



COUNCIL OF LEGAL EDUCATION

CITIZENS SERVICE DELIVERY CHARTER

NO.	SERVICE/ GOOD	REQUIREMENT TO OBTAIN SERVICE/GOOD	COST OF SERVICE/ GOOD (IF ANY)	TIMELINES
1	Receive incoming calls	Clarity and courtesy	Free	Within 3 rings
2	Receiving Visitors	Clarity and courtesy	Free	Within 10 minutes of arrival
3	Response to inquiries	Use of the appropriate channels: a. Telephone calls b. Physical visit to the office c. Emails d. Letters e. Suggestion boxes	Free	Within 7 working days
4	Response to complaints	Written complaint, Verbal complaint	Free	Within 7 working days
5	Examination Registration	a. Payment of requisite fees b. Selection of units in the portal c. Input of biodata	Regular - 5,000 Resit - Kshs. 10,000 Remark - Kshs.15,000	Within 1 month
6	Administration of the ATP examination	Council of Legal Education Examination Card	Free	As per examination timetable
7	Release of Examination results	Candidates who attempted the ATP Examination in the specific series	Free	3 months after the administration of the lastpaper
8	Gazettement	a. Must have passed ATP Examination b. Must be pupillage c. Confirmation of details	Free	Quarterly
9	Issuance of Final Transcripts and Compliance Certificates	Identification documents (Either Original National ID, Passport or Smart Driving License)	Free	Within 5 working days
10	Application for licensing	a. Fill and submit the application form b. Attach requisite documents c. Payment of requisite fees	a. Accreditation certificate Ksh. 500,000 b. Diploma - Ksh. 900,000 c. LLB - Ksh. 1,600,000 d. LLM - Ksh.1,600,000	Within 12 months of submission of application
11	Application for recognition and approval of foreign qualification	a. Fill and submit the application form b. Attach requisite documents c. Payment of requisite fees	Ksh. 10,000	Within 7 working days
12	Refunds to students	Write a request of the refund attaching confirmation of balance in student account	Free	Within 30 working days
13	Award of tender to suppliers	You must be prequalified and be compliant with the public procurement and Asset Disposal Act and Regulations	Free	Within 30 working days
14	Payment to Suppliers	Provide the following supporting documents: a. Original Invoice b. Original delivery Note c. Copy of LPO/LSO/Contract d. Completion Certificate for works e. KRA PIN f. Bank Account g. ETR	Free	Within 30 days after concluding the process
15	Recruitment /Employment	Application letter and other requirements in response to the advert	Free	Within 6 months from the date of advertisement

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 commitment to courtesy and excellence in Service Delivery should be reported to:

Secretary / Chief Executive Officer
Council of Legal Education
Karen Office Park, Acacia Block, 2nd Floor, Langata Road.
P.O. Box 829 - 00502, Karen Nairobi.
Tel: +254 20 6980100 , 0719150000 (WhatsApp)
Email: ceo@cle.or.ke; info@cle.or.ke Website: www.cle.or.ke
Toll Free Line: +44800222290

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: complain@ombudsman.go.ke
Toll Free Line: 0800221349

HUDUMA BORA NI HAKI YAKO