


# ENGINEERS BOARD OF KENYA (EBK)

## REVISED SERVICE CHARTER

2022

Approved by: 

ENG. MARGARET N. OGAI, CE

REGISTRAR / CEO

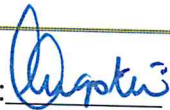
# ENGINEERS BOARD OF KENYA (EBK)

## CITIZENS SERVICE DELIVERY CHARTER

NO	SERVICES / GOODS	CUSTOMER OBLIGATIONS	USER CHARGES	TIME LINES	
1	Attending to customers at our premises	Courtesy and clarity As per appointment	None	Within 5 minutes	
2	Response to complaints and information inquiries	Proper address and contacts State information/ inquiry clearly and precisely Use of appropriate channels: <ul style="list-style-type: none"> <li>Visit our offices</li> <li>Call our office lines: +254 20 2719974, 0722509972,0735330744</li> <li>Letter to the Registrar P.O Box 30324 – 0100 NAIROBI OR</li> <li>Use suggestion boxes at our offices</li> <li>Email us at <a href="mailto:info@ebk.go.ke">info@ebk.go.ke</a> or <a href="mailto:complaints@ebk.go.ke">complaints@ebk.go.ke</a></li> </ul>	None	Personal visit	5-15 mins
				Phone call	Within 3 rings
				Letters	Acknowledgment of receipt within 14 working days and feedback within 21 working days
				E-mail	24 hours of acknowledgement with feedback up to up to 21 working days
				Complaints	Response within 7 days Resolution (depends on nature of query)
				Field visit	Within 30 working days
3	Registration of Engineers (Graduate,	Duly filled application forms with relevant attachments.	Graduate Engineers Application Fee= KSh 4,000	Receipt of payment issued within 2 working days Registration takes up to 4 months	

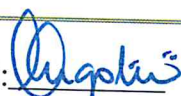
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NO	SERVICES / GOODS	CUSTOMER OBLIGATIONS	USER CHARGES	TIME LINES
	Professional Consulting and Consulting Firms)	Payment of prescribed fees.	Professional Engineers Application Fee= KSh 10,000	Receipt issued within 2 working days Up to 4 months after professional interview
			Consulting Engineers Application Fee= KSh 20,000	Receipt issued within 2 working days Up to 4 months after application
			Consulting Engineering Firms Processing Fee= KSh 2,000 Registration fee KSh= 30,000	Receipt issued within 2 working days Up to 4 months after application
4	Annual Subscription & License Renewal of Engineers (Graduate, Professional, Consulting and Consulting Firms)	Timely payment of prescribed fees i.e 1st January of calendar year	Graduate Engineers Annual subscription Fee= KSh 4,000	Certificate of good standing issued within 2 working days Receipt issued within 2 working days
			Professional Engineers Annual License Application Fee= KSh 10,000	Receipt issued within 2 working days License issued 1 month after application
			Consulting Engineers Annual license Application Fee= KSh 20,000	Receipt issued within 2 working days License issued 1 month after application
			Consulting Engineering Firms Renewal	Receipt issued within 2 working days

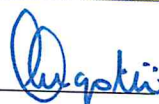
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NO	SERVICES / GOODS	CUSTOMER OBLIGATIONS	USER CHARGES	TIME LINES
			Application Fee= KSh 30,000	License issued 2 months after application
5	Recognition of University Engineering Programmes	Submission of a Request for Recognition not less than 6 months prior to launch of an engineering programme	N/A	<p>Upon receipt of a Request for Recognition, a preliminary examination of the submissions will be done and sufficiency of the submissions will be communicated within 1 month.</p> <p>A recognition assessment shall be initiated on invitation of an institution within 3 months after the Board has certified that the submissions are complete and responsive.</p> <p>A recognition assessment report will be prepared within 30 days of conclusion of the assessment.</p> <p>Upon approval by the Board, the recognition decision will be communicated to the Institution within 30 days from the Board meeting.</p>
	Renewal of Recognition	<p>One year notice before expiry of the definite period of term.</p> <p>The recognition term ends on June 30<sup>th</sup> of specified year.</p>		The process of Renewal of Recognition will begin within 30 days of receipt of the notice of expiry from the Institution.
6	Foreign Consulting Firms	<p>Duly filled application forms with relevant attachments.</p> <p>Payment of prescribed fees.</p>	<p>Foreign Consulting Firms Application Fee=KSh 500,000</p> <p>Foreign Consulting Firms Annual Fee=KSh 750,000</p>	Upon availability of all required documents and followed procedures within 6 months
7	Temporary Engineers	<p>Duly filled application forms with relevant attachments.</p> <p>Payment of prescribed fees.</p>	Temporary Engineers Application Fee=KSh 150,000	

