



PEST CONTROL PRODUCTS BOARD
[A Statutory Organization of the Kenya Government]

SERVICE DELIVERY CHARTER



INTRODUCTION

The Pest Control Products Board (PCPB) is a statutory organization of the Kenya Government established under an Act of parliament, the Pest Control Products Act, Cap 346, Laws of Kenya of 1982 to regulate the importation and exportation, manufacture, distribution and use of pest control products. This Act became operational in 1983 and the Board was established in 1985. Thereafter, there have been various subsidiary legislation to operationalize the Act.

MANDATE

- ◆ Assessing the safety, efficacy, quality and economic value of pest control products with a view to registering them, if found suitable.
- ◆ Assessing suitability of premises used for manufacture/ formulation, storage and distribution of pest control products for purposes of licensing them for those functions.
- ◆ Processing and issuing import permits to ensure that only registered products are imported and in right quantities.
- ◆ Advising the Minister on all matters relating to the Provisions of the Act and Regulations made thereunder.
- ◆ Monitoring and ensuring adherence of quality standards of pest control products from production to use.
- ◆ Creating awareness to the general public on all aspects of safety, storage, handling and use of pest control products.
- ◆ Investigating and prosecuting offences of the Pest Control Products Act.

VISION

To be a world class regulatory agency for pest control products.

MISSION

To provide professional, efficient and effective regulatory service for manufacture, trade, safe use and disposal of pest control products while ensuring safety to humans, animals and the environment

CORE VALUES

Professionalism

Confidentiality

Fairness

Accountability

Customer Focus

SERVICES OFFERED

- ◆ Registration of Pest Control Products.
- ◆ Inspection of Pesticide Premises.
- ◆ Regulation of disposal of Pest Control Products.
- ◆ Regulation of Import & Export of Pest Control Products.
- ◆ Training clients on safe use and handling of pesticides.
- ◆ Accreditation of institutions to carry out efficacy trials for pest control products.
- ◆ Post-registration surveillance of pest control products.
- ◆ Analytical laboratory services for pesticides.

4

The above services are rendered pursuant to the Pest control Products Act Cap 346 and regulations hereunder and lead to issuance of relevant documents. PCPB collaborates extensively with other stakeholders who comprise both local and international institutions.

This charter outlines our commitment to providing quality service to all our clients.

OUR CLIENTS ARE

- ◆ The Kenyan community
- ◆ Government
- ◆ Agro chemical industry
- ◆ Other government agencies
- ◆ International organizations
- ◆ International community

SERVICE DELIVERY

We undertake to:

General

- ◆ Respond to inquiries within one day of receipt.
- ◆ Maintain a complaints/suggestion box and a register.
- ◆ Handle complaints in confidence and develop corrective and feedback mechanisms.

Licensing of Premises/Businesses

- ◆ Issue premises/business licences within five (5) working days after inspection for Nairobi and its Environs.
- ◆ Issue premises/business licences within seven (7) working days after Inspection for upcountry inspection Zones.

Registration of Pest Control Products

- ◆ Issue a certificate of registration within thirty (30) working days following approval by the board of management and payment of necessary fees.
- ◆ Issue an experimental permit within one (1) month after dossier acceptance.
- ◆ Approve a pesticide label within fourteen (14) working days for a product that has been registered by the Board and after necessary corrections are incorporated by the applicant.
- ◆ Effect change of agency within fourteen (14) days after submission and approval of relevant licences.
- ◆ Issue access code for online list of registered products within one (1) day of application and payment of relevant fees..
- ◆ Issue published hard copy list of registered products immediately after payment of relevant fees.

Processing of Import/Export licenses

Issue an import/export permit within three (3) working days where all relevant documents are provided and relevant fees paid.

Procurement

a) To Service Providers:

- ◆ Ensure that public procurement and disposal procedures are conducted in a fair, transparent and non-discriminatory manner.
- ◆ Respond to procurement related queries within thirty (30) days of the following month.

b) To Government:

- ◆ Reply to routine correspondence within seven (7) days from the date of receipt.
- ◆ In light of changing global trends, and in consultation with stakeholders, subject the above commitment to regular review (at least two years) to ensure that it is in tandem with new developments.

