



TEA BOARD OF KENYA

Realizing the Tea Promise

CITIZENS' SERVICE DELIVERY CHARTER

SERVICE	REQUIREMENTS/ CONDITIONS	CHARGES	TIMELINE
Inquiries	Telephone, Email, written inquiry	Free	Three (3) days
Public Complaints	Telephone, Email, written inquiry Complaint	Free	7 days for an ordinary issue and 30 days for investigation
Payment for goods and services	Satisfactory delivery of goods/services and related invoices	Free	Thirty (30) days
Licensing of tea manufacturing factories/Cottage factories	Licensing requirements provided on: www.imis.teaboard.or.ke	Processing fee: -New application 10,000/= -Renewal 7,500/=	Acknowledged in one (1) day; final decision in ninety (90) days
Registration of management agents	Registration requirements provided on: www.imis.teaboard.or.ke	Processing fee: 50,000/= Renewal: 25,000/=	Acknowledged in one (1) day; final decision in ninety (90) days
Registration of Tea Dealers (Tea Buyers/Exporters/ Warehouseman)	Registration requirements provided on: www.imis.teaboard.or.ke	-Processing fee: 20,000/= -Renewal: 10,000/=	Acknowledged in one (1) day; final decision in ninety (90) days
Registration of Tea Importers	Registration requirements provided on: www.imis.teaboard.or.ke	-Processing fee: 20,000/= -Renewal: 10,000/=	Acknowledged in one (1) day; final decision in ninety (90) days
Registration of Tea Brokers	Registration requirements provided on: www.imis.teaboard.or.ke	-Processing fee: 20,000/= -Renewal: 10,000/=	Acknowledged in one (1) day; final decision in ninety (90) days
Registration of Tea Packers	Registration requirements provided on: www.imis.teaboard.or.ke	- Processing fee: 5,000/= -Renewal: 2,000/=	Acknowledged in one (1) day; final decision in ninety (90) days
Registration of Auction Organizer	Registration requirements provided on: www.imis.teaboard.or.ke	- Processing fee: 10,000/= -Renewal: 10,000/=	Acknowledged in one (1) day; final decision in ninety (90) days
Registration & Authentication of tea exports	Registration requirements provided on: www.imis.teaboard.or.ke	Free	Two (2) days
Registration & Authentication of tea Imports	Registration requirements provided on: www.imis.teaboard.or.ke	Free	Acknowledged in one (1) day; final decision in ninety (3) days
Compliance Monitoring Inspections/ Food Safety Audits	Stakeholder Cooperation	Free	14 days' notice for scheduled inspection
Surveillance inspections	Stakeholder Cooperation	Free	Notice not issued
Kenya Tea Promotion	Registered tea traders	Free	Communication on intended missions to be done at least thirty (30) days in advance
Dissemination of information on Tea Production & Trade	Request/Scheduled	Free	26 th day of every month and annually
Capacity building	Request/Scheduled	Free	Continuous

Address any complaints to:

Chief Executive Officer - Tea Board of Kenya, Tea House-Naivasha Road, P. O. Box 20064 – 00200 NAIROBI.
Tel. (+254) 722-200556, (+254)734-600944, Email: teaboardk@gmail.com

OR

Commission On Administrative Justice West End Towers, 2nd Floor, Waiyaki Way Westlands P.O. BOX 20414 - 00200 NAIROBI.
TEL: +254 020 2270000 EMAIL: certificationpc@ombudsman.go.ke WEB: www.ombudsman.go.ke

QUALITY SERVICE IS YOUR RIGHT