



## CUSTOMER SERVICE DELIVERY CHARTER

S/No	SERVICES	REQUIREMENT TO OBTAIN SERVICE	COST OF SERVICE (if any)	TIMELINES
1.	Registration and Licensing of Environmental Experts	<ul style="list-style-type: none"> <li>❖ Requisite qualifications and experience</li> <li>❖ Adhere to code of practice and professional ethics</li> <li>❖ Prompt response to issues raised</li> <li>❖ Payment of prescribed fees</li> </ul>	<p><b>Registration</b></p> <p><u>Citizens</u>                      <u>Non-Citizens</u></p> <p>Lead.        – Ksh. 3,000.    Ksh. 9,000.</p> <p>Associate – Ksh. 2,000.   Ksh. 6,000.</p> <p>Firm        – Ksh. 5,000.    Ksh. 15,000.</p> <p><b>Practicing License</b></p> <p><u>Citizens</u>                      <u>Non-Citizens</u></p> <p>Lead        – Ksh. 5,000.    Ksh. 15,000.</p> <p>Associate – Ksh. 3,000.   Ksh. 9,000.</p> <p>Firm        – Ksh. 20,000.   Ksh. 60,000.</p>	30 working days upon application
2.	Environmental Impact Assessment (EIA) licensing	<ul style="list-style-type: none"> <li>❖ Apply online at least three (3) months prior to commencement of project</li> <li>❖ Pay prescribed fees</li> <li>❖ Provide required documentation</li> </ul>	<p>EIA processing and monitoring fees - 0.1% of the total project cost with a minimum of Ksh. 10,000. and capping of Ksh. 1m.</p> <p>Low Risk projects        - Ksh.2m</p> <p>Medium risk projects – Ksh.5m (for high risk projects).</p> <p>Ksh. 5,000. for surrender, transfer and variation of EIA licence</p>	<p>Acknowledgement letter issued within 24hrs upon receipt of EIA hard copy report.</p> <p>SPR - within 5 working days</p> <p>CPR - within 30 working days</p> <p>SR – within 90 working days</p>
3.	Strategic Environmental Assessment (SEA/SESA)	Submit five (5) hard copies and one (1) electronic copy of the final SEA report to NEMA	Processing and Monitoring fees- Ksh.1m	Within 180 working days
4.	Environmental Auditing (EA)	❖ Submit Annual Environmental Audit Reports online	No charge	❖ Review of EA reports upon

		❖ Comply with improvement notices and restoration orders.		submission
5.	Access to Genetic Resources and Benefit Sharing permit	<ul style="list-style-type: none"> <li>❖ Apply online</li> <li>❖ Provide accurate information</li> </ul>	<p><b><u>Application</u></b> Individual - Ksh. 20,000. Corporate - Ksh. 50,000.</p> <p><b><u>Renewal</u></b> Individual - Ksh. 10,000. Corporate - Ksh. 25,000.</p> <p><b><u>Perusal of register</u></b> Residents - Ksh. 1,000. Non-residents - Ksh. 5,000.</p>	<p>Notification within 21 working days</p> <p>Annual access permits within 60 working days</p>
6.	Effluent Discharge License	<ul style="list-style-type: none"> <li>❖ Apply online</li> <li>❖ Provide site layout and effluent analysis report from a NEMA designated lab.</li> <li>❖ Prompt response to issues raised.</li> <li>❖ Pay prescribed fee</li> </ul>	<ul style="list-style-type: none"> <li>❖ Application fee for all facilities – Ksh. 10,000.</li> <li>❖ Listed facilities under 11<sup>th</sup> schedule ranges between Ksh 11,000. – Ksh. 550,000.</li> <li>❖ Variation of effluent discharge license, 10% of the annual license fee</li> </ul>	Within 21 working days
7.	Emission license	<ul style="list-style-type: none"> <li>a) Submit dully filled application form for all facilities &amp; equipment under schedule 3</li> <li>b) Submit dully filled application for operational licence for vehicular emission together with requirements where applicable.</li> <li>c) Submit current (conducted in the last 6 months) stack emission measurement report</li> <li>d) Submit dully filled application form for designation together with requisite attachments</li> </ul>	<ul style="list-style-type: none"> <li>(a) Application fee for stationary sources – Ksh. 5000.</li> <li>(b) License fee – Ksh. 20,000. – Ksh. 50,000. as per the 13<sup>th</sup> schedule</li> <li>(c) Application fee for designation of vehicle emission testing center –Ksh. 50,000.</li> <li>(d) Operational license fee for (VETCs) Ksh. 100,000.</li> <li>(e) Pollution tax for any deviation by 10% - 100% of the cost of emission testing for vehicle category and any incremental deviation by 10% or part thereof an additional ksh. 20,000.</li> </ul>	<ul style="list-style-type: none"> <li>❖ Stationary sources license -30 working days</li> <li>❖ Operational license for VETCs- 30 working days</li> </ul>

