



NATIONAL ENVIRONMENT MANAGEMENT AUTHORITY

CUSTOMER SERVICE CHARTER 2025 - 2027

Our Commitment towards Enhanced Service Delivery

MANDATE

To exercise general supervision and co-ordination over all matters relating to the environment and to be the principal instrument of Government in the implementation of all policies relating to the environment.

MISSION

To innovatively and responsibly coordinate, supervise, manage and report all environmental matters for sustainable development in Kenya.

VISION

A clean, healthy and sustainably managed environment for a prosperous nation.

CORE VALUES

- Environmental Stewardship
- Professionalism
- Integrity
- Innovativeness
- Customer Focus
- Team Work
- Inclusivity

Our Motto

Our Environment, Our Life, Our Responsibility - Mazingira Yetu, Uhai Wetu, Wajibu Wetu

PREFACE

The review of the NEMA service charter comes at a time when the Authority has enhanced its services to the public and stakeholders in the environment and related sectors. The Authority therefore feels obligated to make its commitment to its customers and has for this reason put aside resources for the same.

The Charter is anchored in Government policies including the Constitution of Kenya 2010, Vision 2030, and the National Values. Article 42 of the Constitution enshrines the right to a clean and healthy environment for all Kenyans. My Board of Management and NEMA staff are committed to ensuring this right for our citizenry. We do this through continuous training on quality service and establishment of structures that enable us to periodically monitor and review our service standards.

With this service charter, we will work with our partners to deliver our mandate as we endeavor to protect our rich environmental resources. However, as we execute our duties, we expect our customers to abide by all environmental legislations, provide timely and truthful information and report environmental crimes to the Authority and ensure action is taken in good time.

We know that our success lies in delivering excellent service to you, our customer.

EMILIO MUGO
CHAIRMAN,
NEMA BOARD OF MANAGEMENT

FOREWORD

The NEMA Customer Service Charter aims to ensure professionalism and high-level customer service concepts in service delivery. We appreciate that the customer is the heart of our organization and thus our designed procedures, processes and systems are with the customer in mind.

Like any other organization, the Authority faces various challenges which it continues to systematically address within the context of its vision and mission, which is to ensure a clean, healthy and sustainable environment through coordination, supervision and management of all matters relating to the environment in Kenya.

The service charter is therefore a dedication to delivery of high quality service to all our customers. The Charter is the beacon with which all the Staff will be expected to adhere to, in order to achieve the standards, we have spelt out to meet our client's expectations.

In the fulfillment of its obligation, NEMA is deeply indebted to all those who have in one way or the other given input, feedback and all forms of comments that have enriched this document that will ensure efficient service delivery.

I wish to assure members of the public that this Service Charter will be reviewed periodically to ensure that services offered are up to date. We welcome your feedback and suggestions that enable us maintain high quality service. It is our responsibility to protect our environment, which is our life.

Dr. MAMO B. MAMO, PhD, EBS
DIRECTOR GENERAL

1.0 INTRODUCTION

This Charter sets out the service standards that the public should expect from NEMA. It is a demonstration of our commitment to the public and a reflection of our dedication towards matters relating to the environment. The charter outlines customer rights and responsibilities and the procedure to follow if our service standards are not met.

1.1 ESTABLISHMENT

The National Environment Management Authority (NEMA) is established under Environmental Management and Coordination Act (EMCA) CAP 387 laws of Kenya, as the Principal instrument of government in the implementation of all policies relating to the environment. The Authority exercises general supervision and co-ordination over all matters relating to the environment.

1.3 WHO WE SERVE

The Authority serves various stakeholders and clients;

- General Public
- Private Sector
- Government Ministries and departments (Lead Agencies)
- County Governments
- EMCA Institutions (National Environment Complaints Committee(NECC), National Environment Tribunal(NET), National Environment Council(NEC), National Environment Trust Fund (NETFund)
- County Environment Committees
- Parliamentary Committees
- Mass Media
- Civil Society Organizations(CSOs)
- Development Partners/ Donors
- Learning and Research Institutions
- Faith based organizations
- Countries in the East Africa Community (EAC) Region

1.4 CUSTOMERS' RIGHTS

In line with Article 10 of the Constitution of Kenya, 2010 on national values and principles of governance, the Authority shall serve all customers bearing in mind:

- a) Patriotism, national unity, sharing and devolution of power, the rule of law, democracy and participation of the people;
- b) Human dignity, equity, social justice, inclusiveness, equality, human rights, non- discrimination and protection of the marginalized;
- c) Good governance, integrity, transparency and accountability; and
- d) Sustainable development

Further, clients are entitled to:

- Timely and quality service
- Access to Information
- Privacy and confidentiality
- To complain and appeal
- Clean and healthy environment
- Equitable service.

1.5 CUSTOMER OBLIGATIONS

- Duty to report environmental crimes and incidents through the NEMA Incident line 0786 101100/0741 101100. Email: incidence@nema.go.ke
- Provide timely and accurate information when called upon.
- Duty to protect the environment.
- To comply with all environmental legislation.
- Treat staff with utmost courtesy.
- To co-operate with the Authority and other lead agencies.
- Ensure integrity of all documents submitted to the Authority.
- To help the Authority fight corruption by not offering inducements by way of gifts to staff. Report any cases of corruption without malice to the Authority or any other relevant Body.

2.0 OUR SERVICES

All the services under 2.0 are offered under various legislation as follows:

2.1 THE ENVIRONMENTAL (IMPACT ASSESSMENT AND AUDIT) REGULATIONS, 2003

2.1.1 Experts Registration and Licensing

(a) Services Offered

- Registration of Environment Impact Assessment Experts (EIA) Experts
- Annual Licensing of EIA Experts

(b) Standard of Service

- Issuance of certificate of registration; within 30 working days upon receipt of application.
- Issuance of annual practicing license; within 30 working days upon receipt of application.
- Acknowledgement upon receipt of application.