Accounts

- ◆ Issue Receipts upon receipt of cash.
- ◆ Process payment to suppliers within three days after receipt of duly authorised payment support documents.
- ◆ Attend to all customers timely and with courtesy.
- ◆ Give instant response to customer queries on payments.

CLIENT OBLIGATIONS

All clients have a right to service and should:

- ◆ Be conversant with and adhere to the laws and provisions governing the operations of PCPB. These include;- the Pest Control Products Act Cap 346, laws of Kenya, The Pest Control Products (Registration) Regulations – L.N.46/1984 & L.N.109/1984,

The Pest Control Products (Licensing of Premises) Regulations – L.N.145/1984, The Pest Control Products (Labeling, Advertising and Packaging) Regulations – L.N.89/1984, The Pest Control Products (Importation and Exportations) Regulations – L.N.146/1984, The Pest Control Products (Registration) (Amendment) Regulations – L.No. 123/2006, The Pest Control Products (Licensing of Premises) (Amendment) Regulations, 2006 - L.No. 124/2006, The Pest Control Products (Importation and Exportation) (Amendment) Regulations – L.No. 125/2006, The Pest Control Products (Disposal) Regulations – L.No. 126/2006, The Pest Control Products (Labeling, Advertising and Packaging) (Amendment) Regulations – L.No. 127/2006, and The Pest Control Products (Licence Fees and Other Charges) Regulations – L.No. 128/2006.

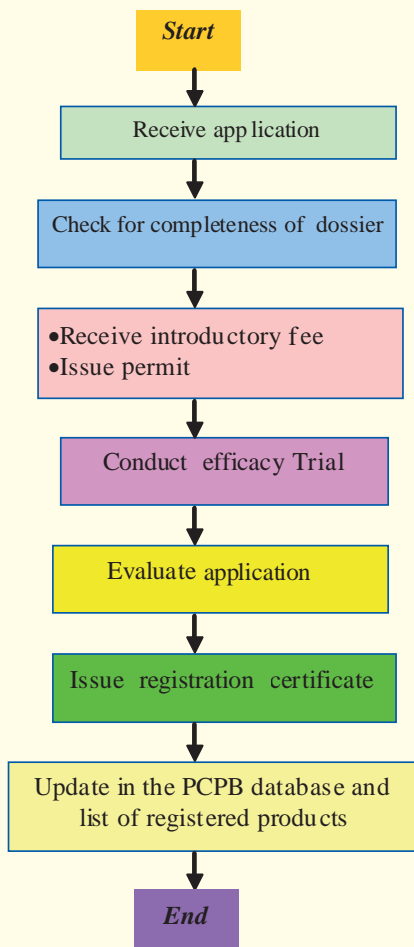
- ◆ Understand and observe any other terms and conditions under which PCPB services are offered.
- ◆ Pay promptly for services rendered.
- ◆ Use prescribed documents to request for services.
- ◆ Communicate any changes e.g. change of company name, address e.t.c. in writing for ease of reference.
- ◆ Exercise professionalism and respect in dealing with PCPB staff.
- ◆ Not offer any form of inducement with the intention of compromising PCPB staff.

FEEDBACK

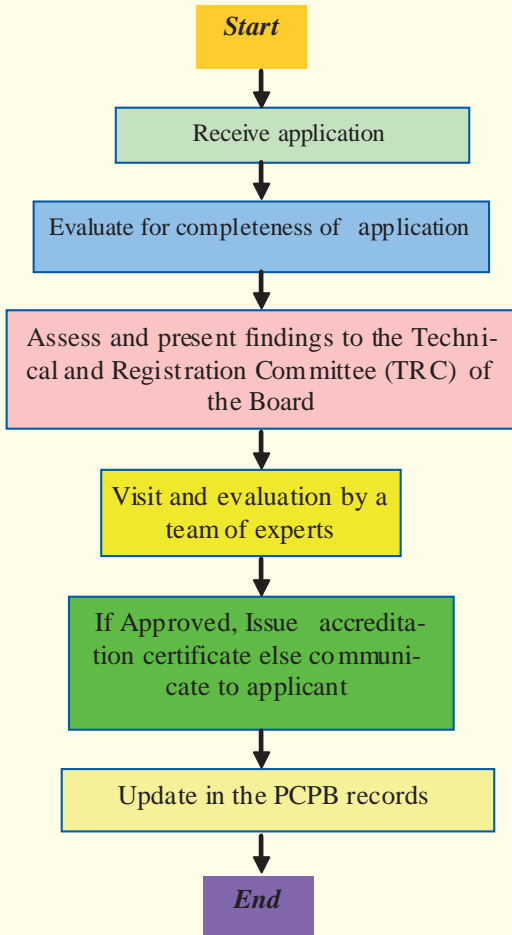
- ◆ We encourage our clients and stakeholders to share what they think of our services.
- ◆ All our staff are committed to handling issues raised by our stakeholders at all times.

