

CITIZENS' SERVICE DELIVERY CHARTER

S/No	SERVICES RENDERED	CLIENT REQUIREMENTS	COST of service/good (if any)	TIMELINE
1	Response to Correspondence	Written request	Free	Within 14 working days
2	Registration of Public and Private Primary and Secondary Schools and Diploma Colleges	Filled application form; CEB minutes; Quality Assurance and Standards Assessment Reports; copy of title deed or lease agreement; Site plan; Teacher qualification records	Public Secondary Schools and Colleges –one year provisional, five year and full registration, Ksh 2,000 each; Private Secondary Schools and Colleges –one year provisional registration, five year and full registration Ksh 10,000 each	21 Days
3	Disbursement of Free Primary and Free Day Secondary School Education Funds	School registration certificate; correct enrolment data in National Education Management Information System (NEMIS); and correct school account number	Free	7 Days after receipt of exchequer releases
4	Selection and admission of students for Diploma in Primary Teacher Education (DPTE)	Registered at the Zones; minimum C plain in KCSE. For regular applicants and a C Plain in English; Kiswahili; Mathematics; Humanities (Any one subject); Sciences (Any one subject); or minimum C minus a C-(Minus) in the cluster of subjects stated above for applicants Candidates with disabilities	Free	40 days
5	Selection and admission of students for the diploma in early childhood teacher education (DECTE)	Registered at the Zones; Minimum Grade, C Plain in the KCSE or its equivalent (as equated by the Kenya National Examinations Council (KNEC). Candidates with disabilities shall be admitted with C Minus (-) grade in KCSE or its equivalent	Free	40 days
6	Selection and admission of students for training in Diploma in Special Needs Education	Must be: 50 years and below; a Serving TSC teacher for at least 5 years; a holder of P1 or P2 by promotion through teacher proficiency course and; a Kenyan citizen	Free	30days
7	Selection and admission of students in Public Secondary Schools	A KCPE result slip	Free	21 days from the day KCPE results are announced
8	Appointment of Board of Management in Basic Education Institutions	List of nominees and minutes; Curriculum vitae of nominated members; nomination panel minutes; County Education Board (CEB) minutes	Free	30 days
9	Disbursement of infrastructure grants and laboratory equipment to Public Secondary Schools	List of recommended schools from County Education Boards (CEB) or special request letter	Free	30 days
10	Certification of academic documents	Original certificates and supporting documents; Certified copies of both sides of the certificates by the issuing institution	Free	1 day
11	Registration of adult learners in Adult and Continuing Education Centres(ACE)	Request/Admission Register	Free	7 Days
12	Provision of Certificates to Adult learners	Written request/application	Free	7 Days
13	Administer scholarships	Fill application forms when advertised; Attend interview when shortlisted; Wait for admission if nominated	Free	60 Days
14	Clear students going for studies abroad	Fill clearance forms; Letter of admission; Bank statement; Academic certificates; Birth certificate; Identification Card (ID); Sponsor's Identity Card; Student's passport - size photograph; Clearance from HELB	Free	1 Day
15	Provision of accurate and useful information/ data on STI	Written request	Free	7 Days
16	Promotion and dissemination of STI calls, awards, prizes and sponsorship	Advertisement and written request	Free	7 Days
17	Appointment of Boards of Management in TVET Institution	List of nominees; their CVs; and minutes from the nomination panel	Free	90 Days

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

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

The Cabinet Secretary
Ministry of Education,
Jogoo House "B" Taifa Road
P.O. Box 300400-00100
Tel: +254(0)20233185/3318585
Email: info@education.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)202270000/2303000
Email: complain@ombudsman.go.ke