		where applicable e) Submit dully filled application for emission or provisional emission compliance certificate		
8.	a) Waste transportation license	Apply online	❖ Application fees – Ksh. 5,000. per vehicle ❖ Annual License fees – Ksh. 10,000. per vehicle	Within 10 working days
	b) License to Own/operate a Waste treatment plant, re-use plant, storage yard, transfer station, material recovery facility	❖ Apply online ❖ Payment of prescribed fees ❖ Apply for renewal of license	❖ Application fee - Ksh. 5,000. ❖ Annual License fee - Ksh. 80,000.	Within 10 working days
	c) License to own/operate waste disposal site	❖ Apply online ❖ Payment of prescribed fees ❖ Apply for renewal of license	❖ Application fees - Ksh. 5,000. ❖ Annual License fees – Ksh. 100,000.	within 10 working days
	d) Waste export/transit permit.	❖ Apply online ❖ Pay prescribed fees	❖ Application fee – Ksh. 5,000. ❖ Permit fee – Ksh. 50,000.	Within 10 working days
9.	Sand transportation permit	❖ Apply online ❖ Pay applicable permit fee	❖ Permit fee - Ksh. 3,000.	Within 5 working days
10.	Managing and control of plastic packaging material regulations, 2024.	❖ Submit online application through NEMA licensing portal. ❖ Attach required documents. ❖ Payment of prescribed fees	a) 1 - 50,000 kgs - Ksh. 3,000. b) 51,000-100,000 kgs - Ksh. 5,000. c) 101,000-500,000 kgs - Ksh. 10,000. d) 501,000-1,000,000kgs - Ksh. 20,000. e) Over 1,000,000 kgs - Ksh. 50,000	Within 21 working days
11.	Registration and licensing of toxic and hazardous chemicals	❖ Apply online ❖ Payment of prescribed fees ❖ Provide Material Safety Data Sheets of the Chemical or	❖ Application for permit to Import, Export or Transit through Kenya toxic and hazardous chemical – 10,000. ❖ Application for permit to use in	Within 21 working days.

		<p>Chemical Mixture.</p> <ul style="list-style-type: none"> <li>❖ Prompt response to issues raised.</li> </ul>	<p>extractive industrial or processes – Ksh. 10,000.</p> <ul style="list-style-type: none"> <li>❖ Application to Transfer toxic and hazardous chemical Licence –Ksh. 100,000.</li> <li>❖ Registration - Ksh. 1000.</li> <li>❖ Licence to Manufacture, Distribute or Store – Ksh. 10,000.</li> <li>❖ Licence to Transport – Ksh. 10,000.</li> <li>❖ Licence to Import, Export or Transit through Kenya – Ksh. 10,000.</li> <li>❖ Permit to Import / Export/ Transit through Kenya (per Consignment)– Ksh. 40,000.</li> <li>❖ Annual Licence to Transport – Ksh. 40,000.</li> <li>❖ Annual Licence to Manufacture/ Import/ Export/Distribute/ store – Ksh. 100,000.</li> <li>❖</li> </ul>	
12.	Licensing of controlled substances	<ul style="list-style-type: none"> <li>❖ Timely application</li> <li>❖ Provide accurate information</li> <li>❖ Pay prescribed fees</li> <li>❖ Attach all the required documentation</li> <li>❖ Submit duly filled application form</li> </ul>	<p>a) Licence to produce - Ksh. 100,000.</p> <p>b) Licence to export or import</p> <ul style="list-style-type: none"> <li>❖ 200,000kg and above –Ksh. 30,000.</li> <li>❖ 100,000kg -199,000kg – Ksh.20,000.</li> <li>❖ 1kg to 99,000g – Ksh. 10,000</li> </ul> <p>c) Permit to export or import</p> <ul style="list-style-type: none"> <li>❖ 200,000kg and above –Ksh. 3,000</li> <li>❖ 100,000kg to 199,000kg –Ksh. 2,000</li> <li>❖ 1kg – 99.000g - Ksh. 1,000.</li> </ul> <p>d) Application for registration</p> <ul style="list-style-type: none"> <li>❖ Technician (level I, II, II –Ksh 3,000.</li> <li>❖ Company - Ksh. 30,000.</li> </ul>	Within 21 working days

