



REPUBLIC OF KENYA

# TECHNICAL AND VOCATIONAL EDUCATION AND TRAINING AUTHORITY

## CITIZEN'S SERVICE DELIVERY CHARTER



S/No.	Service	Requirement to obtain service	Cost of service	Timeline
1.	Receipt of enquiries	Calls and short Message Service (SMS)	Free	After the third buzz for calls and immediately for SMS
		Emails and official social media communications	Free	Immediately
		Visits	Free	Immediately
2.	Response to public correspondence	Letters, Emails and social media communication	Free	7 days
3.	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
4.	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 programs	3 months
			Ksh. 20,000 for a TVC for the first 10 programs	
			Ksh. 30,000 for a TTC for the first 10 programs	
			Ksh. 30,000 for a NP for the first 10 programs	
			For programs in excess of the first 10 above,	
			Ksh. 3,000 for a Trade Test Program / Level 3 or Artisan Program / Level 4	
5.	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	
6.	Inspection for expansion of student's enrolment	Duly filled online application via TVET MIS	Ksh. 5,000 for Vocational Training Centre	3 months
			Ksh. 15,000 for Technical and Vocational College	
			Ksh. 20,000 for Technical Trainer College / National Polytechnic	
7.	Renewal of registration after five years upon expiry of certificate	Duly filled online application via TVET MIS	Ksh. 3,000 for Vocational Training Centre	3 months
			Ksh. 10,000 for Technical and Vocational College	
			Ksh. 15,000 for Technical Trainer College / National Polytechnic	
8.	Issue of registration certificate and / or license	Nil	Free	1 month after board's approval
9.	Approval of change of Institution's Name/ Ownership/ Management	Duly filled online application via TVET MIS for change of Ownership, Name or Management	Ksh. 5,000	1 month
10.	Approval of change of TVET institution's category	Duly filled online application via TVET MIS	Ksh. 30,000 National Polytechnic / Trainer/ College	3 months
			Ksh. 20,000 Technical and Vocational College	
11.	Approval of change of TVET institution's 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.	Ksh. 5,000	1 month
12.	Evaluation and approval of curricula	Submission of curriculum and Occupational standards	Free	3 months
13.	Quality Assurance of TVET Institutions	Duly filled annual returns	Ksh.500 per student enrolled per year	Biennially
14.	Recognition and Equation of TVET Qualifications(REQ)	Submission of duly completed application forms and the qualifications	Ksh.5,000 per qualification from individual	1 month
			Ksh.10,000 per qualification for express processing	2 weeks
			Ksh. 10,000 for local employer	1 month
			USD 300 US for local employer outside Kenya	1 month
15.	Subsequent REQ of the same qualification	Submission of duly completed application forms and the qualifications	Ksh.5,000 per qualification	1 week
16.	Re-assessment of an institution due to an appeal	Submission of an appeal	100% of registration fee	1 months
17.	Accreditation of foreign institutions	Duly filled online application via TVET MIS	US\$ 1,500 for evaluation of documentation	3 months
			US\$ 300 for accreditation per program	
18.	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	Ksh. 1,000	1 month
19.	Upgrading of a trainer after acquiring higher qualification	Duly filled online application via TVET MIS	Ksh. 1,000	1 month
20.	Renewal of trainer license every three years	Duly filled online application via TVET MIS	Ksh. 500	1 month
21.	Resolution of public complaints	Formal submission of a complaint	Free	30 days
22.	Receipt payment of fees	Submission of banker's cheque, pay in slip, EFT notification and MPESA	Free	1-5 days
23.	Make payments for goods and services	Delivery quality goods services as per contractual obligations	Free	Within 1 month of delivery of a valid invoice
24.	Procurement of goods and services	Delivery quality and timely products and services  Observe and uphold procurement	Free	As per the Public procurement and Asset disposal Act.2015 and regulations 2020

### 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 and excellence in Service Delivery should be reported to:

**The CEO/Director General**  
TVET Authority  
P.O. Box 35626-00100, Nairobi  
Tel: +254 (0) 20 2392140  
Email: info@tveta.go.ke

