

# TECHNICAL AND VOCATIONAL EDUCATION AND TRAINING AUTHORITY CITIZEN'S SERVICE DELIVERY CHARTER



SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST OF SERVICE	TIMELINE	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST OF SERVICE	TIMELINE
Response to enquiries	Phone call and Short Message Service (SMS)	Free	15 seconds for phone calls and immediately for SMS	Subsequent REQ of the same qualification	Submission of duly completed application forms and the qualification	Kshs. 3,000 per qualification	1 week
	Emails and official social media communications	Free	1 working day	Re-assessment of an institution due to an appeal	Submission of an appeal	100% payment of the application fee	3 months
	Walk in and make the enquiry	Free	1 Minute	Accreditation of foreign examining bodies	Duly filled online application via TVET MIS	USD 1,500 For Evaluation of documentation USD 300 For Accreditation per program	3 months
Response to correspondence	Written correspondence (letters)	Free	5 working days	Initial registration and licensing of a TVET Trainer, Assessor and Verifier	Duly filled application via the TVET MIS. Attach copies of academic and professional certificates	Kshs 1,000 per category	1 month
Issuance 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	5 working days	Upgrading of a trainer after acquiring a higher qualification	Duly filled online application via TVET MIS	Kshs 1,000	1 month
Initial inspection for registration and licensing of a TVET institution	Duly filled online application via TVET MIS.	Ksh 5,000 For a VTC for the first 10 Programs Ksh 20,000 For a TVC for the first 10 Programs Ksh 30,000 For a Technical Trainer College 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 Ksh 5,000 For a Craft/Level 5, Diploma/Level 6 Program	3 months	Renewal of trainer license every three years	Duly filled online application via TVET MIS	Kshs 500	1 month
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 Program Ksh 5,000 For Craft/Level 5, Diploma/Level 6 Program	3 months	Response to public complaints and grievances	Make a complaint	Free	1 working day
Inspection for expansion of trainee enrolment	Duly filled online application via TVET MIS.	Ksh 5,000 For a Vocational Training Center Ksh 15,000 For a Technical and Vocational College Ksh 20,000 For a Technical Trainer College/ National Polytechnic	3 months	Resolution of complaints	Make a verbal or written complaint	Free	14 working days
Renewal of registration after five years upon expiry of the certificate	Duly filled online application via TVET MIS	Ksh 3,000 For a Vocational Training Center Ksh 10,000 Technical and Vocational College Ksh 15,000 For a technical trainer college/National polytechnic	3 months	Registration of Suppliers	Duly filled application form, company profile, certificate of incorporation/ Registration, PIN certificate, Valid Tax Compliance Certificate/Exemptions, Original Bank Statement, copy of certificate of registration with relevant regulatory bodies, Non-refundable fee payment receipt, copies of annual returns forms filed by company registry, copies of National ID/Passport	Free	14 working days
Issue of registration certificate and /or license	Nil	Free	1 month after the Board's approval	Processing of tenders	Submit bids for goods and services	Free	90 days
Approval of change of institution's Name/Ownership /Management	Dully filled online application via TVET MIS for change of Name /Ownership/ or Management	Kshs 5,000	1 month	Notification of successful and unsuccessful bidders	Access e-procurement portal for notification	Free	1 working day
Approval for change of TVET institution's category	Duly filled online application via TVET MIS	Kshs. 30,000 for upgrade to a National Polytechnic/ Technical Trainer College Kshs. 20,000 for upgrade to a Technical and Vocational College	3 months	Disposal of obsolete stores	Submission of bids	Free	60 days from the date of advertisement
Approval for 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	Kshs. 5,000	1 month	Receipt payment of fees	Submission of banker's Free cheque, pay-in bank slip, EFT notification, and MPESA	Free	1-5 days
Evaluation and approval of Curricula	Submission of Curriculum and Occupational standards	Free	3 months	Payment for goods and services received	L.P.O/Invoice, Certificate of Completion/Goods/ Services Received	Free	60 days from the date of receipt of the Invoice.
Recognition and Equation of TVET Qualifications (REQ)	Submission of duly completed application forms and the qualifications	Kshs 5,000 per qualification from an individual applicant Kshs 10, 000 per qualification for express processing Kshs. 10,000 for a Local Employer USD 300 for an Employer outside Kenya	1 month 2 weeks 1 month 1 month	Procurement of goods and services	Delivery of quality goods and services as per the procurement rules and regulations.	Free	As per the Public Procurement and Asset Disposal Act, 2015 and Regulations 2020
				Public participation in the policy-making process	Familiarization with issues and active participation	Free	1 day
				Recruitment of staff	Make a formal application based on the advertisement.	Free	90 days
				Processing of request for information.	Make a request for information	Free	21 days

