SERVICE CHARTER

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FORWARD

The Ministry of Higher Education, Science and Technology was established by Executive Order No. 2/2013. The Executive Order mandates the ministry to develop policies and implement and programmes that provides the country’s children and youth with quality, relevant education and training. It is further mandated to support academic and research interests of the country particularly in science, technology and innovation and to ensure access, equity and quality in technical and higher education. The functions of the ministry in the context of its Mission are on policy development, regulatory and legal matters in terms of education, science, technology, innovation and higher and technical education.

We believe that our diversity and breadth, allows us to tackle complex problems and opportunities on a national and global scale and that knowledge and scientific innovation are an important driver of Kenya’ economic growth. More importantly, we believe that our customers are essential to our success.

Ministry Objectives

- To enhance access, equity and quality of education and training at all levels.
- To promote and integrate Information and Communication Technology (ICT) at all levels of education and training.
- To strengthen linkages between education and training institutions with communities and industry.
- To promote research and integrate Science, Technology and Innovation at all levels.
- To coordinate quality assurance and review standards of education and training at all levels.
- To enhance the capacities of Education, Science and Technology personnel at all levels.
The purpose of this Charter is to explain to you what we do and how we provide our services. It has been developed in consultation with our staff, our clients, and other stakeholders. In it we set out our service commitments to you; and we seek your feedback and advice to help us improve that service. The Service Charter has been prepared in response to the need to inform our customers of:

- The services provided by the Ministry
- The period within which the services will be provided to our customers
- The customer obligations,
- The rights of the customer and
- What they are required to do when not satisfied with the services provided.

The following pages set down what the Ministry is and what it does, and records the commitment of the Ministry and its staff to provide the citizens of Kenya with the highest quality services the available resources will permit.

Prof. Jacob T. Kaimenyi…………………………………………..

Cabinet Secretary
COMMITMENT TO SERVICE

The Ministry of Education, Science and Technology is committed to enhancing access, equity, quality and relevant education at all levels tiers of education. It is also committed enhancing access to technical, Vocational Education and Training with a view to providing skilled and globally competitive employable human resource in line with the Constitution of Kenya (2010) and Kenya Vision 2030.

This Service Charter is a commitment by the Ministry to render quality, efficient and effective services to our customers.

OBJECTIVES OF THE SERVICE CHARTER

The purpose of this Charter is to make it known to our customers and stakeholders of our deliberate intention to deliver our mandate, achieve our vision and mission, maintain and enhance our standards of service delivery, and our commitment to continuous improvement of service delivery. This Service Charter is also intended to empower our customers to make more informed and specific demands on us at the various levels of services delivery.

MANDATE

This Ministry derives its mandate from Executive Order No. 2/2013. The specific mandate of the Ministry includes the following:

- Education Policy Management
- Management of Continuing Education
- Administration of Early Childhood Education, Standards and Norms
- Management of Education Standards
- Management of National Examinations And Certification
- Curriculum Development
• Quality Assurance in Education
• Primary and Secondary Education Institutions Management
• Teacher Education and Management
• School Administration and Programmes
• Registration of Basic Education and Training Institutions
• Special Needs Education management
• Representation of Kenya in UNESCO
• Adult Education Management
• University Education Policy Management
• University Education
• Public Universities and Tertiary Institutions
• Science Technical and Innovation Policy
• Management of Technical Training Institutes including Youth Polytechnics
• Management of Institutes of Science and Technology
Vision

A globally competitive education, training, research and innovation system for sustainable development

Mission

To provide, promote and coordinate quality education, training and research; and enhance integration of Science, Technology and Innovation into national production systems for sustainable development.

CORE VALUES

In pursuit of our vision and mission, we will be guided by the following fundamental core values:

- **Transparency, accountability and integrity** – We are committed to delivering our services in an honest, accountable and transparent manner.

- **World-class benchmarking standards** – We commit ourselves to deliver based on international standards for global competiveness.

- **Excellence and team work** – We embrace excellence in service delivery, teamwork and collaboration both among internal team members and with external stakeholders in the delivery of services.