(c) Cost of Service

Application for registration

<u>Citizens</u>			<u>Non-Citizens</u>		
Lead	-	Ksh. 3,000.	Lead	-	Ksh. 9,000.
Associate	-	Ksh. 2,000.	Associate	-	Ksh. 6,000.
Firm	-	Ksh. 5,000.	Firms	-	Ksh. 15,000.

Application for practicing license

<u>Citizens</u>			<u>Non-Citizens</u>		
Lead	-	Ksh. 5,000.	Lead	-	Ksh. 15,000
Associate	-	Ksh. 3,000.	Associate	-	Ksh. 9,000.
Firm	-	Ksh. 20,000.	Firm	-	Ksh. 60,000.

(d) Customer Obligations

- Possession of requisite qualifications and experience
- Adhere to code of practice and professional ethics
- Provision of accurate information
- Prompt response to issues raised
- Payment of prescribed fees

2.1.2 Environmental Impact Assessment (EIA) Licence

a) Services Offered

- Issuance of the Environmental Impact Assessment License
- Issuance of Certificate of Variation
- Issuance of Certificate of Transfer
- Issuance of a Surrender certificate
- Maintain accurate register

b) Standard of Service

- An acknowledgement letter issued within 24hrs upon submission of the EIA hard copy report.
- Environmental Impact Assessment Licenses issued within:
 - 5 working days for Summary Project Report (SPR)
 - 30 working days for Comprehensive Project Reports (CPR) and
 - 90 working days for EIA Study Reports (SR)
- Surrender, Transfer and variation of an EIA licence within 14 working days

c) Cost of Service

- EIA processing and monitoring fees as per the fifth schedule of EMCA, 1999 (Calculated as 0.1% of the total project cost with a minimum of Ksh. 10,000. and capping of Ksh. 1m (for low Rise Risk projects) Ksh. 2m (for medium risk projects) and 5m (for high risk projects)
- Ksh 5,000. for surrender, transfer and variation of EIA licence

(a) Customer Obligations

- Online application for all EIA approvals/licenses at least three (3) months prior to commencement of project
- Provide accurate and comprehensive information
- Secure appropriate approvals from relevant lead agencies or government institutions
- Submission of TORs for study reports
- Submission of 5 and 10 spiral bound copies and a soft copy of the EIA project and study reports respectively
- Advertise for EIA study reports in the Kenya Gazette, in a newspaper with a nation-wide circulation and over the radio
- Undertake Public consultation as required by law

- Prompt response to issues raised
- Payment of the prescribed fees

2.1.3 Environmental Auditing (EA)

a) Services Offered

- Conducting Environmental Monitoring for high risk projects
- Review of decommissioning and closure plans submitted to NEMA

b) Standard of Service

- Review of Decommissioning and closure plans upon submission
- Post-closure monitoring

c) Cost of Service

- Low-risk projects Ksh. 10,000.
- Medium-risk projects Ksh. 50,000.
- High-risk projects Ksh. 100,000.

d) Customer Obligation

- Timely submission of Decommissioning and closure plans at the end of the project cycle
- Submission of reports of actions on request

2.1.4. Strategic Environmental Assessment (SEA)

a) Services Offered

Issuance of approval with conditions to the Policies Plans Programmes (PPP) Owner

b) Standard of Service

Approval of the SEA process by issuing approval with conditions within 180 working days

c) Cost of Service

Processing and monitoring fees- Ksh. 1,000,000.

d) Customer Obligations

- Submit all relevant documents as per the National SEA guidelines.
- Provide accurate information
- Secure appropriate approvals from relevant lead agencies or government institutions

- Submits five (5) hard copies and one (1) electronic copy of the final SEA report to NEMA
- Hold a validation workshop to engage the public/stakeholders in reviewing and validating the corrected SEA report
- Monitoring and evaluation of the PPP
- Payment of advertisement cost for the draft SEA reports
- Prompt response to issues raised
- Payment of the prescribed fees

2.2 THE ENVIRONMENTAL MANAGEMENT AND CO-ORDINATION (WATER QUALITY) REGULATIONS, OF 2024.

a) Services Offered

- Effluent discharge license to discharge treated effluent into the environment

b) Standard of Service

- Decision to issue license, reject application or request for more information is made within 21 working days

c) Cost of Service

- i. Application for discharge of effluent into the environment for all facilities is Ksh. 10,000.
- ii. Annual license fees for discharge of effluent into the environment: -
 - Discharging facilities listed under eleventh schedule of the water quality regulations 2024 ranges between Ksh11, 000. – Ksh. 550,000.
 - Variation of effluent discharge license, 10% of the annual license fee

d) Customer Obligations

- Application should be made through the NEMA licensing portal and processed at respective NEMA County offices
- Provide information on site layout and effluent analysis report from a NEMA designated lab
- Payment of prescribed fees
- Prompt response to issues raised

2.3 ENVIRONMENTAL MANAGEMENT AND CO-ORDINATION (SAND HARVESTING) REGULATIONS, 2024

a) Services offered

- Issuance of sand transportation permit

b) Standard of service

- Application will be processed at the respective NEMA County offices
- An online acknowledgement letter issued on submission of permit application
- A permit is issued within five (5) working days from the date of application as stipulated in the Sand Harvesting Regulations, 2024
- The permit is county specific
- The permit will be issued for individual transportation vehicles
- The permit is valid for three (3) months from the date of issue upon which the applicant is required to apply for renewal

c) Cost of service

- Permit to transport sand fee – Ksh. 3,000.

