



SERVICE CHARTER

Vision

An Innovative Regulatory Institute in the provision of Nutrition and Dietetics services recognized by the internationally

Mandate/Mission

The Kenya Nutritionists and Dieticians Institute (KNDI) was established by an Act of Parliament **No.18 of 2007**, to provide for training, registration and licensing of nutritionists and dieticians, to provide for the regulation of the standards, and practice of the profession to ensure their effective participation in matters relating to nutrition and dietetics and for related purposes.

Core Values

Integrity-operate with unquestionable moral standards

Professionalism-at all times adhere to the KNDI professional Code of Conduct.

Accountability-be responsible and answerable to the KNDI's Members and stakeholders.

Transparency-open to its members and stakeholders

Team work- work as a team towards accomplishment of the Institute's goals

Service rendered	Customer Responsibility	User Charges (ksh.)	User Charges (USD)	Timelines
Individual registration and licensing (Kenyans and EA region)	Compliance application	5000/-		1 months
Individual registration and licensing (foreigners)	Official application		\$700	1 months
Training institution Interim license	Official application	250 000/-		Two weeks
Training institution Full license (Degree)	Application for inspection	400 000/-		Two weeks
Training institution Full license (Diploma)	Application for inspection	400 000/-		Two weeks
Training institution Full license (Certificate)	Application for inspection	300 000/-		Two weeks

Conference and Symposium Accreditation (Local)	Provision of accurate information & supportive documents	55 000/-		Two weeks
Conference and Symposium Accreditation (International)	Provision of accurate information & supportive documents		\$1500	Two weeks
RESEARCH Ethical Clearance (Masters)	Official application and cooperation	3000/-		1 month
RESEARCH Ethical Clearance (PhD)	Official application and cooperation	3000/-		1 month
RESEARCH Ethical Clearance (Expedited)	Official application and cooperation	5000/-		Two weeks
RESEARCH Ethical Clearance (International)	Official application and cooperation		\$1000	1 month
RESEARCH Ethical Clearance (Expedited)	Official application and cooperation		\$1200	Two weeks
RESEARCH Ethical Clearance (M&E Evaluation)	Official application and cooperation		\$500	1 month
RESEARCH Ethical Clearance (Expedited)	Official application and cooperation		\$700	Two weeks
Membership Upgrading	Official application	1000/-		1 month
Professional Indexing, Examination fee and packages	Official application	10000/-		1 month
License Certification as true copy of original	Application			2hours
Private Business Registration e.g. clinics (Local)	Official application	45000/-		1 months
Private Business Registration (International)	Official application		\$7000	1months
Employee Membership renewal (Kenya and EA Region)	Official application	2000/-		
Employee Membership renewal (Foreigners)	Official application		\$280	
Training institution Full license renewals (Degree)	Official application for inspection after 4 years	400 000/-		Two weeks
Training institution Full license renewals (Diploma)	Official application for inspection after 4 years	400 000/-		Two weeks
Training institution Full license renewals (Certificate)	Official application for inspection after 4 years	300 000/-		Two weeks
Business/Private member registration search	Request Application	500/-		1 day
Replacement of a certificate (All categories)	Request Application	1000/-		1 month
Replacement of an index card	Request Application	500/-		1 month
Food Product with nutrition claims Value chain endorsement				
Large Size (Multi-national and Nationwide coverage)	Request Application and renewal every 4 years	2,500,000		3-6 months
Medium Size (Regional Companies)	Request Application and renewal every 4 years	2,500,000		3-6 months
Small Food Companies	Request Application and renewal every 4 years	1,500, 000		3-6 months

Food Product Value Chain Research	Request Application	750, 000		3 months
--	----------------------------	-----------------	--	-----------------

COMMITMENT

- To be pro-active and responsive in the discharge of duties
- To pay attention to details in service delivery
- To exercise, honesty integrity and courtesy at all times
- To cultivate and maintain partnership with all stakeholders
- To create and maintain team spirit within the service
- To be fair and firm in all our undertakings
- To maintain a disciplined and compliance professional workforce
- To be gender sensitive and
- To promote, protect and respect the human rights of our customers

COMPLAINTS AGAINST

KNDI Complaints may be made to the Chief Executive Officer. Where dissatisfied the complaint may be reported to the:

Chief Executive Officer;

Kenya Nutritionists and Dieticians Institute; Commodore Office Suites, Opposite Nakumatt Prestige, 3rd Floor, Room 3G; P.O. Box 20436-00100, Nairobi, Kenya; Phone: +254-20-2608882;

E-mail: info@nutritiondieteticskenya-ke-org.

or

The Commission on Administrative Justice (CAJ) also known as the Office of the Ombudsman, 2nd Floor, West End Towers, Opposite Aga Khan High School off Waiyaki Way–Westlands P.O. Box 20414 – 00200, NAIROBI. **Tel:** +254-20-2270000/2303000/2603765/2441211/8030666; Email: info@ombudsman.go.ke.