**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 2270000/2303000  
Email: complain@ombudsman.go.ke

**QUALITY SERVICE IS YOUR RIGHT. TVETA IS AN ENVIRONMENT-FRIENDLY INSTITUTION**



REPUBLIC OF KENYA

# TECHNICAL AND VOCATIONAL EDUCATION AND TRAINING AUTHORITY

MKATABAWAUTOAJIHUJUMAKWAWATEJA



Education and Training for a Competent Workforce

Nambari	Huduma	Wajibu wa Mhudumiwa	Malipo ya huduma	Muda
1.	Kupokea Maswali	Kupokea simu na jumbe fupi (SMS)	Bila Malipo	Baada ya mlio wa tatu (3) wa simu na jumbe fupi (SMS)
		Barua pepe na Mawasiliano kupitia mitandao ya kijamii rasmi	Bila Malipo	Mara moja
		Kututembelea	Bila Malipo	Mara moja
2.	Kujibu maswali na kushughulikia umma	Barua, barua pepe na mitandao za kijamii rasmi	Bila malipo	Mara moja
3.	Utoaji barua ya kutokuwa na pingamizi	Fomu iliyojazwa kikamilifu kwenye tovuti kupitia TVET MIS ikiambatanishwa na. a. Nakala za pini ya KRA za Wakurugenzi b. Nakala za vitambulisho vya wakurugenzi	Bila malipo	Siku 3
4.	Ukaguzi wa kwanza kwa ajili na utoaji leseni kwa taasisi za TVETA	Fomu iliyojazwa kikamilifu kwenye tovuti kupitia TVET MIS	Ksh. 5,000 kwa programu za kwanza 10 za taasisi za kiufundi na mafunzo anuwai(SMS)	Miezi mitatu
		Fomu ya maombi iliyojazwa kikamilifu kupitia tovuti ya TVET MIS	Ksh. 20,000 taasisi za kiufundi na mafunzo anuwai (VTC) kwa programu 10 za kwanza	
			Ksh. 30,000 kwa vyuo vya mafunzo au ualimu(TTC) kwa programu 10 za kwanza	
			Ksh. 30,000 kwa vyuo vya kitaifa kwa programu za kwanza 10	
			Kwa programu zinazozidi za kwanza 10 na zaidi; Ksh. 3,000 programu ya mitihani ya kibiashara / Daraja ya 3 ama mitihani wa kiufundi / daraja ya 4 Ksh.5,000 kwa ufundi / daraja ya 5/ daraja ya 6	
5.	Ukaguzi kwa utoaji wa leseni kwa programu za ziada za TVET	Fomu iliyojazwa kikamilifu kwenye tovuti kupitia TVET MIS	Ksh. 3,000 Mitihadi ya kibiashara/ daraja ya 3 au kiufundi / daraja ya 4	Miezi mitatu
			Ksh. 5,000 utelekezi / ufundi au daraja ya 5. Stashada au daraja ya 6	
6.	Ukaguzi kwasababu ya kuongeza idadi ya wanafunzi	Fomu iliyojazwa kikamilifu kwenye tovuti kupitia TVET MIS	Ksh.5,000 taasisi za kiufundi	Miezi mitatu
			Ksh.15,000 taasisi za kiteknolojia na ufundi	
7.	Kujisajili upya baada ya kutambulika kwa miaka 5	Fomu iliyojazwa kikamilifu kwenye tovuti kupitia TVET MIS	Ksh.3,000 taasisi za kiufundi	Miezi mitatu
			Ksh.10,000 taasisi za kiufundi na masomo anuwai	
			Ksh.15,000 mkufunzi wa masomo ya kiteknolojia na vyuo vya kiufundi kitaifa	
8.	Kupewa cheti au lesni ya kutambulika	Bure	Bila malipo	Mwezi mmoja (1) baada ya kuidhinishwa
9.	Kuidhinishwa kubadilisha jina la taasisi, wamiliki au wasimamizi	Fomu iliyojazwa kikamilifu kwenye tovuti kupitia TVET MIS	Ksh. 5,000	Mwezi mmoja
10.	Kuidhinishwa kubadili kiwango au kategoria ya taasisi ya TVET	Fomu iliyojazwa kikamilifu kwenye tovuti kupitia TVET MIS	Ksh. 30,000 vya masomo ya kiufundi na taasisi za kitaifa	Miezi mitatu
			Ksh. 20,000 kwa taasisi za kiufundi na masomo anuwai	
11.	Kuidhinishwa kubadili aina ya taasisi ya TVET	Fomu iliyojazwa kikamilifu kwenye tovuti kupitia TVET MIS ili kkubadili taasisi ya TVET kutoka ya kibinafsi kuwa ya umma na kuambatanisha stakabadhi zinazohitajika	Ksh. 5,000	Mwezi mmoja (1)