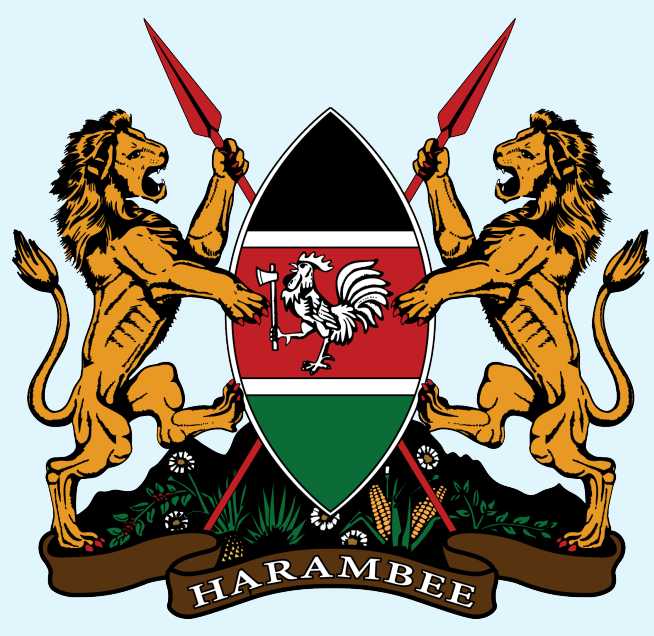
## WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

