

## CITIZEN'S SERVICE DELIVERY CHARTER

### ESTABLISHMENT

The Kenya Dairy Board is an organization started in 1958 through act of Parliament the Dairy Industry act, Cap336 of the Laws of Kenya.

### VISION

To be world class dairy regulatory agency

### MISSION

To regulate and facilitate a value driven and sustainable dairy industry

### PREAMBLE

**Kenya Dairy Board (KDB) Citizen Service Delivery Charter represents our commitment to deliver high quality services to all stakeholders. We at KDB strive to meet and exceed all our customers' expectations as outlined in our commitments to the Dairy Industry.**

SERVICE RENDERED	REQUIREMENTS	CHARGES ( Kshs.)	TIMELINES
Response to Inquiry/ Information request	<ul style="list-style-type: none"> <li>Cooperation &amp; Clarity</li> </ul>	Free Free Free Free Free	<ul style="list-style-type: none"> <li>Attention within (5) minutes upon physical visit to KDB offices.</li> <li>Acknowledgement of Email within (2) working days</li> <li>Response to inquiry within (2) days for readily available information</li> <li>Response to inquiry within (2) weeks on complex issues</li> <li>(3) rings to respond to telephone call</li> </ul>
Dairy Industry Statistics	<ul style="list-style-type: none"> <li>Cooperation &amp; Clarity</li> </ul>	Free	<ul style="list-style-type: none"> <li>Within (5)working days</li> </ul>
Media Inquiries	<ul style="list-style-type: none"> <li>Cooperation &amp; Clarity</li> </ul>	Free	<ul style="list-style-type: none"> <li>(2) days from the receipt of the inquiry</li> </ul>
Resolution of complaints	<ul style="list-style-type: none"> <li>Presentation of complaints or</li> <li>Recommendation by Commission On Admission Justice (CAJ)</li> </ul>	Free Free Free	<ul style="list-style-type: none"> <li>Receipt acknowledgment within (2) days</li> <li>Resolution within (2) working days if information is readily * available</li> <li>Resolution within (3) weeks if research and consultation is required</li> </ul>
Issue of LPOs/ Contracts	<ul style="list-style-type: none"> <li>Quotation/Tender Bids</li> </ul>	Free	<ul style="list-style-type: none"> <li>(7) Working days after award.</li> </ul>
Payment to suppliers for goods and services	<ul style="list-style-type: none"> <li>Contracts/Local purchase order.</li> <li>Delivery note, invoice.</li> <li>Inspection report</li> </ul>	Free	<ul style="list-style-type: none"> <li>Within (30) days upon receipt of invoices</li> </ul>
Approval of licenses	<ul style="list-style-type: none"> <li>Prepare the premises to meet Inspection standards.</li> <li>Request the premises to be inspected by KDB inspectorate.</li> <li>Inspection is carried on payment of application fee</li> <li>On successful inspection, the client makes an application for the licensing of the premises upon payment of necessary.</li> <li>License is issued.</li> <li><i>Consult the Board for more information</i></li> </ul>	<u>LICENSES</u> <ul style="list-style-type: none"> <li>Application Fee 600</li> <li>Processor Fee 25,000</li> <li>Primary Producer Fee 1,200</li> <li>Dispenser / (Mini Dairy) Fee 6,000</li> <li>Cottage Industry Fee 4,000</li> <li>Milk Bar Fee 2,500</li> <li>Cooling Plant Fee (5,000 lts and Below) 1,000</li> <li>Cooling Plant Fee (5,000 lts and Above) 2,000</li> </ul>	<ul style="list-style-type: none"> <li>Within (14) days upon meeting the requirement.</li> </ul>
Milk Carriage Permits	<ul style="list-style-type: none"> <li>Vehicle designated to transport raw milk to a registered outlet.</li> <li>Approved food grade containers.</li> <li>Valid medical certificate.</li> </ul>	<u>PERMITS</u> <ul style="list-style-type: none"> <li>Milk Carriage Permit 1,000</li> </ul>	<ul style="list-style-type: none"> <li>Within (14) days upon meeting the requirement.</li> </ul>
Import/Export Permits	<ul style="list-style-type: none"> <li>Register to Ken-trade</li> <li>Online application to DVS for a health Certificate</li> <li>Apply through Ken trade system</li> </ul>	<u>PERMITS</u> <ul style="list-style-type: none"> <li>Import/Export 1600</li> </ul>	<ul style="list-style-type: none"> <li>Within (7) days on receipt of online application</li> </ul>

Managing Director

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