



## TECHNICAL AND VOCATIONAL EDUCATION AND TRAINING AUTHORITY

### CUSTOMERS SERVICE DELIVERY CHARTER

**Vision:** A competitive market driven TVET system delivering competent workforce for sustainable development.

**Mission:** To develop a TVET system that meets national needs and aspirations.

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	<ul style="list-style-type: none"> <li>Reserved business name</li> <li>Invoice for the name search</li> <li>Copy of KRA Pin for the director(s)</li> <li>Copy of ID for the director(s)</li> <li>Duly filled and signed BN2 form</li> </ul>	Free	3 days	Accreditation department
Initial inspection for registration and licensing of TVET institutions	Submit duly completed application form	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 completed application forms	Ksh 3,000 For Trade Test/Level 3 or Artisan/Level 4	3 months	
		Ksh 5,000 For Craft/Level 5, Diploma/Level 6 or		
Inspection for Expansion of Students Enrolment	Duly completed application forms	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	Submit application for renewal	Ksh 5,000 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		
Approval of Change of institution's Name /Ownership /Management	Application for change of Ownership, Name or Management	5,000	1 Month	Accreditation department

Evaluation and Approval of Curricular	Curriculum to be evaluated, Occupational standards for each curriculum.	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		
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 completed application forms	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	Duly completed application form	1,000	3 Months	Accreditation department		
Renewal of trainer license every three years	Duly completed application form	500	3 Months	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		
<b><i>WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY</i></b> 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: <table><tr><td>a. The CEO/Director General TVET Authority P.O. Box 35626-00100, Nairobi Tel : +254 (0)20 2392140 Email : <a href="mailto:info@tvetauthority.go.ke">info@tvetauthority.go.ke</a></td><td>b. The Commission Secretary/Chief Executive Officer, Commission on Administrative Justice, 2nd Floor, West End Towers, Waiyaki way, Nairobi. P.O. Box 20414-00200 Nairobi Tel : +254 (0)20 240337/0722970604 Email : <a href="mailto:info@ombudsman.go.ke">info@ombudsman.go.ke</a></td></tr></table>					a. The CEO/Director General TVET Authority P.O. Box 35626-00100, Nairobi Tel : +254 (0)20 2392140 Email : <a href="mailto:info@tvetauthority.go.ke">info@tvetauthority.go.ke</a>	b. The Commission Secretary/Chief Executive Officer, Commission on Administrative Justice, 2nd Floor, West End Towers, Waiyaki way, Nairobi. P.O. Box 20414-00200 Nairobi Tel : +254 (0)20 240337/0722970604 Email : <a href="mailto:info@ombudsman.go.ke">info@ombudsman.go.ke</a>
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<b><i>QUALITY SERVICE IS YOUR RIGHT</i></b> <b><i>TVETA IS AN ENVIRONMENT- FRIENDLY INSTITUTION</i></b>						