ KRA Pin certificate	days from date of and services	received ☐ Bank
CONFERENCING AND ACCOMMODATION SERVICES				
1	Half Board conferencing and accommodation (Local residents)	- 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)	- 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)	- 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)	- 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.orgWebsite: www.kephis.org

OR

SMS Short Code: 15700 (Safaricom only)

Email: info@ombudsman.go.ke complain@ombudsman.go.ke

Commission on Administrative Justice

2nd Floor, West End Towers, Waiyaki Way Nairobi

Tel 020227000/2603765/2441211/8030666

Toll free line: 0800221349

ISO 9001:2015|ISO/IEC 27001 Certified | 17025 Accredited Laboratories

PROTECTING KENYA'S AGRICULTURE

HUDUMA BORA NI HAKI YAKO



The Managing Director

The Commission Secretary / Chief Executive Officer

5	Accommodation (Local Residents) –Bed only	• 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	• Booking through phone call, email, letters, physical (walk-in) • Proof of payment	• 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	• 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	• 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	• 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

Kenya Plant Health Inspectorate Service (KEPHIS)

P.O. Box 49592-00100 GPO, NAIROBI

Tel: 020 6618000, 0709891000

Email: director@kephis.orgWebsite: www.kephis.org

OR

SMS Short Code: 15700 (Safaricom only)

Email: info@ombudsman.go.ke complain@ombudsman.go.ke

Commission on Administrative Justice

2nd Floor, West End Towers, Waiyaki Way Nairobi

Tel 020227000/2603765/2441211/8030666

Toll free line: 0800221349

ISO 9001:2015|ISO/IEC 27001 Certified | 17025 Accredited Laboratories

PROTECTING KENYA'S AGRICULTURE

HUDUMA BORA NI HAKI YAKO



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:

The Managing Director

The Commission Secretary / Chief Executive Officer

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

Website: www.kephis.org

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