d) Customer Obligations

- Apply online for permit to transport sand from a designated site
- Attach all required documents- Pay applicable permit fee

2.4 THE ENVIRONMENTAL MANAGEMENT AND CO-ORDINATION (WASTE MANAGEMENT) REGULATIONS, 2024

2.4.1 Waste transportation

a) Services offered

- Issuance of licenses to transport waste

b) Standard of Service

- Decision to issue license, reject application or request for more information to be made within 10 days

c) Cost of Service

- Application fees - Ksh. 5,000 per vehicle

- Annual License fees - Ksh. 10,000 per vehicle

d) Customer Obligations

- Apply and attach all required documents as per checklist issued by NEMA.
- Provide information on area of operation
- Payment of prescribed fees

2.4.2 License to Own/ operate a Waste treatment plant, re-use plant, storage yard, transfer station, material recovery facility, waste disposal plant/site.

a) Services Offered

- Issuance of license to recycle, compost waste and operate a waste transfer station/ storage yard/material recovery facility.

b) Standard of Service

- Decision to issue license, reject application or request for more information to be made within 10 working days

c) Cost of Service

- Application fee - Ksh. 5,000
- Annual License fee - Ksh. 80,000

d) Customer Obligations

- Apply and attach all required documents.
- Payment of prescribed fees
- Apply for renewal of license

2.4.3 License to Own/ operate Waste Disposal site

a) Services Offered

- Issuance of license for incinerators, landfills, waste to energy plants, deep burial sites

b) Standard of Service

- Decision to issue license, reject application or request for more information to be made within 10 working days

c) Cost of Service

- Application fees - Ksh. 5,000
- Annual License fees - Ksh.100,000

e) Customer Obligations

- Apply and attach all required documents.
- Payment of prescribed fees
- Apply for renewal of license

2.4.4 Waste Export/ Transit permit.

a) Services Offered

- Issuance of export permits for waste being exported from the country under the provisions of the Basel Convention

b) Standard of Service

- Within 10 working days of application

c) Cost of Service

- Application fee - Ksh. 5,000
- Permit fee - Ksh. 50,000

d) Customer Obligations

- Apply and attach all required documents
- Payment of the prescribed fees
- Submit shipment notification to NEMA
- A valid prior informed consent(PIC) documents issued by the designated national authority of the receiving country
- Provide contractual agreement with the disposer / disposal facility at the recipient country of import

2.5 ENVIRONMENTAL MANAGEMENT AND CO-ORDINATION (EMC) (MANAGEMENT AND CONTROL OF PLASTIC PACKAGING MATERIAL) REGULATIONS, 2024

a) Service Offered

- Issuance of annual licenses to Manufacturers, Importers, Exporters & Users of flat plastic bags or plastic films

b) Standard of Service

- Issuance of license within 21 working days

c) Cost of Service

1 - 50,000kg	-	Ksh. 3,000.
51,000 - 100,000kg	-	Ksh. 5,000.
101,000 - 500,000kg	-	Ksh. 10,000.
501,000 - 1,000,000kg	-	Ksh. 20,000.
Over 1,000,000kg	-	Ksh.50,000.

d) Customer Obligations

- Submit online application through NEMA licensing portal.
- Attach required documents.
- Payment of prescribed fees

2.6 THE ENVIRONMENTAL AND MANAGEMENT CO-ORDINATION (CONTROLLED SUBSTANCES) REGULATIONS, 2025

a) Services Offered

- Issuance of license to produce, export or import controlled substances
- Registration and licensing of Lab Technicians and Firms.

b) Standard of Service

- Record of decision shall be made within 21 days from date of receipt of the application

c) Cost of Service

- Application for a licence to produce controlled substances – Ksh. 100,000.
- Application for a licence to export or import controlled substances
 - (a) 200,000 kg and above - Ksh. 30,000
 - (b) 100,000 kg to 199,000 kg - Ksh. 20,000
 - (c) 1 kg to 99,000 g - Ksh. 10,000
- Application for a permit to export or import a controlled substance
 - (a) 200,000 kg and above - Ksh. 3,000
 - (b) 100,000 kg to 199,000 kg - Ksh. 2,000
 - (c) 1 kg to 99,000 g - Ksh. 1,000

- Application for registration as a refrigeration and air-conditioning practitioner

(a) Technician (Level I, II and III)-	Ksh. 3,000
(b) Company -	Ksh. 30,000

- Annual practicing licence as a refrigeration and Air Conditioning practitioner

(a) Technician – Level I -	Ksh. 2,000
(b) Technician – Level II -	Ksh. 3,000
(c) Technician – Level III -	Ksh. 4,000
(d) Company -	Ksh. 15,000

d) Customer Obligations

- Apply through the Kenya Single Window System (KESWS) - (allow enough time prior to the importation, exportation or production of the controlled substance) for processing of license/ permit prior to shipment of consignment.
- Pay the prescribed fee
- Provide accurate information
- Attach all the required documentation
- Submit duly filled application form
- Submit accurate data records on production, importation and exportation of controlled substances

2.6.1 Waste Export/ Transit permit.

a) Services Offered

- Issuance of export permits for waste being exported from the country under the provisions of the Basel Convention

b) Standard of Service

- Within 15 working days of application

c) Cost of Service

- | | | |
|-------------------|---|--------------|
| • Application fee | - | Ksh. 5,000. |
| • Permit fee | - | Ksh. 50,000. |

d) Customer Obligations

- Apply and attach all required documents

- Payment of the prescribed fees
- Submit shipment notification to NEMA
- A valid prior informed consent(PIC) documents issued by the designated national authority of the receiving country
- Provide contractual agreement with the disposer / disposal facility at the recipient country of import

