



KENYA ENGINEERING TECHNOLOGY REGISTRATION BOARD CUSTOMER SERVICE DELIVERY CHARTER



CITIZEN SERVICE DELIVERY CHARTER

VISION

A leading regulatory body for advancement of the engineering technology profession

MISSION

To regulate, oversee, and promote development of engineering technology profession to ensure public safety, uphold professional standards, and foster excellence for achievement of national development goals.

COMMITMENT TO OUR CUSTOMERS

SNo	Service offered	Process requirement	Cost (Kshs)	Timelines	
1.	Attending to customers	None	Nil	Within 15 minutes	
2.	Feedback to information inquiries and complaints	Correct contact address Channels: - visit to offices - call office lines - letter to registrar - emails info@ketrb.go.ke ; registration@ketrb.go.ke	Nil	Personal Visit	15 Mins
				Phone calls	3 Rings
				Emails	Acknowledgement within 24 hours. Feedback within 10 working days
				Letters	Acknowledge receipt within 24 hours. Feedback within 10 working days.
				Complaints	Response within 14 days

3.	Application for Registration of Engineering Technologists & Technicians and Firms.	Create a user account on the online membership portal. https://portal.ketr.go.ke:81/ Complete online application procedure under (new registration option) Payment of the prescribed fees through E-citizen. NOTE: Upload certified academic certificates and transcripts.	Consulting Engineering Technology firm ksh. 5,000/	Notification of receipt of application within 24 hours after payment.
			Consulting Engineering Technologist ksh 5,000/	
			Professional Engineering Technologist ksh 2,000/	
			Certified Engineering Technician ksh 2,000/	
			Certified Engineering Technician-Craft Ksh 200/	
			Certified Engineering Technician-Artisan Ksh 200/	
			Candidate Engineering Technologist ksh 2,000/	
			Candidate Engineering Technician ksh 500/	
			Candidate Engineering Technician-Craft ksh 100/	
			Candidate Engineering Technician-Artisan ksh 100/	
4.	Registration of Engineering Technologists & Technicians and Firms.	Payment of the prescribed fees through E-citizen.	Consulting Engineering Technology firm ksh. 50,000/	Quarterly
			Consulting Engineering Technologist ksh 30,000/	
			Professional Engineering Technologist ksh 15,000/	
			Certified Engineering Technician ksh 7,000/	
			Certified Engineering Technician-Craft Ksh 1,500/	
			Certified Engineering Technician-Artisan Ksh 1,000/	
			Candidate Engineering Technologist ksh 3,000/	
			Candidate Engineering Technician ksh 2,000/	
			Candidate Engineering Technician-Craft ksh 500/	
			Candidate Engineering Technician-Artisan ksh 500/	

5.	License renewal	Payment of the prescribed fees through E-citizen.	Consulting Engineering Technology firm ksh. 50,000/	Within 24 hours of payment
			Consulting Engineering Technologist ksh 30,000/	
			Professional Engineering Technologist ksh 15,000/	
			Certified Engineering Technician ksh 7,000/	
			Certified Engineering Technician-Craft Ksh 1,500/	
			Certified Engineering Technician-Artisan Ksh 1,000/	
6.	Annual subscription	Payment of the prescribed fees through E-citizen.	Candidate Engineering Technologist ksh 3,000/	Within 24 hours of payment
			Candidate Engineering Technician ksh 2,000/	
			Candidate Engineering Technician-Craft ksh 500/	
			Candidate Engineering Technician-Artisan ksh 500/	
7.	Member verification	Copy of membership certificate Membership number	Nil	Within 24 hours
8.	License authentication	Copy of license	Nil	Within 24 hours
9.	Provision of goods/works/services	Adherence to Public Procurement and Asset Disposal Act, 2015, regulations 2020, Compliance with Contract Provisions	Nil	As per the contract
8.	Payment of suppliers	Invoices Delivery notes Approved contract	Nil	As per the contract

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service 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:

KENYA ENGINEERING TECHNOLOGY REGISTRATION BOARD (KETRB) CONTACTS

The Registrar/CEO,
Kenya Engineering Technology Registration Board
National Bank Building, 11th floor, Harambee Avenue
P.O. Box 5901-00200, Nairobi.
Tel: 0740137877/0113250187.
Email: info@ketrb.go.ke
Website: www.ketrb.go.ke

COMMISSION ON ADMINISTRATIVE JUSTICE(CAJ) CONTACTS

The Commission Secretary/CEO,
Commission on Administrative Justice/Ombudsman
2nd Floor, West End-Towers, Waiyaki Way, Nairobi.
P.O. Box 20414-00200, Nairobi.
Tel: +254-20-2270000/2303000
Email: feedback@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO

