



REPUBLIC OF KENYA



PEST CONTROL PRODUCTS BOARD

CITIZENS' SERVICE DELIVERY CHARTER

| S/NO | Service / Good Offered                                                                                                                                                                                                                                                                                                                                                                                  | Requirement to Obtain Service / Good                                                                                                                                                                         | Cost of Service / Good ( if any)                                                                                         | Timeline                                                                                                                                                                                                                                           |                        |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|
| 1    | Enquiries                                                                                                                                                                                                                                                                                                                                                                                               | Application through <a href="https://oprs.pcpb.go.ke">https://oprs.pcpb.go.ke</a>                                                                                                                            | Free                                                                                                                     | Within 2 working days                                                                                                                                                                                                                              |                        |
| 2    | Inspection and Certification of Premises                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                              |                                                                                                                          |                                                                                                                                                                                                                                                    |                        |
|      | Application fees                                                                                                                                                                                                                                                                                                                                                                                        | Application through <a href="http://pcpb.ecitizen.go.ke">pcpb.ecitizen.go.ke</a>                                                                                                                             | 1,000                                                                                                                    | Within 7 working days after inspection                                                                                                                                                                                                             |                        |
|      | a) Retail                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                              | 2,000                                                                                                                    |                                                                                                                                                                                                                                                    |                        |
|      | b) Spray Service Providers                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                              | 1,000                                                                                                                    |                                                                                                                                                                                                                                                    |                        |
|      | c) Supermarkets ( Domestic class pesticides), General wholesalers ( Domestic class pesticides), Pest Control operators                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                              | 4,000                                                                                                                    |                                                                                                                                                                                                                                                    |                        |
|      | d) Re-packing                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                              | 10,000                                                                                                                   |                                                                                                                                                                                                                                                    |                        |
|      | e) Distribution                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                              | 8,000                                                                                                                    |                                                                                                                                                                                                                                                    |                        |
|      | f) Agent                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                              | 8,000                                                                                                                    |                                                                                                                                                                                                                                                    |                        |
|      | g) Wholesale                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                              | 8,000                                                                                                                    |                                                                                                                                                                                                                                                    |                        |
|      | h) Training of company employees / consultants and other stakeholders                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                              | 10,000 per day per group of not more than 50 persons                                                                     |                                                                                                                                                                                                                                                    |                        |
|      | i) Training of students from training institutions                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                              | 5,000 per day per group of not more than 50 persons                                                                      |                                                                                                                                                                                                                                                    |                        |
|      | j) Training other countries on pest control products management                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                              | USD 1,000 per day per group of not more than 20 persons                                                                  |                                                                                                                                                                                                                                                    |                        |
|      | k) Formulation / Manufacture                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                              | 30,000                                                                                                                   |                                                                                                                                                                                                                                                    |                        |
|      | l) Commercial pest control operators                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                              | 4,000                                                                                                                    |                                                                                                                                                                                                                                                    |                        |
|      | m) Warehousing, storage and use                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                              | 10,000                                                                                                                   |                                                                                                                                                                                                                                                    |                        |
|      | Other businesses dealing with pest control products not mentioned above (a-m)                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                              | 8,000                                                                                                                    |                                                                                                                                                                                                                                                    |                        |
|      | Penalty on late renewal of premise certificate                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                              | 10% of the applicable renewal premises certification fee per year                                                        |                                                                                                                                                                                                                                                    |                        |
|      | 3                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                              | Disposal of pest control products                                                                                        |                                                                                                                                                                                                                                                    |                        |