2.7 THE ENVIRONMENTAL MANAGEMENT AND CO-ORDINATION (MANAGEMENT OF TOXIC AND HAZARDOUS CHEMICALS AND MATERIALS) REGULATIONS, 2024.

a) Services Offered

- License and permits for the manufacture, export, import, transport, distribution, storage, handling and disposal of toxic and hazardous industrial chemicals and materials
- Issuance of prior informed consent (PIC) for specific restricted industrial chemicals

b) Standard of Service

- Decision to issue license, reject application or request for more information is made within **21 working** days

c) Cost of Service

- Application for registration of a toxic and hazardous chemical – Kshs.1,000.
- Application for licence to manufacture, distribute or store toxic and hazardous chemicals – Ksh. 10,000.
- Application for licence to transport toxic and hazardous Chemicals – Ksh. 10,000.
- Application for licence to Import, Export or Transit through Kenya toxic and hazardous chemical – Ksh. 10,000.
- Application for permit to use toxic and hazardous chemical in extractive industrial or processes – Ksh. 10,000.
- Permit to Import / Export/ Transit through Kenya (per Consignment) toxic and hazardous chemicals – Ksh. 40,000.
- Permit to use toxic and hazardous industrial chemical in extractive industrial/ processes – Ksh. 10,000.

- Annual Licence to Transport toxic and hazardous chemical – Ksh. 40,000.
- Annual Licence to Manufacture / Import/ Export/Distribute/ Store toxic and hazardous chemical or materials – Ksh. 100,000.
- Application for Transfer of a toxic and hazardous chemical Licence – Ksh. 100,000.

d) Customer Obligations

- Application should be made through the NEMA licensing portal.
- Provide Material Safety Data Sheets of the Chemical or Chemical Mixture.
- Payment of prescribed fees
- Prompt response to issues raised.

2.8 THE ENVIRONMENTAL MANAGEMENT AND CO-ORDINATION (AIR QUALITY) REGULATIONS 2024

a) Services offered

- Issuance of emission License for stationary sources
- Designation and licensing of vehicle emission testing centers
- Issuance of certificate of compliance for vehicles with emissions meeting limits and provisional emission compliance certificate for those that do not
- Inspections of all emitting facilities, vehicles
- Auditing of designated vehicle emission testing centers (VETCs)

b) Cost of service

- Application fee for emission license for stationary sources – Ksh. 5,000.
- License fee – Ksh. 20,000 – Ksh. 50,000. as per the 13th schedule
- Application fee for designation of vehicle emission testing center –Ksh. 50,000
- Operational license fee for (VETCs) Ksh. 100,000
- 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

c) Standard of service

- Emission license for stationary sources - 30 working days
- Operational license for VETCs - 30 working days
- Emission compliance certificate

d) Customer obligations

- Submit dully filled application form for all facilities & equipment under schedule 3
- Submit dully filled application for operational licence for vehicular emission together with requirements where applicable.
- Submit current (conducted in the last 6 months) stack emission measurement report
- Submit dully filled application form for designation together with requisite attachments where applicable
- Submit dully filled application for emission or provisional emission compliance certificate

2.9 THE SUSTAINABLE WASTE MANAGEMENT (EXTENDED PRODUCER RESPONSIBILITY) REGULATIONS 2024

a) Services Offered

- Registration of Producers
- Issuance of Extended Producer Responsibility Certificates to Importers of products listed in the first schedule of the EPR regulations.
- Registration of Extended Producer Responsibility Schemes.
- Issuance of Annual Operating licenses to the Extended Producer Responsibility schemes.

b) Standard of Service

- Producer registration processed and communicated within 21 days from the date of application
- EPR certificate for imports processed within 21 working days
- Registration for EPR schemes processed within 21 working days
- Annual operating license for EPR schemes processed within 21 working days

c) Cost of Service

- Application for producer registration – Ksh.5000
- Application for EPR certificate for import will vary per product and number of standards packaging calculated at a rate of Kshs.150.

Application for registration of EPR schemes: -

- Individual – Ksh.5000.

- Collective – Ksh. 10,000.

Application for Annual Operating License: -

- Individual schemes- Ksh. 50,000.
- Collective schemes- Ksh. 100,000.

d) Customer Obligations

- Apply NEMA licensing portal and attach all required documents
- Payment of prescribed fees

**3.0 ENVIRONMENTAL MANAGEMENT AND CO-ORDINATION
(CONSERVATION OF BIOLOGICAL DIVERSITY AND RESOURCES,
AND ACCESS TO GENETIC RESOURCES AND BENEFIT SHARING)
REGULATIONS, 2006**

a) Services offered

- Issuance of access permit
- Keep, manage and update as appropriate register of all access permits issued

b) Standard of Service

- Notification of application within 21 working days from the date of application
- Issuance of annual access permits to the applicant within 60 working days from the date of application

c) Cost of Service

- Individual Applicants - Ksh. 20,000.
- Corporate applicants - Ksh. 50,000.

Renewal

- Individual applicants - Ksh. 10,000.
- Corporate applicants - Ksh. 25,000.