- **Respect for human rights and gender sensitivity** – We shall render services without any discrimination regardless of race, ethnic background, religion, gender and social status.
• **Professionalism, ethical and evidence based decision making** - Service delivery will be based on the highest professional standards and ethics. Decisions made will, as much as possible, be based on objectively verifiable facts.

• **Innovation and creativity** - Service delivery will be improved through continuous and creativity in new and more efficient methods.

**OUR CUSTOMERS**

Our customers are essential to our success. They include:

• Kenya Citizens
• Academia
• Civil Society organizations
• Development partners
• Government Ministries and Departments
• Individual researchers
• Labour Movement
• Learning and training Institutions
• Private sector
• Professional bodies
• Research Institutions
• Students
• Teachers, instructors and trainers
• The media
• The Youth
MINISTRY OF EDUCATION, SCIENCE AND TECHNOLOGY

CITIZENS DELIVERY SERVICE CHARTER

Vision

A globally competitive education, training, research and innovation system for sustainable development

Mission

To provide, promote and coordinate quality education, training and research; and enhance integration of Science, Technology and Innovation into national production systems for sustainable development.

<table>
<thead>
<tr>
<th>SERIAL</th>
<th>SERVICE</th>
<th>OBLIGATIONS</th>
<th>CHARGES</th>
<th>DURATION</th>
<th>RESPONSIBLE PERSON/DIRECTORATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Enquires Voluntary visit/Call</td>
<td>Nil</td>
<td>10min</td>
<td>All Directorates/Sections</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Response to correspondence Written request</td>
<td>Nil</td>
<td>5-14 working days</td>
<td>All Directorates and sections</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Disbursement of Free Primary Education funds School registration certificate; certified school enrolment data; correct school account number</td>
<td>Nil</td>
<td>Within two months</td>
<td>Directorate of Basic Education</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Disbursement of SNE grants School registration certificate; certified school enrolment data; correct school account number</td>
<td>Nil</td>
<td>Within two months</td>
<td>Directorate of Basic Education</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Provision of midday 1. Written request from</td>
<td>Nil</td>
<td>Beginning of each term</td>
<td>Directorate of Basic Education</td>
<td></td>
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<tr>
<td></td>
<td></td>
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<tr>
<td><strong>meals</strong></td>
<td>preprimary/primary schools in ASAL regions or informal settlement areas in Nairobi/Endorsed by CEB/ Copy of school registration certificate</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>6</strong></td>
<td>Selection and admission of P1 teachers</td>
<td>Registered at the Zones, C Plain C Minus for totally deaf/blind applicants.</td>
<td>Nil</td>
<td>May –August</td>
<td>Directorate of Basic Education</td>
</tr>
<tr>
<td><strong>7</strong></td>
<td>Selection and admission of students for training in diploma in special needs education</td>
<td>K.C.S.E results minimum grade C+; Sub county merit list</td>
<td>Nil</td>
<td>May –August</td>
<td></td>
</tr>
<tr>
<td><strong>8</strong></td>
<td>Selection and admission of students in secondary public Secondary Schools</td>
<td>KCPE result merit list and availability of form one places</td>
<td>Nil</td>
<td>21 days</td>
<td>Directorate of Secondary and tertiary Education</td>
</tr>
<tr>
<td><strong>9</strong></td>
<td>Disbursement of Free Day Secondary School Education Funds</td>
<td>School registration certificate; certified school enrolment data; correct school account number</td>
<td>Beginning of each school term</td>
<td></td>
<td>Directorate of Secondary and tertiary education</td>
</tr>
<tr>
<td><strong>10</strong></td>
<td>Disbursement of bursary grants to Constituency Bursary</td>
<td>Functional CBF; CBF minutes veting needy students; enrollment index</td>
<td>Nil</td>
<td>30 days</td>
<td>Directorate of Secondary and tertiary education</td>
</tr>
<tr>
<td>Committee s (CBF)</td>
<td>Item</td>
<td>Details</td>
<td>Timeframe</td>
<td>Department</td>
<td></td>
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<tr>
<td>11</td>