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: complains@ombudsman.go.ke

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



# TECHNICAL AND VOCATIONAL EDUCATION AND TRAINING AUTHORITY

## MKATABA WA UTOAJI HUDUMA KWA WATEJA



HUDUMA	WAJIBU WA MHUDUMIWA	MALIPO YA HUDUMA	MUDA	HUDUMA	WAJIBU WA MHUDUMIWA	MALIPO YA HUDUMA	MUDA
Kutoa majibu ya maswali	Kupokea Simu na Jumbe Fupi (SMS)	Bila malipo	Sekunde kumi na tano (15) kwa Simu na mara moja kwa jumbe fupi (SMS)	Kutambua na Kusawazisha Viwango vya Kufuzu katika TVET kwa Mara nyingine	Kupeana Fomu za Maombi zilizojazwa Kikamilifu na Viwango vya Kufuzu	Kshs. 3,000 Kwa kila Kiwango cha Kufuzu	Wiki Moja (1)
	Barua Pepe na Mawasiliano kupitia Mitandao ya Kijamii rasmi	Bila malipo	Siku Moja	Utathmini Upya wa Taasisi baada ya Kukata Rufaa	Ombi la Kukata Rufaa	Asili mia 100% ya Malipo ya Usajili	Miezi Mitatu (3)
	Kututembelea	Bila malipo	Dakika Moja	Utoaji Kibali kwa Taasisi za Kigeni	Fomu ya Maombi iliyojazwa Kikamilifu kupitia TVET MIS.	USD 1,500 Za utathmini wa Stakabadhi USD 300 Kuidhinisha kila Programu	Miezi Mitatu (3)
Kujibu Barua	Mawasiliano yalioandikwa (barua)	Bila malipo	Siku tano (5)	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	Kshs 1,000/- kwa kila kategoria	Mwezi Mmoja (1)
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 tano (5)	Kumpandisha daraja Mkufunzi baada ya Kuhitimu na kupata Stakabadhi za Juu	Fomu ya Maombi iliyojazwa Kikamilifu kupitia TVET MIS.	Kshs 1,000/-	Mwezi Mmoja (1)
Ukaguzi wa Kwanza kwa Ajili ya Usajili na Utoaji Leseni kwa Taasisi za TVET	Fomu ya Maombi iliyojazwa Kikamilifu kupitia Tovuti ya TVET MIS	Ksh 5,000 Kwa pragramu za kwanza 10 za Taasisi za Kiufundi na Mafunzo Anuwai (VTC)	Miezi Mitatu	Utoaji upya wa Leseni ya kuhudumu kama Mkufunzi kila baada ya Miaka Mitatu (3)	Fomu ya Maombi iliyojazwa Kikamilifu kupitia TVET MIS.	Kshs. 500	Mwezi Mmoja (1)
		Ksh 20,000 Taasisi za Kiufundi na Mafunzo Anuwai (TVC) kwa Programu 10 za Kwanza		Majibu ya Malalamishi ya Umma	Fanya Malalamishi Kirasmi	Bila malipo	Siku moja (1)
		Ksh 30,000 Kwa vyuo vya walimu wa teknolojia (TTC) Kwa Programu za Kwanza 10		Utatuji wa malalamishi ya umma	Fanya Malalamishi kirasmi kwa maneno au maandishi	Bila malipo	Siku kumi na nne (14)
		Ksh 30,000 Kwa Vyuo vya Kitaifa kwa Programu za Kwanza 10		Usajili wa wauzaji	Fomu ya Maombi iliyojazwa, wasifu wa kampuni, cheti cha usajili wa kampuni, nakala za KRA, cheti cha ulipaji wa kodi, taarifa ya Benki, nakala ya cheti cha usajili na idara za uzawawishaji, risiti ya ulipaji wa ada, nakala za taarifa za kila mwaka kwa msajili wa kampuni, nakala za kitambulisho au paspoti.	Bila malipo	Siku kumi na nne (14)
		Kwa Programu zinazozidi za Kwanza 10 na zaidi Ksh 3,000 kwa programu ya Mitihani ya kiufundi Daraja ya 3 ama Daraja ya 4		Usindikaji wa Zabuni	Uwasilishaji wa fomu za maombi ya utaoji wa bidhaa na huduma	Bila malipo	Siku tisini (90)
		Ksh 5,000 Kwa Ufundi/Daraja ya 5/Daraja ya 6		Taarifa ya wazabuni waliofaulu na wasiofanikiwa	Fikia tofuti ya ununuzi wa kielektroniki kwa arifa	Bila malipo	Siku moja (1)
Ukaguzi kwa Utoaji wa Leseni kwa Programu za ziada za TVET	Fomu iliyojazwa Kikamilifu kupitia kwa Tovuti ya TVET MIS	Ksh 3,000 Mitihani ya Kiufundi/ Daraja ya 3 au Kiufundi/Daraja ya 4	Miezi Mitatu	Utoaji wa bidhaa ya kisamani	Uwasilishaji wa zabuni	Bila malipo	Siku sitini (60) kutoka tarehe ya matangazo