Perusal of register

- Residents - Ksh. 1,000.
- Non residents - Ksh. 5,000.

d) Customer Obligations

- Submit online application on the NEMA licensing portal attaching required documents
- Provide accurate information as required
- Prompt response to issues raised
- Furnishing of Quarterly reports to the Authority on the status of research as required
- Renewal of annual access permits
- Execute a Material Transfer Agreement, if the biological resources shall be taken out of the country
- Produce an import permit from the recipient country where biological resources fall under the Convention on International Trade in Endangered Species of Wild Fauna and Flora (CITES), in the case where genetic resource will be taken out of the county
- Pay prescribed fees

3.1 Designation of analytical/reference laboratories as per section 119 of EMCA cap 387

a) Services Offered

- Designation and gazettment of analytical or reference laboratories

b) Standard of Service

- An acknowledgement letter is issued within 24hrs upon submission of laboratory application form
- Evaluation and inspection of laboratories upon submission of application
- Processing and designation done within 60 days
- Gazettment in the Kenya Gazette

c) Cost of Services

- No charges

d) Customer Obligations

- Apply for designation prior to commencement of the activity
- Submit dully filled laboratory application forms
- Provide accurate information.

3.3 THE ENVIRONMENTAL MANAGEMENT AND CO-ORDINATION (NOISE AND EXCESSIVE VIBRATION POLLUTION (CONTROL) REGULATIONS 2009

a) Services Offered

- Issuance of permit for vibrations in excess of permissible levels
- Issuance of permit for fireworks, demolitions, construction, mining or quarrying

b) Standard of Service

- permit issued 2 days before commencement of activity
- Permit valid for maximum of 3 months

c) Cost of Service

- Permit application - Ksh. 500.
- Permit fee - Ksh. 5000.

d) Customer Obligations

- Apply for permit prior to commencement of the activity
- Pay prescribed fee
- Submit duly filled declaration form for permit
- Provide accurate and comprehensive information

3.4 ENVIRONMENTAL ENFORCEMENT

3.4.1 Environmental Incident Management

a) Services Offered

- Receive and acknowledge environmental incidents/complaints
- Response to environmental incidents.

b) Standard of Service

- Respond and address all High-risk incidents within 24 hours.
- Respond and address to Medium risk incidents within 48 hours.
- Low risk incidents addressed within 14 days.
- Incidents acknowledged within 1 day
- Forward environmental incidents to relevant lead agencies within 1 day
- Regular feedback to customers

c) Cost of Service

- No charges

d) Customer Obligations

- Accurate reporting of the nature and exact location of incidents
- Give feedback on the response

3.4.2 Environmental crime investigations (Police Unit)

a) Services Offered

- Investigation of environmental crimes, and facilitate prosecution of environmental offenders
- Securing scene of crime, collecting, preserving and labeling exhibits
- Providing security to environmental inspectors during inspections
- Enforcement of environmental laws

b) Standard of Service

- Enforce the orders of environmental inspectors during inspections
- Producing suspects in court within 24 hours of arrest

c) Cost of Service

- No cost charged

d) Customer Obligations

- Provide required information
- Cooperate with police officers
- Preserve scenes of crime
- Comply with improvement notices

3.4.3 Environmental Inspections

a) Services Offered

- Routine and targeted inspections of all facilities/projects to ensure compliance with environmental legislations
- Investigation of environmental offences
- Facilitate prosecution of environmental offences
- Compliance support promotion

b) Standard of Service

- Regular inspections
- Ensure compliance to improvement notices and Restoration orders

c) Cost of the service

- No cost charged

d) Customer Obligations

- Give access to premises to be inspected.
- Provide accurate information to inspectors and Authority
- Treat inspectors with courtesy
- Request for official identification
- Report environmental incidents

3.5 DESIGNATED NATIONAL AUTHORITY (DNA) FOR CARBON MARKETS IN KENYA UNDER THE CLIMATE CHANGE (CARBON MARKETS) REGULATIONS, 2024.

a) Services Offered

- Providing information and guidance to project proponents
- Facilitate development, registration, implementation and monitoring of carbon projects
- Maintaining the national carbon registry

b) Standard of Service

- Issue a letter of no objection within fourteen working days upon receipt of application
- Issuance of letters of approval to project proponents within 51 working days from receipt of the project design document
- Preparation and submission to the Cabinet Secretary (MoECCF) quarterly reports of information maintained in the register
- Monitoring registered carbon projects bi-annually

c) Cost of Service

Project Application fee

Citizen - Ksh. 10,000.

Non Citizen – Ksh. 100,000.

Project design document fee

Citizen - Ksh. 100,000
Non Citizen - Ksh. 200,000.

Administrative Fees payable upon approval of the project design document

- Ksh. 150,000 for carbon projects with projected annual issuance of 15,000 carbon credits per annum or less
- Ksh. 300,000 for carbon projects with projected annual issuance of more than 15,000 carbon credits per annum

Payable within 30 days of the sale of issued carbon credits

- The Kenya Shilling equivalent of USD 0.10 per carbon credit issued for the first 15,000 tonnes of CO₂ equivalent for which issuance is requested in a given year
- The Kenya Shilling equivalent of USD 0.20 per carbon credit issued for any amount in excess of 15,000 tonnes of CO₂ equivalent for which issuance is requested in a given year

d) Customer Obligations

- (a) Comply with the provisions of the Climate Change Act
- (b) Adhere to sector specific standards and safeguards
- (c) Indicate the ownership of the property involved in the project and where the property is owned by a third party, provide agreements demonstrating the property owner's consent for use of the property in the carbon project
- (d) Involve local communities in the project conceptualization and development
- (e) Adhere to national priorities, ecological, social, cultural and economic safeguards
- (f) Provide documentation of free, prior and informed consent for all community land-based carbon projects
- (g) Provide a letter of support from the respective county where the carbon project shall be undertaken
- (h) Disclose to the Designated National Authority the relevant carbon project information
- (i) Pay prescribed fee

4.0 ENVIRONMENTAL RESEARCH, PLANNING AND REPORTING

(a) Services offered

- Develop and dissemination of the Environmental Research agenda
- Publish research findings and surveys in the field of environment
- Development of the National Environment Action Plan
- Publication and Dissemination of SOE
- Providing GEO Information Support for environmental management, research and planning as needed
- Production, dissemination and Implementation of National Action Plan (NAP)
- Identification, Development of Management Plans and gazzement of Environmentally Significant areas

b) Standard of Service

- Develop Environmental Research agenda every 5 years
- Disseminate Environmental Research agenda
- Conduct Mid-term review of the Environmental Research Agenda
- Undertake Quarterly based research on EMCA regulations and disseminate findings
- Publication and dissemination of State of Environment Report every 2 years; and the National Environment Action Plan (NEAP) after every 6 years
- Produce and disseminate NAP every 10 years

c) Cost of Service

- No cost
- All accessible for free from NEMA Website

d) Customer Obligations

- Provide accurate information
- Counties to prepare and implement County Environment Action Plans
- Access publications from NEMA website
- Make request and enquiries at NEMA offices
- Execute research agenda
- Implement SOE, NAP, NEAP and CEAP recommendations

5.0 ENVIRONMENTAL EDUCATION, AWARENESS AND TRAINING

a) Services Offered

- Sensitize and build capacity of all stakeholders (MDAs, County Governments, Learning institutions, private sectors, CSOs among others
- Develop, publish and disseminate environmental awareness materials.
- Provide platform for stakeholder's participation in environmental events and programmes, showcasing best environmental practices and management.
- Management of Green points.
- Develop strategies, Guidelines and manuals on environmental management
- Compliance Assistant programmes for regulated communities
- Support to ESD programmes and Regional Centers of Expertise Networks on ESD
- Recognize best environmental management practices

b) Standard of Service

- Timely delivery of environmental education and awareness programmes
- Sensitization of public on environmental management

c) Cost of Service

- No charge

d) Customer Obligations

- Make enquiries
- Request for available information and education materials
- Adherence to partnership obligations

5.1 Training on Environmental Management

(a) Services Offered

- Provide trainings on Environmental matters such as Basic Enforcement Course, Principles of Compliance and Enforcement and any other environmental courses.
- Support counties on Devolved Environmental functions

(b) Standard of Service

- Respond to the enquiries/ requests within 5 working days
- Undertake training within the agreed timelines
- Issuance of certificates at the end of training
- Train and certify trainees.
- Recommend the list of qualified BEC trainees to Legal Department for Gazettement.

(c) Cost of Service

- Training cost

(d) Customer Obligations

- Make enquiries/ request for training
- Adhere to the code of ethics and criteria
- Meet the training cost

5.1.2 Accreditation of institutions offering Environmental Impact Assessment/Audit Experts and Strategic Environmental

a) Services Offered

- Accredite institutions to offer Strategic Environmental Assessment (SEA) and Environmental Impact Assessment/ Audit courses
- Regular evaluation/review of curriculum
- Supervision of the implementation of the curriculum

b) Standard of Service

- Acknowledgement letter upon application
- Issuance of letter of accreditation within 21 working days

c) Cost of Service

- Accreditation fee of Ksh. 40,000 for EIA
- Accreditation fee of Ksh. 40,000 for SEA

d) Customer Obligations

- Apply to NEMA portal for accreditation to train EIA/SEA/EA curriculum
- Provide all the required documents
- Provide a list of all trainees (EIA/EA / SEA) annually
- Cooperate during supervision, monitoring and evaluation

- Participate during the curriculum review process
- Pay the prescribed fee

5.2 Resource/Library Services

a) Services Offered

- To facilitate access to a wide range of printed and electronic information resources on environmental management
- Dissemination of information resources

b) Standard of Service

- Provide access to available publications upon request.

c) Cost of Service

- No charge

d) Customer Obligations

- Adhere to the library rules
- Request for publications /information

6.0 ECOSYSTEMS MANAGEMENT

a) Services Offered

- Promote implementation of the National wetlands conservation and management Policy
- Development of the State of the Coast (SoC) report
- Promotion of Integrated Coastal Zone Management (ICZM) practices in the region
- Coordination, supervision and regulation of wetlands stakeholders involved in ecosystem management, conservation and restoration
- Development and review of ecosystems management frameworks; management plans, strategies, regulations and policies
- Promotion of wise use concept of wetlands ecosystems
- Develop and maintain the National Wetlands Inventory
- Monitoring implementation of relevant MEA's

b) Standard of Service

- State of Coast reviewed after every 2 years
- Ecosystems Management plan developed annually
- National wetlands inventory updated periodically

- Ecosystems management services offered to MDA's County government and other stakeholders upon request

c) Customer Obligations

- Provision of timely and accurate information

d) Cost of Service

- No charge

7.0 LEGAL SERVICES

a) Services Offered

- Legal Advisory
- Provision of Board Secretarial Services
- Litigation of cases for or against the Authority
- Facilitate prosecution of criminal cases on behalf of NEMA in various courts
- Coordinate and supervise external lawyers acting on behalf of NEMA.
- Contract Management
- Review regulations, guidelines and legislation touching on the environment
- Participation in Multilateral Environmental Agreements (MEAs) in an advisory capacity on behalf of the Authority
- Draft legal notices for publication in Kenya Gazette

b) Standard of Service

- Presentation of the Authority's legal position and interests in Court
- Proper documentation and recording of Board proceedings
- Prosecution of environmental crimes
- Drafting and execution of contracts within a maximum of 30 days depending on the type of contract to be drafted
- Rendering legal advisories within a maximum of 14 working days of receipt upon request.
- Up to date environmental regulations, guidelines and legislation

c) Cost of Service

- No charge

d) Customer Obligations

- Sign affidavits, statements and attend Court to testify
- User departments to provide relevant documentation and details
- Requests for advisories and contracts to be made as required
- Adherence to terms of contracts and legal instruments to which the Authority is a party
- All Departments to avail their documents on time and as required