|      | 3.1) License feesfor disposal facility                                                                                                                                                                                                                                                                                                                                                                  | Application through <a href="http://pcpb.ecitizen.go.ke">pcpb.ecitizen.go.ke</a>                                                                                                                             | 10,000                                                                                                                   | Within 7 working days after inspection                                                                                                                                                                                                             |                        |
|      | 3.2) Cost of disposal per Kg of pest control products seized by the Board                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                              | 100                                                                                                                      |                                                                                                                                                                                                                                                    |                        |
|      | 3.3) Supervision for disposal of pest control products taken directly to disposal facility by the client                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                              | 5% of cost of disposal payable to the disposal facility                                                                  |                                                                                                                                                                                                                                                    |                        |
| 4    | Registration of Pest Control Products                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                              |                                                                                                                          |                                                                                                                                                                                                                                                    |                        |
|      | 4.1) Consultation on submision of application for registration in online pesticide registration system (OPRS) portal                                                                                                                                                                                                                                                                                    | Application through <a href="http://pcpb.ecitizen.go.ke">pcpb.ecitizen.go.ke</a>                                                                                                                             | Free                                                                                                                     | Within 3 working days                                                                                                                                                                                                                              |                        |
|      | 4.2) Label Review and aproval<br>Addition of uses based on alredy registered uses for mother plus daughter products                                                                                                                                                                                                                                                                                     | Application of request for approval as set out <a href="https://www.pcpb.go.ke/eletronic-submission-of-draft-commercial-label/">https://www.pcpb.go.ke/eletronic-submission-of-draft-commercial-label/</a> . | label extension application fee 30,000                                                                                   | Within 14 working days after necessary corrections are incorporated by the applicant                                                                                                                                                               |                        |
|      | 4.3) List of Registered Products                                                                                                                                                                                                                                                                                                                                                                        | Visit PCPB website: <a href="http://www.pcpb.go.ke">www.pcpb.go.ke</a>                                                                                                                                       | Free                                                                                                                     | Real Time                                                                                                                                                                                                                                          |                        |
|      | 4.4) Application for registration of a new product and Parallel product for 5 years                                                                                                                                                                                                                                                                                                                     | Submission of application through the OPRS and Board approval                                                                                                                                                | <ul style="list-style-type: none"><li>• Introduction fee; 10,000</li><li>• Registration of application 75,000</li></ul>  | <ul style="list-style-type: none"><li>• Within 30 working days of submission and fulfilment of all requirements for new product and label extensions</li><li>• Issuance of experimental permit for new applications and label extension.</li></ul> |                        |
|      | 4.5) Application for registration of label extension                                                                                                                                                                                                                                                                                                                                                    | Submission of application through the OPRS                                                                                                                                                                   | <ul style="list-style-type: none"><li>• Introduction fee; 10,000</li><li>• Registration of application: 30,000</li></ul> |                                                                                                                                                                                                                                                    |                        |
|      | 4.6) Renewal of certificate of registration not exceeding 3 years                                                                                                                                                                                                                                                                                                                                       | Submission of application through the OPRS                                                                                                                                                                   | Renewal fee: 45,000<br>Certificate fee 10,000                                                                            | Within 2 working days after fulfilment of all requirements                                                                                                                                                                                         |                        |
|      | 4.7) Penalty on late renewal of certificate of registration                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                              | 10% of applicable renewal fee per year                                                                                   |                                                                                                                                                                                                                                                    |                        |
|      | 4.8) Penalty on late fulfilment of the conditions of the nortification of approval of registration                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                              | 10% Of the applicable registration fee                                                                                   |                                                                                                                                                                                                                                                    |                        |
|      | 4.8.1) Application for temporary registration for a period not exceeding 1 year                                                                                                                                                                                                                                                                                                                         | Submission of application through the OPRS and Board approval                                                                                                                                                | 20,000                                                                                                                   | Within 30 working days to issue registration certificate following following approval by the Board and fulfilment of all requirements                                                                                                              |                        |
|      | 4.8.2) Renewal of certificate of registration not exceeding 1 year                                                                                                                                                                                                                                                                                                                                      | <ul style="list-style-type: none"><li>• Submit through OPRS</li><li>• Fill application form</li><li>• Revised commercial label</li><li>• Payment of Renewal fee</li></ul>                                    | 20,000                                                                                                                   | Within 2 working days after fulfilment of all the requirements                                                                                                                                                                                     |                        |
