



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 phone (Landline or any other official line)	Phone call	Free	15 Seconds
02	Response to enquiry by Walk-in clients	Walk-in and make the enquiry	Free	1 minute
03	Response to correspondence	Written correspondence (letters)	Free	5 working days
		Email and social media (X (formerly Twitter), Facebook & YouTube)	Free	1 working day
04	Response to public complaints and grievances	Verbal or written complaint	Free	1 working day
05	Resolution of complaints	Make a verbal or written complaint	Free	14 working days
06	Approval nursing and midwifery programmes	<ul style="list-style-type: none"> Written request for approval of a new programmes Submit a proposal as per the NCK guidelines Proof of payment Assessment of the institution and clinical placement sites 	Ksh 400,000	90 working days
07	Accreditation of nursing and midwifery programmes (Applicable to all training institutions)	<ul style="list-style-type: none"> Written request for accreditation/re-accreditation Submit a duly filled (self-assessment) Accreditation Checklist (available on the NCK website) 	Ksh 200,000 per programme	90 working days
08	Approval of nursing and midwifery curricula	<ul style="list-style-type: none"> Written request for curricula approval Duly filled curricula approval form (available on the NCK website) <p>First Review</p> <ul style="list-style-type: none"> Five (5) copies of developed/reviewed curricula for initial evaluation (in line with NCK programme-specific syllabus (available for purchase from the NCK offices); and the Guidelines for Development of a Curriculum (available on the NCK website) <p>Second review</p> <ul style="list-style-type: none"> Two (2) copies of revised curriculum (to be submitted after first review) 	Ksh 100,000 per programme	90 working days

OUR VISION

A SAFE AND HEALTHIER WORLD

OUR MISSION

TO REGULATE AND ENFORCE STANDARDS IN NURSING AND MIDWIFERY EDUCATION AND PRACTICE INSPIRE PUBLIC SAFETY AND CONFIDENCE

S/No.	Service/Good	Requirements to Obtain Service/Good	Cost of Service/Good (if any)	Timeline
09	Indexing for nursing and midwifery students trained in Kenya - Basic Programmes	<ul style="list-style-type: none"> Online submission of the applicant by the approved training institution Completion of indexing application by the student Meet entry criteria for the specific programme (available on NCK website) 	Certificate Programmes Ksh 9,400 Diploma Programmes Ksh 9,400 Bachelor's Programmes Kshs. 9,550	60 working days
10	Indexing for nursing and midwifery students trained in Kenya - Upgrading Programmes	<ul style="list-style-type: none"> Online submission of the applicant by the approved training institution Completion of indexing application by the student Meet entry criteria for the specific programme (available on NCK website) 	E-learning (KECHN - KRCHN) Kshs. 17,900 E-learning (KRCHN - BSCN) Upgrading Kshs. 26,000	60 working days
11	Indexing for nursing and midwifery students trained in Kenya - Higher Diploma Programmes	<ul style="list-style-type: none"> Online submission of the applicant by the approved training institution Completion of indexing application by the student Meet entry criteria for the specific programme (available on NCK website) 	Ksh 6,400	60 working days
12	Indexing for students trained outside Kenya	<ul style="list-style-type: none"> Duly filled NTOK Application for Registration Form (available on the NCK website) Duly filled General Nursing/Midwifery Verification Statement from Training School Form (available on the NCK website) Duly filled Validation of Registration/License Form from the relevant regulatory authority (where applicable) Meet entry criteria for specific programme (based on the NCK approved training competencies – to be assessed by NCK) Equation from the Kenya National Qualification Authority (KNQA) (where applicable) If documents are not in English language, official translation from relevant embassy to be provided <p>Additional requirements for university degree:</p> <ul style="list-style-type: none"> Recognition and Equation of Qualifications by Commission for University Education (CUE) 	Ksh 5,000 per programme	1 working day
13	National licensing examinations	<ul style="list-style-type: none"> Online submission by the approved training institution Make online exam application within stipulated deadlines (Examination Schedule available on NCK website) Meet eligibility criteria in line with approved syllabi (to be assessed by NCK) 	Ksh 8,000 per programme	Tri-Annually (May, August and November) as per approved schedule or as otherwise approved by the Council

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14	Release of licensure examination results	Successful completion of examinations	Free	As per approved examination schedule (available on NCK website) or as otherwise approved by the Council
15	Registration/enrollment of nurses and midwives	<ul style="list-style-type: none"> Passed national licensure exam Online application for Registration Fit to practice self-declaration <p>Additional requirements for BScN/BScM Graduates Trained in Kenya:</p> <ul style="list-style-type: none"> Completed Internship Logbook Completion letter from internship center <p>Additional requirements for Nurses/Midwives Trained Outside Kenya (TOK):</p> <ul style="list-style-type: none"> Completion letter from orientation center Orientation appraisal report 	Ksh 7000	5 working days
16	Issuance of registration certificate	Successful registration/enrollment	Free	15 working days
17	Certificate collection	<p>Present yourself in person at NCK Offices with:</p> <ul style="list-style-type: none"> Original identity card/passport Valid NCK practice license 	Free	30 minutes
18	Replacement of certificate	<ul style="list-style-type: none"> Duly filled Certificate Replacement Application Form (available on the NCK website) Copy of lost certificate (if available) Copy of valid practice license Copy of National Identity (ID) Card Passport size photo <p>Additional requirements (If identification document(s) are lost):</p> <ul style="list-style-type: none"> Police abstract <p>Additional requirements for correction of details (original and copies):</p> <ul style="list-style-type: none"> NCK registration certificate Birth certificate Affidavit/gazette notice (original and copies) 	Ksh 10,000 per certificate	14 working days
19	Internship placement	<ul style="list-style-type: none"> Online application for internship placement BScN/BScM degree certificate or completion letter Posting letter from MOH or acceptance letter from internship center (for self-sponsored interns) 	Ksh 2,000	5 working days

