



REPUBLIC OF KENYA

# MINISTRY OF EDUCATION

## CITIZENS' SERVICE DELIVERY CHARTER

**VISION :** AN INCLUSIVE AND EQUITABLE QUALITY EDUCATION, TRAINING, AND RESEARCH.

**MISSION :** TO PROVIDE, PROMOTE AND COORDINATE INNOVATIVE, COMPETENCE BASED,EQUITABLE LEARNER-CENTRED EDUCATION, TRAINING AND RESEARCH FOR SUSTAINABLE DEVELOPMENT

S/No	SERVICE	CUSTOMER REQUIREMENTS	COST of Service/good(if any)	TIME
1.	Response to Correspondences	A Correspondence (either in hard copy or e-mail)	Free	Within 5 working days
2.	Registration of Public and Private Basic Education and Training Institutions	Filled application form; County Education Board (CEB) minutes; Quality Assurance and Standards, Assessment Report; public health report, NEMA report (where applicable).Copy of title deed or lease agreement, Site plan. Teacher qualification records	Registration of Public Basic Education and Training institutions, Ksh 2,000 each; Registration of Private Basic Education and Training Institutions 10,000/	30 working days from date of receipt of the application
3.	(a) Disbursement of Free Primary, Junior School and Free Day Secondary School Education Funds  (b.) Disbursement of capitation, scholarships and recurrent grants to Technical Vocational and Technical Training (TVET) institutions  (c.) Disbursement of recurrent and development grants to public Teacher Training Colleges	School registration certificate; upto date enrolment data in the Kenya Education Management Information System (KEMIS); and accurate school bank account number; BoM minutes; copy of letter of appointment of the headteacher/principal by TSC  Accurate TVET Bank Account details, up to date enrolment  Accurate College Bank Account details	Free  Free  Free	7 Days after receipt of exchequer releases  14 working days after receiving the exchequer  14 working days after receipt of the exchequer
4.	Selection and placement of teachers for Upgrade Diploma in Primary Teacher Education (DPTE) and Diploma in Early Childhood Teacher Education (DECTE)	P1 certificate or ECDE certificate	Free	30 working days
5.	Selection and placement of teachers for training in Diploma in Special Needs Education (SNE)	Dully filled application forms; Must be: 50 years and below; Serving TSC teacher in a public school for at least 5 years; a holder of P1, DPTE and; a Kenyan citizen	Free	30 working days
6.	Appointment of County Education Boards and Boards of Management in Basic Education Institutions	List of nominees and minutes; Curriculum vitae of nominated members; nomination panel minutes. County Education Board (CEB) minutes, copies of ID of nominees and academic certificates	Free	30 working days
7.	Appointment of Chairpersons and Independent Members of the Councils to Public Universities and University Constituent Colleges and Board members of State Agencies under the Ministry	Application letter,copies of Academic certificates,Curriculum vitae, copy of Identity Cards, or valid passport	Free	60 working days after advertisement/ term expiry of substantive appointees
8.	Appointment of BOGs/councils for TVET institutions	Minutes of the nomination panel, curriculum vitae of nominees	Free	90 working days
9.	Certification of academic documents	Original academic certificates. Supporting documents: leaving certificates; transcripts (where applicable); authority letter, passport copy; copies of originals.	Free	3 days
10.	Clearance of learners and guides of learners with special needs to travel outside the country	Written request by the school; list of learners travelling; list of teachers accompanying the learners; parental consent by both parents; copy of ID for at least one of the parents; court order in case guardianship; proof of sponsorship; copy of student passport; invitation letter from the host country, medical and travel insurance cover; a copy of insurance cover of the vehicle(s)..	Free	7 working days
11.	Provision of Certificates to Adult learners	Sit for a proficiency examination	Free	30 working days
12.	Advertising and Processing of international scholarshipss	Online application (for some countries) Fill scholarship application form when advertised; Attend interview when shortlisted; (informed by a call, &/or text, email) Wait for admission if nominated (Check email on nomination and online interviews, where applicable)	Free	21 working days upon closing of application
13.	Clearance of students going for studies outside the country	Fill clearance forms (Affidavit of Support and Student's Particulars); 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
14.	Provision of accurate and useful information/ data on Science Technology and Innovation in accessible format	Written request	Free	7 days
15.	Promotion and dissemination of Science Technology and Innovation calls, awards, prizes and sponsorship	Advertisement and written request	Free	7 days
16.	Provision of expert advice and consultancy services on STI	Written Request	Free	2 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, Nairobi.  
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