



COUNCIL OF LEGAL EDUCATION

CUSTOMER SERVICE CHARTER

OUR VISION

To assure quality and globally competitive legal education and training in Kenya

OUR MISSION

To promote quality legal education and training in Kenya through licensing, equation of legal foreign qualifications and harmonization of law programmes.

OUR CORE VALUES

- i) Integrity and accountability
- ii) Fairness and consistency
- iii) Professionalism
- iv) Teamwork
- v) Confidentiality

SERVICE COMMITMENT

Department	Commitments	Customer obligation	Applicable fees	Timelines
All departments	Respond to correspondence	Written correspondence	Free	Within 7 days of receipt
	Answer telephone calls	Telephone calls through switch board	Free	Answer call by 3rd ring
	Attend to visitors	Visit CLE Offices	Free	Within 10 minutes of arrival
Corporate communication	Resolve customer complaints	Lodged complaints through official email	Free	Acknowledge receipt within 3 working days. Give full response within 7 days for non-technical issues. For technical issues give response within 14 days. In a case where resolution is not possible within the timeframe, the complainant will be informed when to expect a response.
Quality Assurance and Licensing	Facilitate issuance of license to qualifying Legal Education Providers	Comply with prescribed licensing requirements	Licensing fee in Kshs. • LL.M and LL.B: 1,600,000 • Diploma in Law: 900,000 • Certificate in law: 500,000	Within 90 days of approval of licensing by Council
	Facilitate inspection of Legal Education Providers	Submit complete application for licensing or renewal of license	Free	3 months from the date of submission of a compliant application
	Conduct Quality Assurance Audits	Submit a complete application for licensing as Legal Education Provider	Free	Once in every 2 years for every licensing institution or suo moto on request by Council or the institution
	Review curricula submitted by legal education providers	Curriculum documents	Free	2 months of receipt of curriculum documents
	Recognize and approve foreign qualifications in law	Submit complete application	Kshs. 10,000	7 working days
Examinations	Hold the Bar Examination in July and November	Prospective candidates to register for the Bar Examination within the stipulated timelines	Ksh. 5,000 per paper for 1st sitting candidates and Ksh. 10,000 per paper for Resit candidates	July and November as guided by the notice for registration
	Issue authority to sit for the Bar Examination	Collect examination cards from CLE within stipulated timelines	Free	As guided by the notice
	Release of examination results	Check bar examination results on CLE website/notice board	Free	Within 90 days from the last day of examination
	Remark Registration	Unsuccessful candidates to register for Remark within the stipulated timelines	Ksh. 15,000 per paper	One (1) month from the date of release of Bar examination results
	Release of remark results	Check CLE website/notice board	Free	Within 30 days after the remark registration deadline
	Issue provisional transcripts	Collect provisional transcripts from CLE offices	Free	Three(3) days after the date of release of results between 2 to 5 p.m. during working days.
	Gazette qualifying candidates	Collect certificate of compliance and final transcript from CLE offices	Free	Within seven (7) days after the confirmation of candidates details by qualifying candidates
	Certification of issued documents	Submit copies and original documents	Free	Within seven (7) days
	Deferral of examination	Submit complete forms for deferral and evidence before commencement of the Bar Examination	Free	Two (2) weeks after receipt of application
Finance and accounts	Receipt payment of fees	Present Bankers cheque, banking slip, and EFT evidence to CLE Finance Office	Free	Within 1 day
	Make payments for goods and services supplies as per specification	Deliver quality goods and services as per contractual obligations	Free	Within 1 month of delivery of a valid invoice
Procurement	Observe and uphold procurement rules and regulations	Submit tender documents within stipulated timeline and deliver quality products and services as per specifications	Respective tender or quotation fees	As per the Public Procurement Asset Disposal Act 2015 and Regulations

CUSTOMER FEEDBACK

- CLE welcomes clients' feedback and suggestions for improvement.
- Your feedback will help us to review and update this charter as required.
- Customer feedback should be directed to the Secretary/ Chief Executive Officer.

OUR CONTACT DETAILS

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