8.0 GENERAL ADMINISTRATION

8.1 HUMAN RESOURCES & ADMINISTRATION

a) Services Offered

- Recruitment and hiring
- Employee Training and development
- Performance management
- Compensation and benefits administration
- Employee relations
- Payroll processing
- Compliance with employment laws, workplace safety
- Managing employee benefits
- Ensure availability of adequate, qualified, motivated and appropriately deployed staff in the Authority
- Provide growth and development opportunities for staff
- Provide and maintain adequate safe work environment, appropriate tools and equipment
- Manage staff performance in the delivery of Authority's mandate
- Provide a well-managed compensation and staff welfare schemes
- Develop, interpret, implement and review human resources and administration policies and procedures
- Manage employee grievances and disciplinary procedures

b) Standard of Service

- Enquiries from staff, verbal or written to be acknowledged and addressed within 7 working days upon receipt of request
- Payroll to be ready by the 15th day of each month and salaries to be paid by 26th of every month
- Training to be administered equitably as per available resources

- Repairs and maintenance of tools and equipment to be carried out as per manufacturers schedule
- Vacant positions to be advertised and filled within six (6) months
- Renew medical, group life, WIBA and group personal accident covers annually
- Promote staff when promotion fall due as per the HR manual
- Handle disciplinary cases as per the HR Manual
- Appraisal staff at end of every financial year

c) Cost of service

- No cost

d) Customer Obligations

- Adherence to policies and procedures
- Report grievances to relevant office
- Request for repairs and maintenance as required

8.2 FINANCE

a) Services Offered

- Receipt of Funds
- Processing of payments
- Preparation of financial statements
- Budget preparation and budgetary controls

b) Standard of Service

- Receipts are issued immediately
- Receipts for bankers' cheque to be issued after confirmation of cheque clearance
- Payment of suppliers within 30 days upon receipt of required document
- Payment to internal customers processed in five (5) working days
- Budget availability confirmations
- Preparation and submission of quarterly and annual financial statements
- Processing of imprest surrenders within 5 working days

c) Cost of service

- No cost

d) Customer Obligations

- Deposit cash, cheque or Transfer funds
- Make payment against an invoice for required service
- Obtain official NEMA receipt for payments made
- Timely submission of payment requests and invoices
- Ensure surrender of imprest within 7 working days after activity
- Ensure integrity of all documents
- Ensure budget availability before requests for activities
- Requests for internal activities to be submitted five working days before start of activity

8.3 SUPPLY CHAIN MANAGEMENT

a) Services Offered

- Procurement and assets disposal planning
- Procurement processing
- Inventory and asset management
- Disposal of assets
- Contract management

b) Standard of Service

- Tenders evaluated within 30 days after submission
- Notification of the award, debriefing of unsuccessful bidders to be done within 30 days and before the lapse of the existing contract
- Publication of prequalified bidders to be done on the notice board and/or website within 14 days after prequalification
- Processing of requisitions for issuance of goods to take 1 day
- Upon receipt of all required documents, supplier invoice is forwarded to accounts department within 1 working day.
- Feedback to be given with 2 days if documentation is incomplete.
- Processing of quotations to take seven (7) working days
- Report on stock movement prepared quarterly
- Upon award LSO/LPO issuance takes two days
- Preparation of statutory reports on AGPO and local contract quarterly.

c) Cost of service

No Charges.

d) Customer Obligations

- Requisitions for consumables to be submitted 3 days before consumption/use of service/product
- Requisition for goods and services to be submitted at least a month before consumption
- Specifications to be provided
- Ensure requests are catered for in approved procurement plan
- Procured items to be utilized for organizational purposes
- Identification of items for disposal to be done annually.
- Timely submission of required documents

8.4 CORPORATE STRATEGY AND PLANNING

a) Services offered

- Development of the strategic plan
- Preparation of work plans and progress reports
- Preparation of risk management plan and strategy for the Authority
- Identification of risks and controls
- Monitoring performance by gathering relevant data and producing statistical reports
- Quality assurance of NEMA Services and maintenance of Quality Management System in accordance with the applicable standards

b) Standard of service

- Development of the strategic plan after every five (5) years
- Review the strategic plan after every two and half (2.5) years
- Work plans and progress reports within 14 days after the end of the quarter
- Periodic ISO 9001:2015 audits (2 Internal and 1 External) Annually
- Quarterly monitoring and evaluation recording of risk incidences

c) Cost of service

- No Charges

d) Customer obligation

- Submission of all required information within 7 days after the end of the quarter

8.5 ICT

a) Services Offered

- Provision of a functional and secure ICT infrastructure and system that supports the operations of the Authority

b) Standard of Service

- Request for support attended to within 30 minutes upon receipt
- Provide uninterrupted user friendly access to the NEMA portal
- Resolve breakdown of ICT equipment and services within 2 working days
- Email correspondence to ICT section shall be responded to within 30 minutes of receipt
- Capacity building on ICT services on quarterly basis
- ICT security breaches will be responded to immediately
-

c) Cost of Service

- No Charge

d) Customer Obligations

- Fill services request register/form
- Access services through the NEMA portal
- Report system breakdown immediately
- Users to use systems ethically Responsible use of hardware & software