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20	Provision of temporary student permit	<ul style="list-style-type: none"> Duly filled Temporary Student Permit Application Form (available on the NCK website) Fit to practice self-declaration Copy of National Identity (ID) Card or passport Kenyan Special pass/Student permit from the Directorate of Immigration Services 	USD 50	14 working days
21	Temporary licensure (for foreigners)	<ul style="list-style-type: none"> Duly filled Application form for Temporary Licensure (available on the NCK website) Confidential report on professional status from foreign Nursing/Midwifery Council, Board or Regulatory Authority Copies of colored passport size photo, passport, Visa type (appropriate)/Work Permit, NCK practice license, professional certificates and academic transcripts (if not in English language, official translation provided by Foreign Embassy) Curriculum vitae (CV) A letter from the host organization where the nurse/midwife will be attached Fit to practice self-declaration 	USD 300	14 working days
22	Certification of current professional status and documents	<ul style="list-style-type: none"> Duly filled Certification Form (available on the NCK website) NCK Registration Certificate(s) and valid NCK practice license (original & copies) Copy of National Identity (ID) Card /Alien ID and passport 	Ksh 1,000	14 working days
23	Initial licensure for new nurses and midwives	Successful online registration	Ksh 1,500	24 hours
24	Annual license renewal (Retention) for practicing nurses and midwives	<ul style="list-style-type: none"> Minimum of 20 Continuing Professional Development (CPD) points Online application for Practice License 	Ksh 1,500	24 hours
25	Review and approval of CPD	<ul style="list-style-type: none"> Online submission of valid CPD evidence i.e. from an accredited provider or in line with the CPD guidelines for other relevant CPDs. CPD must be completed within the renewal year 	Free	5 working days
26	Initial private practice licensure	<ul style="list-style-type: none"> Duly filled Application Form for Private Practice (available on the NCK website) Fit to practice self-declaration Valid practice license Premises assessment report Successful private practice interview result 	Ksh 15,000	14 working days

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27	Renewal of private practice licensure	<ul style="list-style-type: none"> • Online application for Private Practice • Fit to practice self-declaration • Master Facility List Code (MFL) • Professional Indemnity Cover • Premises assessment report (Applicable every 3 years) 	Ksh 10,000	5 working days
28	Continuing Professional Development (CPD) Accreditation/Renewal	<ul style="list-style-type: none"> • Duly filled CPD Provider Accreditation Application Form (available on the NCK website) with required attachments provided • Curriculum/CPD content • Annual summary report for renewal 	<p>Individual Ksh 5,000</p> <p>Organizational/ Institutional Ksh 15,000</p> <p>Corporate: 2 to 25 units /branches Ksh 100,000</p> <p>26 to 50 units/branches Ksh 150,000</p> <p>51 units/branches and above including foreign branches Ksh 200,000</p>	14 working days
29	Provision of CPD Secret Code	<ul style="list-style-type: none"> • Duly filled CPD Secret Code Award Application Form (available on the NCK website) 	Free	5 working days
30	Verification for Emigration	<ul style="list-style-type: none"> • Duly filled Application Form for Verification for Emigration (available on the NCK website) • Copy of National Identity (ID) Card or passport • NCK professional certificate(s) • Valid practice license <p>Additional requirements for National Nursing Assessment Service (NNAS) application (Canada):</p> <ul style="list-style-type: none"> • Recommendation letter from current employer or immediate supervisor • Medical report • Police Clearance Certificate <p>Additional requirements for Nursing and Midwifery (NMC) application (UK):</p> <ul style="list-style-type: none"> • Recommendation letter from current employer or immediate supervisor • Medical report • Police Clearance Certificate • National Employment Authority (NEA) registration • International English Language Testing System (IELTS) or Occupational English Test (OET) pass results. • Curriculum vitae (CV) in the prescribed format 	<p>Kshs. 12,000.</p> <p>For additional cadre Kshs 5,000</p>	14 working days

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31	Registration of suppliers	<ul style="list-style-type: none"> Make application on national eGP Portal (https://egpkenya.go.ke/) 	Free	Varies
32	Processing of tenders	<ul style="list-style-type: none"> Submit bids for good and services on national eGP Portal (https://egpkenya.go.ke/) 	Free	90 days
33	Notification of successful and unsuccessful bidders	<ul style="list-style-type: none"> Access national eGP Portal (https://egpkenya.go.ke/) for notification 	Free	1 working day
34	Payment for goods and services received	<ul style="list-style-type: none"> L.P.O /Invoice, Certificate of Completion / Goods / Services Received 	Free	90 days from the date of receipt of the invoice
35	Disposal of obsolete stores	<ul style="list-style-type: none"> Submission of bids 	Free	60 days from the date of advertisement
36	Recruitment of staff	<ul style="list-style-type: none"> Make formal application based on the advert 	Free	90 days
37	Processing of request for information	<ul style="list-style-type: none"> Make a request for information 	Free	21 days

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