



NURSING COUNCIL OF KENYA - CITIZENS' SERVICE DELIVERY CHARTER

				
S/No.	Service/Good	Requirements to Obtain Service/Good	Cost of Service/Good (if any)	Timeline
01	Response to incoming calls	Specific request for information & service	Free	Within 5 minutes
02	Response to verbal enquiries	Specific request for information & service	Free	Immediate
03	Response to email enquiries	Specific request for information & service	Free	Within 24 Hours
04	Response to enquiries, complaints and correspondences	Use of appropriate channels: Email, letters, social media, telephone calls	Free	5 working days
05	Attending to clients at the service point	Specify the inquiry/request for information	Free	Within 30 minutes of arrival at the service time
06	Accreditation of training institutions	Application for accreditation	Ksh 150,000	90 days
07	Investigation of malpractice	Report on malpractice/ruling	Nil	45 days
08	Approval of nursing and midwifery curricula	Submission of complete application for curriculum approval and required documents	Ksh 100,000	90 days
09	Indexing package for students trained in Kenya	Online application for indexing	Ksh 6,400 – Ksh 26,000 (Varies with programme)	60 days

10	Indexing package for students trained outside Kenya	Online application for indexing	Ksh 5000	60 days
11	Provision of student internship permit	Application for student internship permit	Ksh 2,000	5 days
12	Coordination of placement for foreign students	Application for placement	USD 50	14 Days
13	National licensing examinations	Online exam application within stipulated deadlines	Ksh 8,000 per programme	Tri-Annually (April, August and November)
14	Registration of nurses and midwives (trained in Kenya)	Online application for registration In addition, Internship Logbook and internship completion letter for BScN & BScM	Ksh 7,000	3 days for processing; 30 days for production of certificate
15	Registration of nurses and midwives (trained outside Kenya)	Application for registration Letter of completion and duly filled orientation appraisal form for nurses and midwives trained outside Kenya	Application Processing fee: Ksh 7,000 per programme	30 Days for processing; 30 days for production of certificate
16	Initial licensure for new and retention for practicing nurses and midwives	Online application for retention	Ksh 1,500	1 Day
17	Private practice licensure	Application for licensure	New application: Ksh 15,000 Renewal: Ksh 10,000	14 Days

18	Replacement of certificate	Application for replacement	Ksh 10,000 per certificate	30 Days
19	Temporary licensure (for foreigners)	Application for temporary license, verification form respective boards/ councils of current country of practice, CV, school transcript, letter from host organization & work permit/special pass, passport photo, immigration passport	Below 3 months: USD 100 4-6 months: USD 200 7-12 months: USD 300	14 Days
20	Certification of professional certificates	Application for certification & original and copies of NCK registration certificates and Valid License, Copy of ID	Ksh 1,000 per document	3 Days
21	Payment of suppliers as per contractually agreed payment terms	Submission of invoice, LPO/LSO and delivery documents	Free	30 Days
22	Refund for fees and levies	Refund claim, original receipt/slip	Free	14 Days
23	Recruitment and placement	Application for position advertised Signed offer of appointment Acceptance of offer	Free	5 months

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:

The Registrar/CEO
Nursing Council of Kenya
NCK Plaza, Kabarnet Lane, off Ng'ong Road, P.O. Box
20056 – 00200, Nairobi.
Email: info@nckkenya.org (General Enquiries) /
complaints@nckkenya.org (Complaints)
Website: www.nckkenya.com

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

HUDUMA BORA NI HAKI YAKO