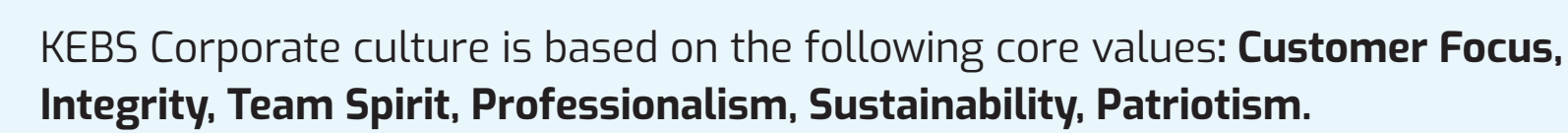
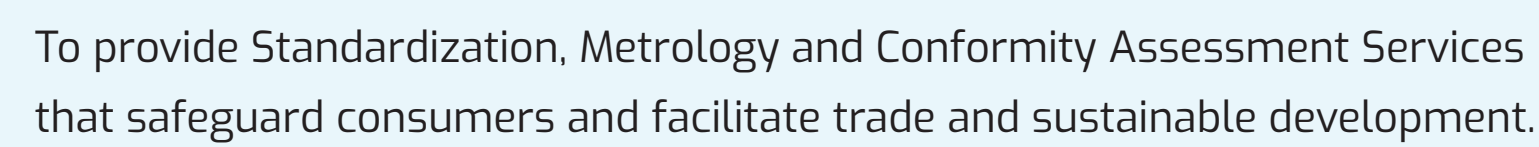
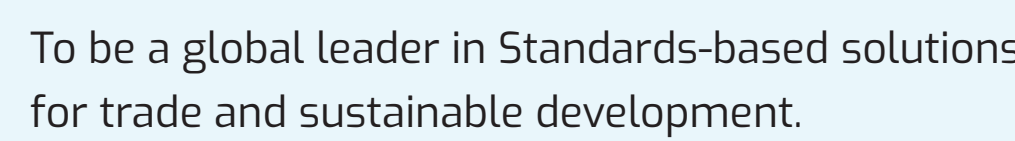
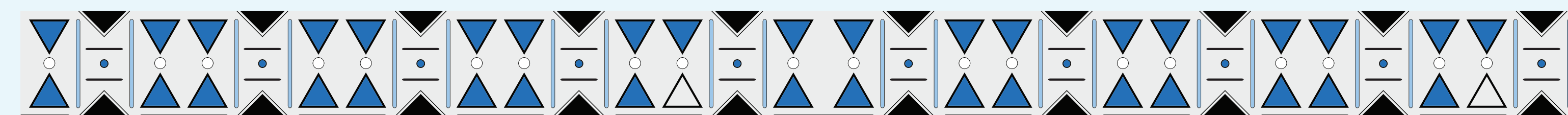


Standards For Quality Life.



DEPARTMENT	SERVICE RENDERED	CUSTOMER OBLIGATION	TIMELINE (working days)	USER CHARGES
METROLOGY	Calibration of equipment and issuance of certificates/reports Sign contract/ Tender	i. Deliver equipment to KEB5 ii. Collect calibrated equipment and certificates/reports from KEB5 iii. Pay applicable fee/formal commitment (order) iv. Provide required equipment manuals and accessories	14 days	As per applicable fee
	Response to onsite calibration of equipment.	i. Make a request. ii. Pay applicable fee. iii. Provide necessary resources. iv. Avail equipment and manual.	14 days	As per applicable fee
	Respond to Request for Quotation (RFQ's).	Request for a quotation.	2 days	NIL
NATIONAL QUALITY INSTITUTE (NQI)	Acknowledge requests for training, membership and extension service	Make a request	2 working days	Nil
	Confirmation of scheduled training	Committal documents (letter/contract/LSO), remittance advice, payment	At least 5 working days before training	Applicable fee
	Issue certificate after completion of training, conference, and extension service	Payment	21 working days	Applicable fee
	Issue certificate after completion of Membership Evaluation	Payment	21 working days	Applicable fee
	Issue invoices after completion of training, conference and extension service	Commitment documents, remittance advice, payment	7 working days	Nil
CERTIFICATION BODY	Acknowledge application for certification	Apply for certification	3 days	Pay application fees of Ksh.10,000
	Schedule audits	Pay applicable agreed fees	10 days	As mutually agreed
	Preparation of certification proposal	Review contract and TOR documents (CB)	5 days	NIL
	Preparation of certification proposal/contract	Review contract and sign.	3 days from day of decision.	Included in certification fee.
	Issue of certification documents	Return signed contract.	7 days from date of return by customer	NIL
STANDARDS DEVELOPMENT	Standards development through Technical Committee process	Request for standards	15 months Maximum	NIL
	Systematic review of standards	NONE	5 years Maximum	NIL
	Acquiring of standard(s)	i. Request for standards ii. Pay applicable fee	2 days	Applicable price.
MARKET SURVEILLANCE	Acknowledge consumer complaints	Report/submit the complaint to KEB5 primarily through the KEB5 integrated Information Management System (KIMS) or in the alternative through letter, telephone, twitter, email or physically	2 days	Nil
	Address consumer complaints by carrying out investigations	a. Report/submit the complaint to KEB5 primarily through the KEB5 integrated Information Management System (KIMS) or in the alternative through letter, telephone, twitter, email or physically; b. Provide accurate and relevant information; c. Provide relevant documents relating to the product complained about e.g. purchase receipts, etc	28 days	Nil
	Give feedback to complainant upon completion of the investigations	Provide reliable contacts through which feedback can be given, preferably email address, postal address, telephone number, etc if complaint is not of the type where complainant opts to remain anonymous	5 days	Nil



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