|      | 4.8.3) Certificate of registration fee                                                                                                                                                                                                                                                                                                                                                                  | Submission of application through the OPRS and Board approval                                                                                                                                                | 10,000                                                                                                                   | Within 30 working days to issue registration certificate following approval by the Board and fulfilment of all requirements                                                                                                                        |                        |
|      | 4.8.4) Review of variation of the Registered Products (per application / site as appropriate) <ul style="list-style-type: none"><li>• Change of Registrant</li><li>• Addition / Removal of manufacturing site (s)</li><li>• Addition / Removal of formulation site (s)</li><li>• Labelling changes</li><li>• Change of formulation</li><li>• shelf life</li><li>• Invoicing center / Exporter</li></ul> | Submission of application through the OPRS                                                                                                                                                                   | 10,000                                                                                                                   | Within 30 working days after submission of relevant documments                                                                                                                                                                                     |                        |
|      | 4.8.5) Change of trade name                                                                                                                                                                                                                                                                                                                                                                             | Submission of application through the OPRS and Board approval                                                                                                                                                | 20,000                                                                                                                   | Within 30 working days to issue registration certificate following following approval by the Board and fulfilment of all requirements                                                                                                              |                        |
|      | 4.8.6) Change of agency ( per a product)                                                                                                                                                                                                                                                                                                                                                                | Submission of application through the OPRS                                                                                                                                                                   | 40,000                                                                                                                   | Within 30 working days after submission of relevant documments                                                                                                                                                                                     |                        |
|      | 4.8.7) Application for accreditation of trial institutions                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                              | 10,000                                                                                                                   | Within 2 working days after fulfilment of all the requirements                                                                                                                                                                                     |                        |
|      | 4.8.8) License/Accreditation of trial institutions                                                                                                                                                                                                                                                                                                                                                      | Actual vist and evaluation of the institution                                                                                                                                                                | 25,000 per year or 70,000 for 3 years                                                                                    | Within 30 working days to issue letter following the approval by the Board of Management and fulfilment of all requirements                                                                                                                        |                        |
|      | 4.8.9) Traning                                                                                                                                                                                                                                                                                                                                                                                          | a) Traning of compliance / consultants and other stakeholders                                                                                                                                                | Application through <a href="http://pcpb.ecitizen.go.ke">pcpb.ecitizen.go.ke</a>                                         | 10,000 per a day for a group of not more than 50 persons                                                                                                                                                                                           | Within 3 working days. |
|      |                                                                                                                                                                                                                                                                                                                                                                                                         | b) Standing fee for trial institution                                                                                                                                                                        |                                                                                                                          | 5,000 per day for a group of not more than 50 persons                                                                                                                                                                                              |                        |
|      | 5                                                                                                                                                                                                                                                                                                                                                                                                       | Import and Export of pest control products                                                                                                                                                                   |                                                                                                                          |                                                                                                                                                                                                                                                    |                        |
|      | Imports                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                              |                                                                                                                          | Within 2 working days where all relevant documments are provided                                                                                                                                                                                   |                        |
|      | 5.1) Imports of less than Ksh. 150,000 in value                                                                                                                                                                                                                                                                                                                                                         | Application through <a href="https://kentrade.go.ke">https://kentrade.go.ke</a>                                                                                                                              | 2,000                                                                                                                    |                                                                                                                                                                                                                                                    |                        |
|      | 5.2) Imports of Ksh. 150,000 and over in value                                                                                                                                                                                                                                                                                                                                                          | Application through <a href="https://kentrade.go.ke">https://kentrade.go.ke</a>                                                                                                                              | 2% of F.O.B value (70% to the Board and 30% to the association)                                                          |                                                                                                                                                                                                                                                    |                        |
|      | Exports                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                              |                                                                                                                          |                                                                                                                                                                                                                                                    |                        |
|      | 5.3) Export of any amount                                                                                                                                                                                                                                                                                                                                                                               | Application through <a href="https://kentrade.go.ke">https://kentrade.go.ke</a>                                                                                                                              | 1,000                                                                                                                    |                                                                                                                                                                                                                                                    |                        |

Promoting Productivity, Safeguarding Human Health & Environment 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

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HUDUMA BORA NI HAKI YAKO

