

CITIZENS' SERVICE DELIVERY CHARTER



Veterinary Medicines Directorate

| S/No. | SERVICE | REQUIREMENT TO OBTAIN SERVICE | COST OF SERVICE (IF ANY) | TIMELINE |
|-------|--------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|--------------------------|----------------------------------|
| 1 | Enquiries | Official enquiry | Free | Immediate |
| 2 | Feedback to Customers | | | |
| | i. Acknowledgement of all correspondence | Official correspondence | Free | Within 1 day |
| | ii. Feedback on customer's complaint. | Official complaint | Free | Within 3 months |
| 3 | Issuance of licenses | | | |
| | i. Manufacturing | a) Application form b) GMP certificate | Ksh 30,000 annually | Within 5 days |
| | ii. Wholesale Dealers Pharmacy | a) Application form b) Certificate of incorporation c) Company pin d) Professional qualification certificate | Ksh 30,000 annually | Within 5 days |
| | iii. Retail Veterinary Pharmacy | a) Application form b) Professional qualification certificate | Ksh 10,000 annually | Within 5 days |
| 4 | Inspection of Veterinary Premises | | | |
| | i. Wholesale Dealers Pharmacy | a) Application form b) Payment of inspection fee | Ksh 30,000 Payable once | Within 3 months |
| | ii. Retail Veterinary Pharmacy | a) Application form b) Payment of inspection fee | Ksh 15,000 payable once | Within 3 months |
| 5 | Manufacturing Practice Inspection | | | |
| | Foreign site | | | |
| | i. Pre-registration Inspection | a) Application form b) Site master file | USD 4000 | Within 18 months |
| | ii. Routine | a) Application form b) Site master file | USD 4000 | Within 18 months |
| | Local site | | | |
| | i. Pre-registration Inspection | a) Application form b) Site master file | Ksh 100,000 | Within 18 Months |
| | ii. Routine | a) Application form b) Site master file | Ksh 100,000 | Within 6 Months |
| 6 | Issuance of GMP Certificate | GMP compliance | Free | Within 3 months after inspection |
| 7 | Import and export of Veterinary Medicines | | | |
| | i. Issuance of Import permit | a) Refer to http://infotradekenya.go.ke b) Inspection/ Verification Fee | Ksh 1,000 0.75% FOB | Within 72 hours |
| | ii. Issuance of Export permit | Refer to http://infotradekenya.go.ke | Free | Within 72 hours |
| 8 | Registration of Veterinary Medicines | | | |
| | i. Imported product | a) Technical product information b) cGMP c) Local Certificate of Analysis d) Product Samples | USD 1000 | Within 18 months |
| | ii. Locally manufactured product | a) Technical product information b) cGMP c) Local Certificate of Analysis d) Product Samples | USD 500 | Within 18 months |
| | iii. Devices, feed additives and Biocidals | a) Technical product information b) Product Samples | Free | Within 6 months |
| 9 | Variations of registered veterinary medicines | | | |
| | i. Major Variation | As per Variation guideline http://www.vmd.go.ke/guideline | Free | Within 6 months |
| | ii. Minor Variation | As per Variation guideline http://www.vmd.go.ke/guideline | Free | Within 3 months |
| 10 | Retention of Veterinary Medicine in the register | a) Application form b) All applications to be received between 1 st October and 31 st December | USD 300 | Within 3 months |
| 11 | Retention of devices, feed additives, and Biocidals in the register | a) Application form b) All applications to be received between 1 st October and 31 st December | Free | Within 5 working days |
| 12 | Appeals for rejected application for registration of veterinary medicine | Written request | USD 300 | Within 3 months |
| 13 | Issuance of Advertisement permit for veterinary medicines | As per advertisement guideline http://www.vmd.go.ke/guideline | Ksh 50,000 | Within 30 days |
| 14 | Duplicate license/ certificate | Written request | Ksh 1,000 | Within 5 working days |

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service rendered that does not conform to the above standards or any officer who does not live up to commitment to courtesy excellence in service delivery should be reported to;

The Chief Executive Officer
Veterinary Medicines Directorate
P.O. Box 66171-00800
Westlands, Nairobi
Telephone: 0743795395
Email: info@vmd.go.ke

The Commission Secretary/Chief Executive Officer
Commission on Administrative Justice
2nd Floor, West End Towers, Waiyaki Way, Nairobi
P.O. Box 204140-00200 Nairobi
Telephone: +254 (0)20 2270000/2303000
Email: feedback@ombudsman.go.ke

Huduma Bora ni Haki Yako