			e) Annual practicing licence <ul style="list-style-type: none"> <li>❖ Technician Level I - Ksh. 2,000.</li> <li>❖ Technician Level II - Ksh. 3,000.</li> <li>❖ Technician Level III - Ksh. 4,000.</li> <li>❖ Company - Ksh. 15,000.</li> </ul>	
13.	Registration and licensing of producers (EPR)	<ul style="list-style-type: none"> <li>❖ Apply online</li> <li>❖ Pay prescribed fees</li> </ul>	Registration – Ksh. 5,000.  <b>Registration of EPR schemes:</b> <ul style="list-style-type: none"> <li>❖ Individual –Ksh. 5000.</li> <li>❖ Collective –Ksh. 10,000.</li> </ul> <b>Annual Operating License: -</b> <ul style="list-style-type: none"> <li>❖ Individual schemes-Ksh. 50,000.</li> <li>❖ Collective schemes- Ksh. 100,000.</li> </ul> <u><b>NB</b></u>  Application for EPR certificate for import will vary per product and number of standards packaging calculated at a rate of Ksh. 150.	Within 21 working days.
14.	Analytical /reference laboratories designation	<ul style="list-style-type: none"> <li>❖ Apply for designation prior to commencement of the activity</li> <li>❖ Submit dully filled laboratory application form</li> <li>❖ Provide accurate information.</li> </ul>	No charge	Within 60 working days.
15.	Excessive Vibrations Pollution (Control) permit	<ul style="list-style-type: none"> <li>❖ Apply online</li> <li>❖ Pay prescribed fee</li> </ul>	<ul style="list-style-type: none"> <li>❖ Permit application – Ksh.500.</li> <li>❖ Permit fee - Ksh. 5,000.</li> </ul>	Within 2 working days.  Permit valid for 3 months.
16.	The Climate change (Carbon Market) Regulations 2024.	<ul style="list-style-type: none"> <li>❖ Comply with the provisions of the Climate Change Act</li> <li>❖ Adhere to sector specific standards and safeguards</li> <li>❖ Provide all relevant documents</li> <li>❖ Pay prescribed fee</li> </ul>	<b>Application fee</b> Citizen - Ksh. 10,000. Non-Citizen – Ksh. 100,000.  <b>Carbon project design document fee</b> Citizen - Ksh. 100,000. Non. Citizen - Ksh. 200,000. <b>Administration Fee</b> <ul style="list-style-type: none"> <li>❖ Ksh. 150,000 for carbon projects with projected annual issuance of 15,000. carbon credits per annum or less.</li> <li>❖ Ksh. 300,000. for carbon projects with</li> </ul>	Payable within 30 working days of the sale of issued carbon credits

			projected annual issuance of more than 15,000. carbon credits per annum.	
17.	Environment Incident Management	Report Incidents through; ❖ 0786 - 101 100 ❖ 0741 - 101 100 ❖ <a href="mailto:incidence@nema.go.ke">incidence@nema.go.ke</a>	No charge	Response to environmental incidents High-risk - 24 Hrs. Medium risk - 48 hrs. Low risk -14 days.
18.	Environmental Research and Reporting	❖ Download a copy from NEMA website	No Charge	SOE report every 2 yrs. NAP report - every 10 yrs. NEAPS - 6 yrs. Research Agenda – 5yrs
19.	Training on environmental management	❖ Make enquiries/request for training ❖ Adhere to the code of ethics and criteria ❖ Meet the training cost	No training fee	❖ Response enquiries/ requests within 5 working days ❖ BEC training within 10 working days.
20.	Accreditation of institutions offering Environmental Impact Assessment/Audit Experts and Strategic Environmental	❖ Apply to NEMA portal for accreditation to train EIA/SEA/EA curriculum ❖ Provide all the required documents. ❖ Pay the prescribed fee	❖ Accreditation fee of Ksh.40,000. for EIA ❖ Accreditation fee of Ksh. 40,000. for SEA	within 21 working days
<p><b>WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY</b></p> <p>Any service rendered that does not conform to the above standards or any officer who does not live up to the commitments to courtesy and excellence in Service Delivery should be reported to:</p>				
<p>Director General, National Environment Management Authority (NEMA), P.O Box 67839-00200, NAIROBI, Tel: (254)-20-2183718, 020-2101370. Mobile: 0724-253398, 0723-363010, 0735-013046. Email: <a href="mailto:info@nema.go.ke">info@nema.go.ke</a></p>			<p>In cases where you feel your complaint was not handled satisfactorily, redress may be sought through an independent review including National Environment Complaints Committee (NECC), National Environment Tribunal (NET), Environment and Land Court (ELC) and Commission on Administrative Justice (CAJ).</p>	