12.	Kutathmini na kuidhinishwa kwa mitaala	Kupeana mtaala na viwango vya kazi	Bila malipo	Miezi mitatu
13.	Kuhakikisha ubora wa taasisi za TVET	Fomu za marejesho za kila mwaka zilizo kikamilifu	Ksh. 500 kwa kila mwanafunzi aliyejisajili kwa mwaka	Mara moja kwa miaka miwili
14.	Kutambua na kusawazisha kwa viwango vya kufuzu katika TVET	Kupeana fomu za maombi zilizojazwa kikamilifu na viwango vya kufuzu	Ksh. 5,000 kwa kila kiwango cha kufuzu kuto-ka kwa mtu binafsi	Mwezi mmoja (1)
			Ksh. 10,000 kwa kila kiwango cha kufuzu kwa maandalizi ya mara moja	Wiki mbili (2)
			Ksh. 10,000 muajiri mwenyeji	Mwezi mmoja (1)
			USD 300 US kwa muajiri mwenyeji aliye nje ya nchi	Mwezi mmoja (1)
15.	Kutambua na kusawazisha viwango vya kufuzu katika TVET kwa mara nyingine	Kupeana fomu za maombi zilizojazwa kikamilifu na viwango vya kufuzu	Ksh. 3,000 kwa kila kiwango cha kufuzu	Wiki moja (1)
16.	Utathmini upya wa taasisi baada ya kutoka rufaa	Ombi la kukata rufaa	Sili mia 100% ya malipo ya usajili	Miezi mitatu (3)
17.	Utoaji kibali kwa taasisi za kigeni	Fomu ya maombi iliyojazwa kikamilifu kupitia TVET MIS	US\$1,500 za utathmini wa stakabadhi	Miezi mitatu (3)
			US\$300 kuidhinisha kila programu	
18.	Uidhinishaji wa kwanza na utoaji leseni kwa mkufunzi wa TVET, mkaguzi na wathibitishaji	Maombi kupitia TVET MIS. Ambatanisha na nakala za stakabadhi na vyeti vya kitaaluma na kulipa malipo yanastahili	Ksh.1,000	Mwezi mmoja (1)
19.	Kumpandisha daraja mkufunzi baada ya kuhitimu na kupata stakabadhi za juu	Fomu ya maombi iliyojazwa kikamilifu kupitia TVET MIS	Ksh.1,000	Mwezi mmoja (1)
20.	Utoaji upya wa leseni ya kuhudumu kama mkufunzi kila baada ya miaka mitatu	Fomu ya maombi iliyojazwa kikamilifu kupitia TVET MIS	Ksh.5000	Mwezi mmoja (1)
21.	Kutatua na kushughulikia malalamishi ya umma	Kutoa malalamishi kirasmi	Bila malipo	Siku 30
22.	Utoaji wa risiti wa kupokea malipo	Kupeana hundi, dhibitisho la kulipa kwenye benki, ujumbe wa EFT au MPESA	Bila malipo	Siku 1-5
23.	Kulipa bidhaa na huduma	Wasilisha bidhaa au huduma kulingana na mwafaka wa maelewano	Bila malipo	Katka mwezi mmoja(1) baada yakuwasilishwa ankara (invoice)
24.	Utoaji zabuni wa bidhaa na huduma	Wasilisha bidhaa au huduma bora kwa wakati unaofaa Kutilia maanani na kuzingatia sheria na kanuni za uagizaji na usambazaji wa bidhaa na huduma	Bila malipo	Kulingana na amri ya Uagizaji,usambazaji na uuzaji wa rasilmali za umma kifungu , 2025 na masharti ya mwaka 2020

## TUNAZINGATIA HESHIMA NA UBORA KATIKA UTOAJI WA HUDUMA

Huduma yoyote isiyoambatana na vigezo vilivyopo hapo juu au afisa yeyote asiyetekeleza majukumu yake kwa kuzingatia Heshima na Ubora katika Utoaji Huduma aripotiwe kwa:

### a. Afisa Mkuu Mtendaji / Mkurugenzi Mkuu

Mamlaka ya TVETA  
S.L.P. 35626-00100, Nairobi  
Simu: +254 (0) 20 2392140  
Baruapepe: info@tveta.go.ke

### b. Katibu wa Tume / Afisa Mkuu Mtendaji

Tume ya Haki za Kiutawala ,  
Orofa ya 2, West End Towers, Waiyaki Way, Nairobi.  
S.L.P. 20414-002000, Nairobi  
Simu: +254 (0) 20 2270000/2303000  
Baruapepe: complain@ombudsman.go.ke

**HUDUMA BORA NI HAKI YAKO. TVETA NI TAASISI YENYE MAZINGIRA SALAMA**