<td>Disbursement of infrastructure grants and laboratory equipment to public secondary schools</td>
<td>List of recommended schools from County Education Boards (CEB) or special request letter</td>
<td>Nil</td>
<td>30 days</td>
<td>Directorate of Secondary and tertiary education</td>
</tr>
<tr>
<td>12</td>
<td>Registration of public and private Secondary Schools and Diploma Colleges</td>
<td>Filled application Form/CEB minutes/ Quality and Assurance Standards Assessment Reports/ Public Health Report/ copy of title deed or lease agreement/ Site plan/ Teacher qualification records</td>
<td>Public Secondary Schools and Colleges – Kshs. 1,000/= Private secondary schools and colleges- Kshs. 10,000 for provisional Registration and Kshs. 5,000 for full. Sponsored schools- Kshs. 4,000 for both provisional and full Registration</td>
<td>21 days</td>
<td>Director Secondary and Tertiary Education</td>
</tr>
<tr>
<td>13</td>
<td>Appointment of Boards of management in basic educational institutions</td>
<td>List of nominees and minutes/ Curriculum vitae of nominated members; Nomination panel minutes; CEB minutes</td>
<td>Nil</td>
<td>30 days</td>
<td>Directorate of Secondary and tertiary Education</td>
</tr>
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<td></td>
</tr>
</tbody>
</table>
| 14 | Administer scholarships | Fill forms/attend interview
Obtain admission letter | Nil | According to set deadlines 2 days |
|   |   |   |   | Directorate of University Education |
| 15 | Clear students going abroad | Filled clearance form
Letter of admission
Bank statement
Academic certificates | Nil | 1 day |
|   |   |   |   | Directorate of University Education |
| 16 | Provision of Adult Basic Education And Training (ABET) level I-II | Registration in the available classes | Nil | 6months to 2years |
|   |   |   |   | Directorate of Adult and Continuing Education |
| 17 | Provision of Adult Basic Education And Training (ABET) level III | Completion of registration exam forms | Ksh 6000 per year
Ksh 300 KCPE exams | 1-4 years |
|   |   |   |   | Directorate of Adult and Continuing Education |
| 18 | Continuing education program (Secondary) | Completion of registration exam forms | Ksh 6200 KCSE exams(subject to review) | 1-4 years |
|   |   |   |   | Directorate of Adult and Continuing Education |
| 19 | Provide quality training to youth polytechnics | Registered youth polytechnics
Registration/enrolment returns | Nil | 2-4 years |
<p>|   |   |   |   | Directorate of Youth Training |
| 20 | Disburse subsidized tuition | Registered Public YP Enrollment | Nil | Quarterly |
|   |   |   |   | Directorate of Youth Training/Administration |</p>
<table>
<thead>
<tr>
<th>No.</th>
<th>Description</th>
<th>Responsibility</th>
<th>Reference</th>
<th>Time Frame</th>
<th>Department</th>
</tr>
</thead>
<tbody>
<tr>
<td>21</td>
<td>Provision of Top Up grants to BOG employed instructors</td>
<td>BOG Instructor returns</td>
<td>Nil</td>
<td>Within 30 days</td>
<td>Directorate of Youth Training/ Administration</td>
</tr>
<tr>
<td>22</td>
<td>Management of emergency responses in learning institutions</td>
<td>Information gathered from the institutions by officer/stakeholders</td>
<td>Nil</td>
<td>Continuous</td>
<td>Directorate of Field and other Services</td>
</tr>
<tr>
<td>23</td>
<td>Assessment of institutions for registration</td>
<td>Written request from school administration</td>
<td>Nil</td>
<td>3 days</td>
<td>Directorate of Quality Assurance and Standards</td>
</tr>
<tr>
<td>24</td>
<td>Assessment for registration of teacher training colleges (Certificate &amp; Diploma)</td>
<td>Written request from institutions</td>
<td>Nil</td>
<td>7 days</td>
<td>Directorate of Quality Assurance and Standards</td>
</tr>
<tr>
<td>25</td>
<td>Quality assurance and standards assessment of schools</td>
<td>Stakeholder requests and</td>
<td>Nil</td>
<td>At least once every 3 years for secondary schools and three times a year for primary schools</td>
<td>Directorate of Quality Assurance and Standards</td>
</tr>
<tr>
<td>27</td>
<td>Certification of documents with full supporting attachments</td>
<td>Original certificates and supporting documents/Copies of both sides of the certificates</td>
<td>Nil</td>
<td>15 Minutes</td>
<td>Directorate of Quality Assurance and Standards</td>
</tr>
<tr>
<td>28</td>
<td>Design of appropriate education policies</td>
<td>Identified need</td>
<td>NIL</td>
<td>Continuous</td>
<td>Directorate Of Policy, Partnerships And East African Community Affairs</td>
</tr>
</tbody>
</table>