		Ksh 5,000 Utekelezi/Ufundi au Daraja ya 5, Stashahada au Daraja ya 6		Utoaji wa Risiti kwa Kupokea Malipo	Kupeana Hundi, Dhibitisho la Kulipa kwenye Benki, Ujumbe wa EFT au MPESA	Bila malipo	Siku 1 - 5
Ukaguzi kwa Sababu ya Kuongeza Idadi ya Wanafunzi	Fomu iliyojazwa Kikamilifu kupitia kwa tovuti ya TVET MIS	Ksh 5,000 Taasisi za Kiufundi	Miezi Mitatu (3)	Malipo ya Bidhaa na Huduma	Wasilisha Bidhaa au Huduma kulingana na Mwafaka wa Maelewano	Bila malipo	Katika siku sitini (60) baada ya kuwasilishwa ankara (invoice)
		Ksh 15,000 Taasisi za Kiteknolojia na Ufundi		Ununuzi wa bidhaa na utoaji wa huduma	Uwasilishaji wa Bidhaa na 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 Raslimali za Umma Kifungu, 2015 na Masharti ya Mwaka 2020
		Ksh 20,000 Vyuo vya walimu wa teknolojia na Vyuo vya kiufundi vya Kitaifa		Ushiriki wa umma katika mchakato wa kuunda sera	kufahamu masuala na ushiriki hai	Bila malipo	Siku Moja
Kusajili Upya baada ya Kutamatika kwa Miaka Mitano	Fomu iliyojazwa Kikamilifu kupitia kwa Tovuti ya TVET MIS	Ksh 3,000 Taasisi za Kiufundi	Miezi Mitatu	Kuajiri wafanyakazi	Uwazilishaji wa maombi rasmi kulingana na tangazo	Bila malipo	Siku tisini (90)
		Ksh 10,000 Kwa Taasisi za Kiufundi na Masomo Anuwai		Usindikaji wa ombi la habari	Uwazilishaji wa ombi la habari	Bila malipo	Siku ishirini na moja (21)
		Ksh 15,000 Vyuo vya walimu wa Kiteknolojia na Vyuo vya Kiufundi vya Kitaifa					
Kupewa Cheti au Leseni ya Kutambulika	Bure	Bila malipo	Mwezi Mmoja (1) baada ya Kuidhinishwa				
Kuidhinishwa Kubadilisha J ina la Taasisi, Wamiliki au Wasimamizi	Fomu iliyojazwa Kikamilifu kupitia kwa Tovuti ya TVET MIS Kubadili Umiliki, Jina au Usimamizi	Kshs 5,000	Mwezi Mmoja (1)				
Kuidhinishwa Kubadili Kiwango au Kategoria ya Taasisi ya TVET	Fomu ya Maombi iliyojazwa Kikamilifu kupitia TVET MIS.	Kshs. 30,000 Vyuo vya Masomo ya Kiufundi na Taasisi za Kitaifa	Miezi Mitatu				
		Kshs. 20,000 Kwa Taasisi za Kiufundi na Masomo Anuwai					
Kuidhinishwa Kubadili aina ya Taasisi ya TVET	Fomu ya Maombi iliyojazwa Kikamilifu kupitia TVET MIS ili kubadili Taasisi ya TVET kutoka ya Kibinafsi kuwa ya	Kshs. 5,000	Mwezi Mmoja (1)				
Kutathmini na Kuidhinishwa kwa Mitaala	Kupeana Mtaala na Viwango vya Kazi.	Bila malipo	Miezi Mitatu (3)				
Kutambua na Kusawazisha kwa Viwango vya Kufuzu katika TVET	Kupeana Fomu za Maombi zilizojazwa Kikamilifu na Viwango vya Kufuzu	Kshs 5000 Kwa Kila Kiwango cha Kufuzu kutoka kwa Mtu binafsi	Mwezi Mmoja (1)				
		Kshs 10, 000 Kwa kila Kiwango cha Kufuzu kwa Maandalizi ya Mara Moja	Wiki Mbili (2)				
		USD 300 Kwa Muajiri Mwenyeji aliye nje ya Nchi	Mwezi Mmoja (1)				

### 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:

Afisa Mkuu Mtendaji/Mkurugenzi Mkuu  
Mamlaka ya TVET  
S. L. P 35626-00100, Nairobi  
Simu : +254 (0)20 2392140  
Baruapepe: info@tveta.go.ke

Katibu wa Tume/Afisa Mkuu  
Mtendaji Tume ya Haki za  
Kiutawala Orofa ya 2,  
West End Towers, Waiyaki way, Nairobi.  
S. L. P 20414-00200 Nairobi  
Simu: +254 (0)20 2270000/2303000  
Baruapepe: complains@ombudsman.go.ke

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