

CUSTOMER SERVICES

Welcome to the Commission for Higher Education, where you will meet staff who are committed to serving you efficiently and effectively. We enlist your cooperation to meet your obligations to enable us serve you even better. Our services are as listed here below:

S/N	Service offered	By whom	Office number	Customer's obligations		Time Taken
				Procedural requirements	Charges (Kshs.)	
1.	Process application to establish University	Inspection Department	106, 108, 109	i) Complete application form CHE/1/3. ii) Submit proposal in accordance with Universities Rules, 1989 and CHE guidelines	50,000	15 weeks
2.	Programme Accreditation (Evaluation of Programmes)	Curriculum Department	110	i) Submit curriculum as per CHE guidelines. ii) Compliance with CHE Curriculum Standards.	40,000 (per programme) for proposed universities; 80,000 for Universities with Letter of Interim Authority and Cert. of Registration; 160,000 for Chartered Universities	14 weeks
3.(a)	Inspection of University Institution	Inspection Department	106, 108, 109	i) Submit self evaluation report as per CHE guidelines and recommendations. ii) Compliance with Universities Rules, 1989.	90,000	15 weeks
(b)	Evaluation of governance and management tools (Terms of Services ,Rules	Legal Unit		Submission of drafts drawn in accordance with CHE guidelines and Universities Rules	Nil	

S/N	Service offered	By whom	Office number	Customer's obligations		Time Taken
				Procedural requirements	Charges (Kshs.)	
	for students and Trust Deed)					
(c)	Inspection of library	Documentation & Information Services department	Wing C DIS	Compliance with CHE Standards and guidelines for libraries	NIL	
4.	Grant of Letter of Interim Authority	Commission Secretary	224	Institutional and programme accreditation as per items 1(i) and (ii), 2 (i) and (ii) and 3(i) and (ii) above.	60,000	One month from date of approval by the Institutional Accreditation Committee
5.	Approval for award of Charter	Commission Secretary	224	a) Submission of draft Charter and status in accordance with the Universities (Establishment of Universities) (Standardization, Accreditation, Supervision) Rules, 1989. b) Comply with the provisions of the Universities Act, Cap 210 B and the Universities Rules 1989, 14 (1) (a)	Kshs.120,000/=	One month from the date of positive recommendation by institutional accreditation committee
6.	Re- Inspection/ Re- Accreditation	Inspection Department	106,108, 109	Complete and submit a self-evaluation questionnaire	Kshs. 600,000/=	4½ months
7.	Inspection of public institutions for upgrading	Inspection department	106, 108, 109	Obtain instructions from the Ministry of Higher Education, Science and Technology	Nil	15 weeks
8.	Validation of programmes	Post secondary schools department	119, 117	a) Complete application form CHE/ PSSI/CHE/1 b) Submit a self-evaluation report as per CHE guidelines. c) Submit programmes to be	Kshs. 50,000 for application fees Kshs.40,000/- for	14 weeks after documentation has been passed.

S/N	Service offered	By whom	Office number	Customer's obligations		Time Taken
				Procedural requirements	Charges (Kshs.)	
				validated as per the CHE guidelines	validation per programme .	
9.	Grant of Authority to Collaborate	Post secondary schools department	119, 117	a) Complete application form CHE/PSSI/CHE/5 b) Submit the programme for which collaboration is sought. c) Submit a complete check list of academic resources as per CHE guidelines d) Submit the contract for collaboration drawn in accordance with the Universities Rules, 2004	Kshs.50,000 fees	3 months after submission of the required documentations
10	Advisory services on higher Education and Training	Commission Secretary	224	a) Contact the Commission Secretary. b) Provide the correct address for contact	Nil	14 days from date of receipt
11.	Equation and Recognition of Qualifications	Documentation & Information Services department	Wing C	a) Complete form CHE/AQA/OP/004/7.1 b) Attach certified copies of academic certificates and identification documents as required	- Kshs.2,500 for Kenyan citizens - Kshs.4,000 for non citizens Kshs.1,500 subsequent application on the same academic award Kshs.3,000 for	24 hours from the date of lodging the relevant documents at the registry

S/N	Service offered	By whom	Office number	Customer's obligations		Time Taken
				Procedural requirements	Charges (Kshs.)	
					prospective employers other body within the republic of Kenya and Kshs.5,000 for equation of qualifications	
12.	Information services	Documentation and information service	Wing C Information Resource Centre	Compliance with rules within the Information Resource Center	Nil	Open on weekdays from 8.00 – 1.00 p.m. and 2.00 - 5.00 pm. Closed during public holidays and weekends
13.	Publication of institutions authorized to offer university education in Kenya	Public Relations office	202	Request for required information	Nil	Publication produced at least once a quarter

OTHER RELATED ACTIVITIES					
S/N	ACTIVITY	Customers obligation	Responsible office	Room No.	Business Hours/ time taken
1.	Receipt of payment for services delivered	Payments to be made either in cash or by Bankers cheque in favor of the CHE and an official receipt obtained	Finance department (Cashier's office)	102	Open on weekdays from 8.00 – 1.00 p.m. and 2.00 - 5.00 pm. Closed during public holidays and weekends
2.	Customer service	Registration of complaints/ commendations	Public Relations office and respective department	202	All hours. Complaints/commendations can be deposited at the suggestion box at any time that one can access the premises
3.	Approval of payment for goods and services supplied to the Commission	Deliver quality goods as per the specifications and obtain a signed delivery note from the store	Administration Department	217	Payment to be approved within one week from the date of delivery of voucher
4.	Payment of goods and services supplied	provide correct details on preferred mode of payment	Finance department	204	Payment within one week from the date of approval of payment

NOTE: All payments should be made to the cashier on the Ground floor and an official receipt received.