



**CITIZEN'S SERVICE DELIVERY CHARTER**

Service	Customer Obligations	Gazette Charges	Timeline	Responsibility
Receipt of Enquiries	Calls and Short Message Service (SMS)	Free	After the third Buzz for Calls and Immediately for SMS	Customer service desk office.
	Emails and Official social media communications	Free	Immediately	CEO's office
	Visit	Free	Immediately	Customer Service Desk
Response to public correspondence	Letters, Emails and Official social media communication	Free	7 days	CEO's office
Issue of letter of no objection	Duly filled online application via TVET MIS, and attach: a. Copy of KRA Pin for the director(s) b. Copy of ID for the director(s)	Free	3 days	Accreditation department
Initial inspection for registration and licensing of TVET institutions	Duly filled online application via TVET MIS.	Ksh 5,000 For a VTC for the first 10 programmes	3 months	Accreditation Department
		Ksh 20,000 For a TVC for the first 10 programmes		
		Ksh 30,000 For a TTC for the first 10 programmes		
		Ksh 30,000 For a NP for the first 10 programmes		
		For Programmes in excess of the first 10 above,  Ksh 3,000 For a Trade Test Programme /Level 3 or Artisan Programme/ Level 4  Ksh 5,000 For a Craft/Level 5, Diploma/Level 6		
Inspection for licensing of additional TVET Programs	Duly filled online application via TVET MIS.	Ksh 3,000 For Trade Test/Level 3 or Artisan/Level 4	3 months	
		Ksh 5,000 For Craft/Level 5, Diploma/Level 6		
Inspection for Expansion of Students Enrolment	Duly filled online application via TVET MIS.	Ksh 5,000 For a Vocational Training Center	3 months	
		Ksh 15,000 For Technical and Vocational College		
		Ksh 20,000 For Technical Trainer College/ National Polytechnic		
Renewal of registration after Five Year upon expiry of certificate	Duly filled online application via TVET MIS.	Ksh 3,000 For Vocational Training Center	3 months	Accreditation department
		Ksh 10,000 For Technical and Vocational College		
		Ksh 15,000 For Technical Trainer College/ National Polytechnic		
Issue of accreditation Certificate and /or license	Nil	Free	1 Month after Board's approval	Accreditation department
Approval of Change of institution's Name /Ownership /Management	Duly filled online application via TVET MIS for change of Ownership, Name or Management	5,000	1 Month	Accreditation department
Approval for Change of TVET institution Category	Duly filled online application via TVET MIS.	Kshs. 30,000 National Polytechnic/Trainer College	3 Months	Accreditation department
		Kshs. 20,000 Technical and Vocational College		Accreditation department
Approval for Change of TVET institution Type	Duly filled online application via TVET MIS. for change of a TVET institution's type from Private to Public and attach the accompanying documents	Kshs. 5,000	1 month	Accreditation department
Evaluation and Approval of Curricular	Submission of Curriculum and Occupational standards.	Free	3 Months	Accreditation department
Quality reassurance of TVET institutions	Duly filed annual returns	Ksh 500 per student enrolled per year	Biennially	Compliance and Enforcement department
Recognition and equation (REQ) of TVET qualifications	Submission of duly completed application forms and the qualification	Kshs 5000 per qualification from individual	1 month	Accreditation department
		Kshs 10, 000 per qualification for express processing	2 weeks	Accreditation department
		Kshs. 10,000 for Local Employer	1 month	Accreditation department

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		USD 300 US for Local Employer outside Kenya	1 month	Accreditation department
Subsequent REQ of the same qualification	Submission of duly completed application forms and the qualification	Kshs. 3,000 per qualification	1 week	Accreditation department
Re-assessment of an institution due to an appeal	Submission of an appeal	100% of registration fee	3 months	Accreditation department
Accreditation of foreign institutions	Duly filled online application via TVET MIS.	US\$1,500 For Evaluation of documentation	3 months	Accreditation department
		US\$300 For Accreditation per program		
Initial registration and licensing of a TVET trainer, Assessor and Verifiers	Application via the TVET MIS. Attach copies of academic and professional certificates and pay requisite charges.	1,000	1 Month	Accreditation department
Upgrading of a trainer after acquiring higher qualification	Duly filled online application via TVET MIS.	1,000	1 month	Accreditation department
Renewal of trainer license every three years	Duly filled online application via TVET MIS.	500	1 month	Accreditation department
Resolution of public complaints	Formal submission of a complain	Free	30 days	Complaints Committee
Receipt payment of fees	Submission of banker's cheque, pay in bank slip, EFT notification and MPESA	Free	1-5 days	Finance and Accounts department
Make payments for goods and services	Deliver quality goods services as per contractual obligations	Free	Within 1 month of delivery of a valid invoice	Finance and accounts
Procurement of goods and services	<ul style="list-style-type: none"> <li>Deliver quality and timely products and services.</li> <li>Observe and uphold procurement rules and regulations.</li> </ul>	Free	As per the Public Procurement and Asset disposal Act, 2015 and Regulations 2020	Procurement

**WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY**

Any service that does not conform to the above standards or any officer who does not live up to commitment to courtesy and excellence in Service Delivery should be reported to:

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| <p>a. The CEO/Director General<br/>TVET Authority<br/>P.O. Box 35626-00100, Nairobi<br/>Tel : +254 (0)20 2392140<br/>Email : <a href="mailto:info@tveta.go.ke">info@tveta.go.ke</a></p> | <p>b. The Commission Secretary/Chief Executive Officer, Commission on Administrative Justice, 2nd Floor, West End Towers, Waiyaki way, Nairobi.<br/>P.O. Box 20414-00200 Nairobi<br/>Tel : +254 (0)20 240337/0722970604<br/>Email : <a href="mailto:info@ombudsman.go.ke">info@ombudsman.go.ke</a></p> |
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**QUALITY SERVICE IS YOUR RIGHT  
TVETA IS AN ENVIRONMENT- FRIENDLY INSTITUTION**