



REPUBLIC OF KENYA



NATIONAL BIOSAFETY AUTHORITY

CUSTOMER SERVICE DELIVERY CHARTER

S/N	SERVICES	OBLIGATIONS		SERVICE CHARGES	DURATION	RESPONSIBLE SECTIONS		
		CLIENT	NBA					
1.	General Inquiries	Voluntary visit/call	-	Nil	10 Minutes	All Sections		
		Mail/Email/Social media	-	Nil	2 working days			
2.	Response to correspondence	-	Written Correspondence	Nil	10 working days	Relevant Sections		
		-	Administrative and technical issues					
		-	Consultations					
		-	Acknowledging GMO applications/screening	Nil	Within 30 days	Technical Department		
3.	Consideration and determination of applications for activities involving genetically modified organisms	Submission of duly completed application form	-	Type of Application	Rates	90 to 150 days	Technical Department	
				i. Contained use (Labs, greenhouse, screen house & contained field trials)	New rates available on Website and Reception			
				ii. Environmental release				
				iii. Import, Export and Transit				
				iv. Processing of renewal of GMO applications	New rates available on Website and Reception			30 days
		v. Change or modification of research protocol		Nil	30 days (no additional risk assessment)			
					iv. Processing of renewal of GMO applications	New rates available on Website and Reception	30 days	
					v. Change or modification of research protocol	Nil	30 days (no additional risk assessment) 100 days (requiring additional risk assessment)	
					vi. Search of records in the Registry (per application)	Ksh.500	5 days	Records/Library Department
					vii. GMO-free certificate	Ksh.2,000	7 days	Technical Department
		viii. Issuance of no objection letters on imports	Ksh.2,000	7 days	Technical Department			
		ix. Sampling and GMO testing	Local Test (30,000)	Within 21 days				
			Overseas (60,000)	30 days				
		x. Cargo clearance through National Single Window System	Ksh.1000	2 days	Technical Department			
4.	Provision of information documents	-	Upon request	Nil	Within 24 hours	Information desk/website		
5.	Response to issues raised by scientists in universities and other research institutions	-	Upon request	Nil	Within 10 working days	Technical Department		
6.	Provide information on the institutions undertaking Biosafety related activities	-	Upon request	Nil	Within 24 hours	Technical Department		
7.	Provide Biosafety input to national and sectorial policy formulation	-	As need arises	Nil	Within 10 working days	Technical Department		
8.	Registration of GMO research facilities	-	Inspection	Ksh.10,000	Within 90 days	Technical Department		
9.	Registration and renewal of Institution Biosafety Committee (IBC)	-	Registration request	Ksh.10,000	10 days	Technical Department		
			Renewal request (annually)	Ksh.5,000	5 days			
10.	Effect payment for goods and services rendered	-	<ul style="list-style-type: none"> LPO/LSO Delivery note Claim/Invoice 	Nil	Within 30 working days	Finance and Procurement Departments		
11.	Inspection on containment and confinement facilities	-	Upon request	Ksh.2,000 per inspection fee mileage @ AA rates	10 working days	Technical Department		
12.	Resolve complaints	Complaint	-	Nil	30 days	Corporate Communications Department		

Customer feedback and complaints

We encourage the submission of complaints to the CEO either verbally, written or electronically through the contacts given below.

Contact Details: Chief Executive Officer, National Biosafety Authority, NACOSTI Building (2nd Floor), Upper Kabete, Off Waiyaki Way | P. O. Box 28251 - 00100, NAIROBI
Tel: +254 713854132/+254 202642899 | **Email:** ceo@biosafetykenya.go.ke / info@biosafetykenya.go.ke | **Website:** www.biosafetykenya.go.ke

Administrative Justice

In addition to the complaints handling mechanism provided within our mechanisms as the National Biosafety Authority (NBA), members of the public can also channel their complaints to the Commission on Administrative Justice (Ombudsman) for action on the following address:

Commission on Administrative Justice Contact Details

Head Office:

2nd Floor, West End Towers, Opposite Aga Khan High School off Waiyaki Way - Westlands | P. O. Box 20414 - 00200, NAIROBI.
Tel: +254-20-2270000/2303000/2603765/2409574/0777 125818 / 0800221349 (Toll-free) | **Email:** info@ombudsman.go.ke



Biosafety Kenya



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