

No.	SERVICES OFFERED	USER OBLIGATION	USER CHARGES	TIME FRAME
1.	Response to Complaints/enquiries	Use of appropriate channels ❖ Customer feedback form ❖ Suggestion boxes ❖ Social media networks	No charge	Immediately, 5 days
2.	Procurement of goods and services	❖ Purchase of prequalification/tender documents. ❖ Compliance with the Procurement and Disposal Act and Regulations		Within 4 weeks
3.	Payment to suppliers	Attach supporting documents	No charge	30 days
4.	Registration and Licensing of Environmental Experts	❖ Adhere to code of practice and professional ethics ❖ Provision of accurate information ❖ Prompt response to issues raised	No charge	30 days upon application
5.	Environmental Impact Assessment (EIA) Licence	❖ Complete form 1 for EIA reports ❖ Complete form 2 for study reports ❖ Apply at least 3 months before	No charge	Within 45 days
6.	Strategic Environmental Assessment (SEA)	• Submit all relevant documents within 60 days	No charge	Within 180 days
7.	Environmental Auditing (EA)	❖ Timely submission of annual EA reports ❖ Compliance with improvement notices/ restoration orders	No charge	• Review of EA reports upon submission
8.	The Environmental Management and Co-ordination (Conservation of Biological Diversity and Resources, Access to Genetic Resources and Benefit Sharing) Regulations, 2016	Access Permit i. Pay prescribed fees ii. Application with relevant documentation Visit: www.nema.go.ke	Individual Kshs. – 20,000. Corporate Kshs. – 50,000. Renewal: Individual Kshs. 10,000. Corporate Kshs. 25,000.	Within 30 days from the date of application
9.	The Environmental Management and Coordination (Water Quality) Regulations, 2012	❖ Fill in application Form A ❖ Submit all relevant documentation	❖ Application fee for all facilities - Kshs. 5,000. ❖ Listed facilities under 11th schedule ranges between Ksh10,000 - 500,000.	Within 21 days
10.	The Environmental Management and Coordination (Air quality) Regulations 2014	a. Submit stack emission measurement report prepared by a NEMA designated laboratory, b. Submit Emission licence application form, c. Attach bank deposit slip.	Facilities and equipment listed under 3 rd schedule ❖ Application fee for all facilities - Kshs. 5,000. ❖ Emission Licence fee for all facilities - Kshs. 50,000.	Within 21 days
11.	The Environmental Management and Coordination (Waste Management) Regulations, 2006	❖ Fill in relevant application form or apply online, through NEMA licensing portal	Application fees - Ksh. 3,000. Annual License fees Transport- Kshs. 5,000 per vehicle Recycle/compost- Ksh. 40,000. Waste disposal for incinerators/ landfills- Ksh. 75,000.	Within 30 days
	• Export / Transit Permit	❖ Apply and attach all required documents	Application fee – Kshs. 3,000. License fee – Kshs. 30,000.	Within 60 days
12.	The Environmental Management and Co-ordination (Controlled Substances) Regulations, 2007	❖ Timely application ❖ Provide accurate information	a. Licence to produce controlled substances Ksh. 15,000. b. Application to export controlled substance Ksh. 15,000. c. License to import controlled substance Ksh. 15,000.00. d. Permit to import or export a controlled substance Ksh. 1,500. • Deposit bond – 15% of cost, insurance and freight value (CIF) (refundable)	Within 45 days
	• Analytical reference laboratories	❖ Apply for designation prior to commencement of the activity ❖ Submit dully filled laboratory application form ❖ Provide accurate information	No charge	Within 60 days
13.	The Environmental Management and Co-ordination (Noise and excessive Vibration Pollution (Control) Regulations, 2009	❖ Submit declaration form and attach all relevant documentation	Permit Application (Excessive vibration) Kshs. 500.00 Permit fee - Kshs. 5000.	Within 2 days Permit valid for 3 months
14.	Environment Incident Management	Report Incidents through; ❖ 0786-101 100 ❖ 0741-101 100 ❖ incidence@nema.go.ke	No charge	Response to environmental incidents High-risk - 24 hrs Medium risk - 48 hrs Low risk -14 days
15.	Environmental Inspection	❖ Request for official identification ❖ Provide information to inspectors ❖ Treat inspectors with courtesy	No charge	Regular inspections
16.	Environmental Reporting Production and dissemination of: ❖ SOE, NAP, NEAP.	❖ Download a copy from NEMA website	No charge	SOE report every 2 yrs NAP report - every 10 yrs NEAP - 6 yrs
17.	Environmental Education and Awareness	❖ Request for available information ❖ Adherence to partnership obligations	No charge	Educational materials availed immediately
	Development of Curriculum for training of SEA, Environmental Impact Assessment /Audit Experts	❖ Apply for authorization to train EIA/EA curriculum ❖ Evidence of registration by Ministry of Education and NITA	❖ Kshs. 20,000. per copy of curriculum and annually as subscription fee ❖ Tuition fee chargeable by acknowledged Institution	3 weeks by acknowledged Institutions

FEEDBACK MECHANISM

We encourage our customers to give feedback on services rendered to enable us improve the quality of our service delivery. If not satisfied, you can;

- Fill our customer feedback forms at our offices,
- Call our incident reporting lines No. 0786-101100 or 0741-101100
- Visiting our offices,
- Make a complaint to the Director General by post, or email: dgnema@nema.go.ke and incidence@nema.go.ke. Website: www.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).

West End Towers, 2nd Floor,
Waiyaki Way, Westlands,
P.O Box 20414-00200
NAIROBI

Tel: +254 020 2270000
Toll Free Number: 00800221349
Sms Shortcode: 15700
Email: info@ombudsman.go.ke; complaints@ombudsman.go.ke
Website: www.ombudsman.go.ke