ANNEX: FLOW CHARTS ON SERVICE DELIVERY

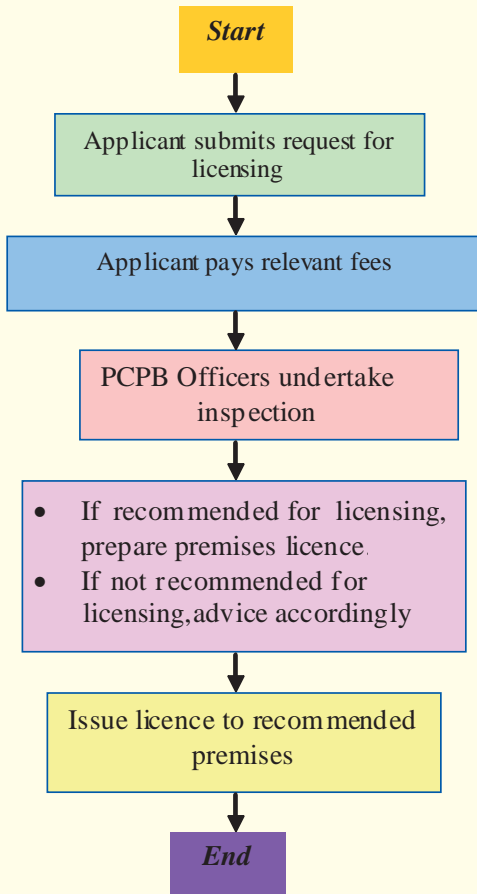
I. Registration of pest control products



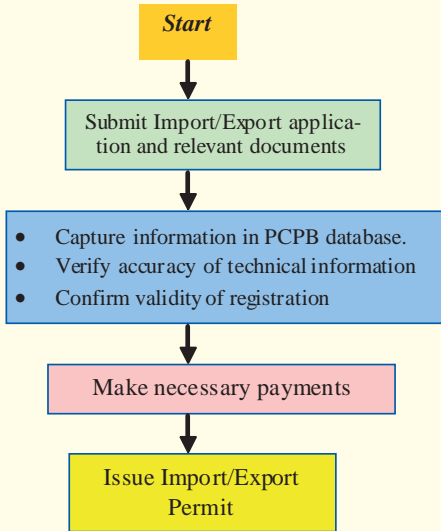
II. Accreditation of institutions to carry out efficacy trials



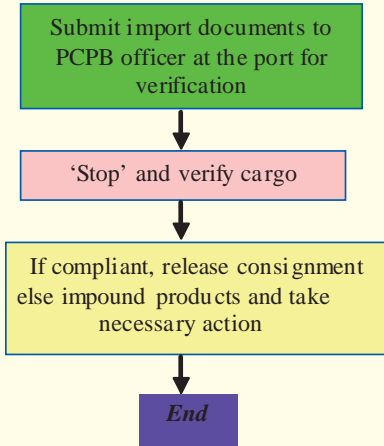
III. Inspection and Licensing of pesticide premises/businesses



IV. Processing of Import/Export permits



V. Import/Export clearance at the Port



CONTACTS

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The Chief Executive/Secretary

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Regional Offices:

Coast Regional Office:

The Regional Manager

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Email: coast.region@pcpb.or.ke

Western Regional Office:

The Regional Manager

P.O. Box 2757-40100,
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Mt. Kenya Regional Office:

The Regional Manager

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