**Table Notes:**
- **Column 1:** Programmes/Details
- **Column 2:** Returns
- **Column 3:** Nil
- **Column 4:** Time Frame
- **Column 5:** Department
<table>
<thead>
<tr>
<th></th>
<th>Dissemination of new education policies</th>
<th>Participation in dissemination meetings</th>
<th>Nil</th>
<th>Once a year</th>
<th>Directorate Of Policy, Partnerships And East African Community Affairs</th>
</tr>
</thead>
<tbody>
<tr>
<td>31</td>
<td>Dissemination of information on research findings</td>
<td>Submission of manuscript Attend comments from the reviewers, Re-submit the paper for publication</td>
<td>Nil</td>
<td>12 months</td>
<td>Directorate of Research Management and Development</td>
</tr>
<tr>
<td>32</td>
<td>Appointment of boards of Management in TVets</td>
<td>List of nominees, their CVs and minutes from nomination panel</td>
<td>Nil</td>
<td>90 days</td>
<td>Directorate of Technical and vocational Education and Training.</td>
</tr>
<tr>
<td>33</td>
<td>Disbursement of grants to Technical Training Institutes and Institutes of Technologies</td>
<td>List of recommended benefiting institutions from the Ministerial Grants Disbursement Committee</td>
<td>Nil</td>
<td>30 days</td>
<td>Directorate of Technical and vocational Education and Training</td>
</tr>
<tr>
<td>34</td>
<td>Accreditation of TVET institutions</td>
<td>Complete Application documents</td>
<td>1,000/=</td>
<td>90 days</td>
<td>Directorate of Technical Accreditation and Quality Assurance</td>
</tr>
<tr>
<td>35</td>
<td>Quality assurance assessment in TVets</td>
<td>Random checks Written request</td>
<td>Nil</td>
<td>75 days</td>
<td>Directorate of Technical Accreditation and Quality Assurance</td>
</tr>
<tr>
<td>36</td>
<td>Carrying out investigative assessment upon receipt of complaints / request</td>
<td>Written request from institutions/ complaint</td>
<td>Nil</td>
<td>7 days</td>
<td>Directorate of Technical Accreditation and Quality Assurance</td>
</tr>
</tbody>
</table>
OUR COMMITMENT

We are committed to providing the best quality service. When carrying out our legislative responsibilities and tasks for our customers we pledge as follows:

- Services tour customers will be rendered promptly and unreservedly
- To strive for the highest educational quality, scientific and ethical standards
- To seek to enhance our outputs and value through strategic collaboration;
- Provide high quality, timely and comprehensive advice on Education, Science Technology &Innovation
- The Ministry will offer services without discrimination
- Recruitment in the Ministry will be conducted in a transparent manner, embracing meritocracy as advertised in the print and electronic media
- Policy documents and circulars shall be disseminated within seven days from receipt in the Ministry.
- To effect payment for goods and services rendered within thirty days of receipt of legitimate bills and invoices.
- Place public interest before personal gain.
- Consult and collaborate with stakeholders in the delivery of services
- The appointments of School Committees, Board of Management for Secondary and TIVET Institutions shall be effected immediately after the expiry of the current one and a minimum of 30% of the Boards will be women.
- Comprehensive standards quality assurance assessments will be carried out in all basic educational and TIVET institutions at least once in every two years.
• Registration and accreditation of TIVET institutions and programmes will be completed within one month from the receipt of the application at the Directorate of Technical Education

