



NATIONAL BIOSAFETY AUTHORITY
CUSTOMER SERVICE DELIVERY CHARTER

S/N	SERVICES	REQUIREMENTS TO OBTAIN SERVICE	COST OF SERVICE	TIMELINES
1.	General Inquiries	Submission of enquiries.	Free	Within 7 working days
2.	Resolution of public complaints	Submission of complaints	Free	Within 30 working days
3.	Request for inspection, access or copies of records	Online application	Fee as provided in the schedule on the Authority's Website	Within 21 working days
4.	Application to treat information as confidential	Online application	Fee as provided in the schedule on the Authority's Website	Within 30 working days
5.	Procurement of goods and services	Pre-qualification and registration documents Submit tender documents Submit request for proposals	As per the PPAD Act, 2015	According to tender requirements

		Request for quotation documents Delivery of goods and services		
6.	Payment for goods, services and works	Submission of invoices/delivery notes Submission of valid KRA Pin certificate and VAT/Tax compliance certificates	Free	30 working days
7.	Cargo clearance	Online clearance	Fee as provided in the schedule on the Authority's Website	Within 24 hours
8.	Issuance of Certificates (GMO Free Certificate, letters of no objection, GMO dealing)	Online application	Fee as provided in the schedule on Authority's Website	Within 7 working days
9.	Registration and renewal services (GMO facilities, Institutional Biosafety Committee)	Online application	Fee as provided on the schedule on the Authority's website	Within 30 working days
10.	Consideration of Early Consultation on Genome Editing	Online application	Fee as provided in the schedule on the Authority's website	30-90 working days

11.	Sampling and GMO Testing	Online application	Fee as provided in the schedule on the Authority's website	Within 7 working days
	Local test			
	Overseas test	Online application	Fee as provided in the schedule on the Authority's website	Within 60 working days
12.	Consideration of GMO application (contained use and Environmental release)	Online Application	Fee as provided in the schedule on the Authority's website	90-150 days
13.	Consideration of GMO applications (Import, Export and Transit, Renewal, Change of protocol)	Online application	Fee as provided in the schedule on the Authority's website	Within 30 working days

For customer feedback please contact:

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Website: www.biosafetykenya.go.ke

or
Commission on Administrative Justice

West End Towers

Waiyaki Way

P.O. Box 20414 – 00200

NAIROBI.

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National Biosafety Authority is ISO 9001:2015 Certified