8.6 CORPORATE COMMUNICATIONS

a) Services Offered

- Reputation management
- Ensure strong corporate image
- Media relations
- Press release writing
- Crisis management
- Website and social media management
- Internal communications
- Event planning
- providing strategic communication counsel to guide the Authority's public image and messaging across various channels
- Coordination of Corporate Social Responsibility activities

- Speech management
- Media monitoring
- Publishing of in-house publications
- Receipt of customer complaints and referral to relevant technical office for action

b) Standard of Service

- Speeches and briefs edited 7 days prior to an event
- Daily media reviews disseminated to staff by 10.00 am
- Press statements and rejoinders to be issued within 3 days, however, the Authority will continue to give out updates on need basis
- Media invitations to cover Authority's events to be done a day before function
- Media responses to be done within 2 days from receipt of request
- Environmental information requested by the public to be availed within 2 days
- Weekly update of the website and daily update of social media

c) Cost of Service

- No charge

d) Customer Obligations

- Report environmental/corporate issues to communication office and incident desk
- Fill in customer feedback form
- Participate in annual customer surveys
- Submit speeches /briefs/supplements for editing at least 14 days prior to event or activity
- Forward information for website content update and social media
- Forward completed customer feedback forms to corporate communications office daily
- Provide information for weekly and quarterly publications
- Requests for media coverage to be given at least three days before the event
- Forward necessary approvals one week before the proposed date of the advert

8.7 INTERNAL AUDIT

a) Services Offered

- Conducting independent and objective assurance activities to add value and improve operations of the Authority
- Evaluating and recommending for improvement and efficiency of risk management, controls and governance process
- Communicating internal audit results to the Audit, Governance and Risk Assurance Committee of the Board of Management
- Monitoring adequacy, effectiveness and timeliness of actions taken by management on internal and external audit reports
- Secretariat to the Audit Governance and Risk Assurance Committee of the Board of Management

b) Standard of Service

- Requests made to Management to be responded to within fourteen (14) working days
- Planned audits completed within stated time
- Immediate communication of audit findings and recommendations based on risk assessment
- Audit reports presented to the Audit, Governance and Risk Assurance Committee on at least quarterly basis
- Regular follow-up on implementation of audit recommendations

c) Cost of Service

- No charge

d) Customer Obligations

- Avail required documents and information within 14 working days.
- Timely responses
- Adherence to the Audit Charter
- Adherence to the Mwongozo Code of Management for State Corporations.

8.8 RECEPTION

a) Services Offered

- Receiving and directing visitors to the relevant offices

- Controlling the flow of visitors
- Issuing customer feedback forms
- Providing basic information about the Authority

b) Standard of Service

- Courteous and friendly to customers
- Prompt response to enquiries

c) Cost of service

- No cost

d) Customer obligations

- Be courteous
- Provide accurate information
- Display visitors pass at all times
- Provide feedback on quality of service

8.9 REGISTRY

a) Services Offered

- Receiving incoming mails.
- Registering new entries
- Searching for specific data
- securely storing important documents
- Dispatch letters, files and goods
- Storage, retrieval and archiving of information
- Opening and closing of files
- Registering new entries, Dispatching of letters and goods

b) Standard of Service

- All mail dispatched within 1 day of receipt
- Files retrieved within an hour of request
- Immediate acknowledgement of documents received
- Archive information as per the requirements

c) Cost of Service

- No charge

d) Customer Obligations

- Adhere to the Records Management Policy
- Timely submission of letter for dispatch
- Provision of accurate information
- Acknowledgement of receipt of letters/files
- Return/forward files within 48 hours

9.0 TRANSPORT

a) Services Offered

- Provide safe and reliable transport logistics to NEMA officers

b) Standard of Service

- Allocation of vehicles for long safari within 2 days and 3 hours for local running upon request
- Annual renewal of motor vehicle insurance
- Repairs of vehicles undertaken within one month of request
- Service of motor vehicles done at every 5000 Kms
- Review road safety policy every 3 years

c) Cost of Service

- No charge

d) Customer Obligations

- Timely requisition for transport/repairs as required
- Timely reporting for departure at designated point
- Adhere to safety guidelines

9.1 TELEPHONE SWITCHBOARD SERVICES

e) Services Offered

- Facilitate internal and external telephone communication through the switchboard
- Respond to enquiries
- Facilitate repairs and maintenance of lines and telephone handsets
- Update and circulate internal directory quarterly

b) Standard of Service

- Calls to be picked within 3 rings
- Courteous to callers
- Identify the caller and inform recipient before transferring
- Restore interrupted telephone services promptly

c) Cost of service

- No cost

d) Customer Obligations

- Be courteous when making calls and enquiries
- Self-identification on receipt of calls
- Provide clear details/instructions
- Report breakdown of telephone services promptly

FEEDBACK MECHANISM

We are keen to improve service delivery and appreciate your feedback. You can help us improve our service delivery by:

- Filling our customer feedback forms at our offices
- Call our incident reporting line No 0786-101100 or 0741-101100
- Visiting our offices
- Make a complaint to the Director General by post, or email info@nema.go.ke and incidence@nema.go.ke.

In cases where you feel your complaint was not handled satisfactory, 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).

How to contact us:

Our Headquarters is based at Eland House, Popo Road, off Mombasa Road, South C. We have offices in all counties.

National Environment Management Authority (NEMA) Kenya,
P. O. Box 67839-00200, NAIROBI.
Tel: (254)-20-2183718, 020-2101370.
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NEMA is an environmental friendly Institution.