• Allocations of bursaries will be made according to the set guidelines and criteria, with due consideration to gender balance

• Procurement of all goods and services will strictly follow the Procurement and Disposal of Assets Act, its rules, regulations and set guidelines

• Make information available through newsletters and Ministry website.

If you contact us, we will:

Answer phone call promptly during normal office hours

• If we are unable to answer your phone query immediately, we will take your contact details and ensures that you receive response within 5 working days.

• Respond to requests for existing printed information, reference material or publications within 10 working days of receipt;

• Reply to correspondence (letter, fax or email) within 7 working days for those of administrative nature and 30 working days for technical queries, or send you an acknowledgement and let you know when you can expect reply and/or where you can get assistance

• Refer you to the appropriate authority if the matter is outside the Ministry’s mandate.

RIGHTS OF THE CUSTOMER

Our customers are entitled to:

Quality and timely service from the serving officer access to relevant information and feedback.

• Confidential handling of information provided all personal and other information provided to the Ministry relating to you will be treated in
utmost confidence and used only for lawful purposes unless otherwise specified by yourself or the law

- Courteous and timely response to requests, complaints and inquiries.

CUSTOMER OBLIGATIONS

In our bid to provide quality and efficient services to our customers they are expected to meet following obligations:

- Familiarize themselves with the relevant government policy documents and circulars.
- Respond to enquiries without delays to enable us give them the fastest response/action required.
- Engage us in constructive criticism.
- Provide relevant and accurate information needed by serving officer.
- Demand high quality service.
- Treat serving officers with courtesy and respect.
- Give constant feedback on our services and recommendations for improvement.
- Uphold integrity and not compromise any of the Ministry officials.
- Compliance with user guidelines provided for our products and services.
- Provision of necessary legislation framework and budget by the Government.

REVIEW OF THIS CHARTER

The Ministry will initiate the review of this Service Charter when need arises. Factors that may lead to the review of this charter may include but not limited to:

- A review of the given mandate
• A change in the Ministry’s internal and external environment
• Significant policy changes as agreed with stakeholders.

SERVICE EVALUATION

After we have completed our service delivery, we will:

Use customer review tools such as customer satisfaction survey to seek feedback from our customer base on our performance.

Review the feedback customer provides to us and considers measures to further improve our service delivery

Continue to respect customer confidentiality beyond the term of our engagement.

HANDLING COMPLAINTS

Customers are encouraged to make suggestions, compliments and complaints to the Ministry in person or through postage, fax, email, customer care forms and suggestion boxes available. If you are dissatisfied or have concerns about our day-to-day services, please discuss this with the person you dealt with or their supervisor, and we will try to resolve your concerns immediately.

If you are still not satisfied, please contact the Principal Secretary, in person or though the contacts provided here below, who will respond within ten working days of hearing from you.

FEEDBACK

We welcome feedback on our performance, so we can know to what extent we are meeting your needs. If you have any comments or suggestions about improving our service, please let us know.

For complaints and complements,
Contact the Permanent Secretary

**Ministry of Education, Science and Technology**

10th Floor, Jogoo House B, Harambee Avenue

P O Box 9583-00200

Tel. 254-020-31851

E-MAIL: info@scienceandtechnology.go.ke

WEBSITE: [www.scienceandtechnology.go.ke](http://www.scienceandtechnology.go.ke)

Or [www.education.go.ke](http://www.education.go.ke)

Drop your complaint/compliment in boxes situated within the Ministry

**Public Complaints Standing Committee**

P O Box 30414-00200, NAIROBI or

P.O. Box 30040--00100

TEL; 020 2303000, FAX 020 2302666

**Anticorruption Hotline: 0733520641**