Signed:  Date: \_\_\_\_\_

NO	SERVICES / GOODS	CUSTOMER OBLIGATIONS	USER CHARGES	TIME LINES
	Renewal of Temporary registration	Application 3 months before expiry of the Temporary registration with relevant attachments  Payment of prescribed fees.	Temporary Engineers Annual Fee=KSh 150,000	Upon availability of all required documents and followed procedures within 3 months
8	License/ Certificate/ Engineers ID replacement Fee	Application letter of notification  Attach police abstract	License/ Certificate/ Engineers ID replacement Fee=KSh 2,000	Upon availability of all required documents and followed procedures within 3 months
9	Stickers (Engineering consulting firms)	Upon Payment of prescribed fees.	Stickers Application Fee= KSh 5,000	Upon availability of all required documents and followed procedures within 1 month
10	Site instruction booklet (Engineering consulting firms)	Upon Payment of prescribed fees.	Site instruction booklet Application Fee= KSh 7,500	Upon availability of all required documents and followed procedures within 1 month
11	Professional Examinations	Application in writing to the Board Duly filled application forms with relevant attachments. Payment of prescribed fees.	Professional Examinations Fee =KSh 15,000	Upon availability of all required documents  Examinations and results will be undertaken and remitted within 9 months
13	Reinstatement Fee	Application letter requesting for the same Attach receipt of prescribed fees	Reinstatement Application Fee= KSh 5000	Upon receipt of application within 3 months
14	Engineers Rubber Stamp	As per requirements and usage  Validity period as prescribed on the stamp  Payment of prescribed fees.	Engineers Stamp Application Fee= KSh 5,000	Upon availability of all required documents and followed procedures of application within 2 months

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NO	SERVICES / GOODS	CUSTOMER OBLIGATIONS	USER CHARGES	TIME LINES
	(Professional, consulting engineers, temporary registration)			
15	Engineers ID fee (Professional, consulting Engineers)	Period of 3 years validity	Engineers ID Fee = KSh 2,000	Within 3 months upon confirmation of registration as a Professional or consulting engineer
16	Search/ Extract Fee per folio	Application letter requesting the same Attach receipt of prescribed fees	Search/ Extract Application Fee per folio = KSh 500	Upon receipt of application and relevant documents within 3 days
17	EBK Certifying stamp (Graduate Engineers)	Letter from organization/Institution requesting need for the certification stamp  Original and copies of required/relevant documents	None	Upon availability of all required documents and followed procedures of application within 2 days
18	Procurement of Goods and Services	<ul style="list-style-type: none"> <li>• Ensure prequalification as applicable</li> <li>• Adhere to the Public Procurement and Asset Disposal Act 2015</li> <li>• Purchase bid documents Ensure prequalification</li> <li>• Compliance with contract provisions</li> <li>• Provide timely and adequate feedback for prompt resolution of contractual matters</li> </ul>	As advertised	As per contract  Tenders to be published online
19	Payment of suppliers	Timely availing of relevant documents, including but not limited to; <ul style="list-style-type: none"> <li>• Invoices</li> <li>• Delivery notes</li> </ul>	None	Within 30 working days upon receipt of the requisite documents
20	Interview & Recruitment	<ul style="list-style-type: none"> <li>• Letter of application</li> <li>• Requirements in response to Advertisement</li> </ul>	None	Communication on shortlist within 3 months of application

Signed:  Date: \_\_\_\_\_

NO	SERVICES / GOODS	CUSTOMER OBLIGATIONS	USER CHARGES	TIME LINES
				Communication of interview results within 3 months

**FOR MORE INFORMATION CONTACT**

The Registrar/ CEO

Engineers Board of Kenya

Fortis Suites, 9<sup>th</sup> Floor, Hospital Road, Upper Hill

P.O. Box 30324-00100 NAIROBI

Telephone: +254 20 2719974, +254 735

Website: [www.ebk.go.ke](http://www.ebk.go.ke)

**Service hours:** Monday to Friday from 8.00 a.m to 1.00 p.m. and 2.00 p.m. to 5.00 p.m.

**NB: Complaints or compliments** can be dropped in our information box located in our offices or

Emailed to: [complaints@ebk.go.ke](mailto:complaints@ebk.go.ke) title on the subject line as: 'complaint or compliment'.

Signed:  Date: \_\_\_\_\_