

CITIZENS' SERVICE DELIVERY CHARTER



REPUBLIC OF KENYA



S/ No	Services/Good offered	Requirements to obtain Service/Good	Cost of Service/Good(if any)	Time Line
1.	Enquiries	<ul style="list-style-type: none"> Submit request online, telephone or visit 	Free	<ul style="list-style-type: none"> Within two working days where the responsible person is available to respond
2.	Licensing of Premises			
	2.1 Retail	<ul style="list-style-type: none"> Fill Form A 	1,000	<ul style="list-style-type: none"> Within one working day after successful premises inspection and payment of applicable fees
	2.2 Supermarkets (Domestic Class Pesticides), General Wholesalers (Domestic Class Pesticides), Pest Control Operators	<ul style="list-style-type: none"> Fill Form A 	2,000	
	2.3 Distribution, Wholesale, Agents, Importers, Other businesses dealing with pest control products not covered under 2.1 – 2.7	<ul style="list-style-type: none"> Fill Form A 	4,000	
	2.4 Re-packing	<ul style="list-style-type: none"> Fill Form A 	5,000	
	2.5 Formulation, Manufacture	<ul style="list-style-type: none"> Fill Form A 	7,500	
	2.6 Commercial Pest Control Operators	<ul style="list-style-type: none"> Fill Form A 	2,000	
	2.7 Storage/Warehousing and Use	<ul style="list-style-type: none"> Fill Form A 	5,000	
3.	Disposal of Pest Control Products			
	3.1 License for disposal of waste	<ul style="list-style-type: none"> Fill Form A 	5,000	<ul style="list-style-type: none"> Within one working day after applicant submits required documents
4.	Registration of Pest Control Products			
	4.1 Certificate of Registration (3 years)	<ul style="list-style-type: none"> Application and Board approval 	30,000	<ul style="list-style-type: none"> Up to 30 working days to issue registration certificate following approval and fulfillment of requirements set by the Board
	4.3 Label extension and parallel registrations	<ul style="list-style-type: none"> Application and Board approval 	30,000	
	4.3 Temporary Registration for a period not exceeding 1 year	<ul style="list-style-type: none"> Application and Board approval 	10,000	
	4.4 Renewal of Certificate of Registration not exceeding 2 years	<ul style="list-style-type: none"> Fill application form Revised commercial label Payment of renewal fees 	20,000	<ul style="list-style-type: none"> Up to 30 working days after fulfillment of all requirements.
	4.5 Introduction of new products, label extension (experimental permit)	<ul style="list-style-type: none"> Dossier, Application forms, summary form, label extension (application letter, draft label, residue data) 	10,000	<ul style="list-style-type: none"> 30 working days after dossier acceptance or receipt of the label extension application .
	4.6 Introduction of parallel/daughter registration	<ul style="list-style-type: none"> Application letter from registrant, appropriate application Form 	10,000	<ul style="list-style-type: none"> 30 working days after application receipt
	4.7 Label approval	<ul style="list-style-type: none"> application of request for approval as set out https://www.pcpb.go.ke/electronic-submission-of-draft-commercial-labels/ 	Free	<ul style="list-style-type: none"> Up to 14 working days for a product that has been Registered by the Board and after necessary corrections are incorporated by the applicant.

	4.8 List of Registered Products	<ul style="list-style-type: none"> Visit PCPB website https://www.pcpb.go.ke/ 	Free	Real time
	4.9 Change of trade name	Fill in Form 9 and provide the relevant documents, Application and Board approval	10,000	<ul style="list-style-type: none"> Up to 30 working days to issue certificate following approval by the Board of Management and fulfillment of the requirements set forth by the Board
	4.10 Change of Agency (per product)	<ul style="list-style-type: none"> Fill change of agency form Form A7 and provide required documents as set forth 	20,000	<ul style="list-style-type: none"> 14 days after submission of relevant documents.

5.

Import & Export of Pest Control Products**Imports**

5.1 Imports of less than Ksh. 500,000 in value

- Online on Kentrade

2,000

5.2 Imports of Ksh. 500,000 and over in value

- Online on Kentrade

0.8% of F.O.B. Value

5.3 Import of Trial Sample

- Online on Kentrade

0.8% FOB value or 2,000 whichever is higher

Exports

5.5 Exports of any amount

- Online on Kentrade

1,000

- Up to 3 working days where all relevant documents are provided.

Promoting Productivity , Safeguarding Human Health & Environments Towards Achieving Vision 2030

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service that does not conform to the above standards or an officer who does not live up to the commitment to courtesy and excellence in service delivery

should be reported to:-

The Chief Executive Officer/Secretary, Pest Control Products Board

P. O. Box 13794 – 00800 Nairobi, Kenya, Loresho, Off

Waiyaki Way

Tel.:+254-0208021846/7/8; Mobile:

0720480904/0735778743

Email: info@pcpb.go.ke or md@pcpb.go.ke Website: <http://www.pcpb.go.ke>

HUDUMA BORA NI HAKI YAKO

REGISTRATION DEPARTMENT

CITIZENS' SERVICE DELIVERY CHARTER



S/No	Services/Good offered	Requirements to Obtain Service/Good	Cost of Service/Good(if any)	Time Line
1.	Enquiries	· Submit request online, telephone or visit	Free	Immediate.
2.	Change of Agency			
	Change of agent (per product)	· Fill change of agency form	20,000	· 14 days after submission of relevant documents.
3.	Registration of Pest Control Products			
	a. Certificate of Registration (3 years)	· Application and Board approval	30,000	· Up to 30 working days to issue a certificate following approval by the Board of Management and payment of necessary fees.
	b. Temporary Registration for a period not exceeding 1 year	· Application and Board approval	10,000	
	c. Introduction of new products (experimental permit)	· Dossier, Application forms, summary form	10,000	· One month after dossier acceptance.
	d. Renewal of Certificate of Registration not exceeding 2 years	· Payment of renewal fees	20,000	Immediate upon payment of necessary renewal fees
	e. Label approval / Review	· Draft label	Free	· Up to 14 working days for a product that has been registered by the Board and after necessary corrections are incorporated by the applicant.
4.	Import & Export of Pest Control Products			
	Imports			· Up to 3 working days where all relevant documents are provided.
	a. Imports of less than Ksh. 500,000 in value	Online application KENTRADE	2,000	
	b. Imports of Ksh. 500,000 and over in value	Online application KENTRADE	0.4% of F.O.B. Value	
	c. Import of trial sample	Fill Form PCPB 1	0.4% FOB value or 2,000 whichever is higher	
	Exports			
	c. Exports of any amount	Fill Form PCPB 1	1,000	

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HUDUMA BORA NI HAKI YAKO

INSPECTORATE SERVICES
SERVICE DELIVERY CHARTER



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1.	Enquiries	· Submit request online, telephone or visit	Free	Immediate
2.	Licensing of Premises			
	a. Retail	· Fill Form A	1,000	· Immediate after inspection of premises if all requirements are met
	b. Supermarkets (Domestic Class Pesticides), General Wholesalers (Domestic Class Pesticides), Pest Control Operators	· Fill Form A	2,000	
	c. Distribution, Wholesale, Agents, Importers, Other businesses dealing with pest control products not covered under (a) – (g)	· Fill Form A	4,000	
	d. Re-packing	· Fill Form A	5,000	
	e. Formulation, Manufacture	· Fill Form A	7,500	
	f. Commercial Pest Control Operators	· Fill Form A	2,000	
	g. Storage/Warehousing and Use	· Fill Form A	5,000	
3.	Disposal of Pest Control Products			
	License for disposal of waste	· Fill Form A	5,000	· Immediate

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HUDUMA BORA NI HAKI YAKO

ADMINISTRATIVE SUPPORT SERVICES

SERVICE DELIVERY CHARTER



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1.	Human Resource & Administration			
	a. Enquiries	· Submit request online, telephone, email or visit	Free	· Within one day or after the responsible person is available to respond
	b. Handling complaints	· Submit complaints	Free	· Immediate and within the timelines required
2.	Information Communication Technology (ICT)			
	· Access to List of registered products	· Visit the PCPB website	Free	· Real time
3.	Procurement			
	a. Respond to routine correspondence (To government)	· Submit query/request.	Free	· Within seven (7) days from date of receipt
	b. Respond to procurement related queries (To service providers)	· Submit query.	Free	· Within thirty (30) days of the following month
	c. Review of procurement procedures	· Relevant rules and regulations	Free	· Every two years
4.	Accounts			
	a. Receipt of Revenue	· Submit duly completed form with the required fees.	Required fees	· Immediate
	b. Payment for services rendered	· Submit Order and Invoice.	Free	5 working days upon acceptance of goods and services
	c. Enquiries on payment status	· A telephone call, letter or email	Free	· Immediate

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HUDUMA BORA NI HAKI YAKO



ANALYTICAL SERVICES

SERVICE DELIVERY CHARTER



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1	Enquiries	.Submit enquiry either via online, call or visit	Free	Immediate
2	Dispatch of trials samples to accredited centers	. Submit sample with necessary documentation as per experimental samples guidelines in the website	.Courier charges ranging from Ksh 350 per sample for samples below 5 Kg and additional 100/ per extra Kg dependent on the destination of the sample	5 working days from date of submission of samples, upon submission of requisite documents and payment of charges
3	.Analysis of pesticides samples for quality check	.Submit sample, fill sample submission form and payment of requisite fees	. Ksh 2500 per sample per active ingredient for formulation analysis.	10 working days upon fulfillment of the requirements
4	Release of analytical test results	.Completion of analysis	.Free	. Within 48 hrs.

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