

PVoC SERVICE CHARTER



For purposes of this charter, the following contacts can be used:

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PREAMBLE

This PVoC Service Charter has been designed to be incongruent with the overall Kenya Bureau of Standards (KEBS) corporate service charter. The charter is aimed at expounding the deliverables and the associated timelines of the parties involved in the programme with a view to holding them accountable for the same.

OBJECTIVE OF THE CHARTER

The objective of this PVoC Service Charter is to communicate to the stakeholders on the level of the service standards of PVoC programme with respect to quality and timeliness of the certification process. It also explains the roles and expectations of all the Parties involved in the entire PVoC process.

ROLES/ OBLIGATIONS

KEBS ROLES/ OBLIGATIONS AND SERVICE DELIVERY STANDARDS

- i. Preparing and reviewing the list of products subject to the PVoC Programme.
- ii. Transmitting IDF information to the PVoC Agents on a daily basis.
- iii. Responding to PVoC related queries within one (1) working day.
- iv. Responding to complaints/ appeals within three (3) working days.
- v. Enforcing the requirements of Legal Notice No. 78
- vi. Communicating to the PVoC Agents any changes in the regulations governing imports into the country.
- vii. Monitoring the performance of the PVoC Agents.

PVoC AGENTS ROLES/ OBLIGATIONS AND SERVICE DELIVERY STANDARDS

- i. Be adequately established in their respective zones of responsibilities.
- ii. Apply an appropriate risk management system in carrying out certification activities under the PVoC programme cost effectively.
- iii. Schedule and verify goods within four (4) working days upon receipt of duly completed Request for Certification/Inspection (RFC/I) form unless advised otherwise by the exporter.
- iv. Issue CoCs/ NCRs within two (2) working days of receipt of final invoice, inspection reports and test reports (where applicable) for the case of shipments transported by sea or road. However, for air shipments the CoCs/ NCRs shall be issued within 24 hours of receipt of the aforementioned documents.
- v. Provide relevant intelligence information to KEBS on counterfeits or any illegal cargo bound for Kenya.
- vi. Advise exporter/suppliers on the most cost effective route to certification.

KEBS COMMITMENT TO SERVICE DELIVERY

Kenya Bureau of Standards (KEBS), through the PVoC Office, shall ensure that the parties involved in the PVoC programme adhere to the service standards and roles and obligations spelt out in this service charter.

All PVoC stakeholders are hereby encouraged to provide feedback to KEBS PVoC office on their experiences with the programme vis a viz the service charter. Such feedbacks can be delivered in person, by mail and telephone.

AMENDMENTS OF THE PVOC SERVICE CHARTER

This service charter is subjected to constant amendments in keeping with the changing business environment. Amendments will be carried out in consultation with our clients and stakeholders.