

KENYA VETERINARY BOARD



SERVICE CHARTER

Preamble: The Kenya Veterinary Board is committed to upholding Veterinary Standards

	Service Offered	Requirement	Charges	Time Frame
1	Response to enquiries	Enquiries	Free	5 Mins - 1 day
2	Indexing of students in Animal Health Training Institutions	Application Form [39a] and [39b]	Free	Within Two (2) weeks
3	Registration of Interns	Application Form (40) and attachments	Veterinary Medicine Intern : Ksh. 1000 Veterinary Paraprofessional Intern: Ksh. 500	1 day
4	Registration of Practitioners	Application Forms and attachments veterinary surgeons Form (1) Veterinary paraprofessionals Form (3)	Veterinary Surgeons : Ksh. 4,000 Veterinary Technologists: Ksh. 2,000 Veterinary Technicians: Ksh. 1,000	Within 7 days after the Board's Approval
5	Retention	Verified Form [27] Payment by 31st for Subsequent year	Veterinary Surgeons: Ksh. 4,000 Veterinary Technologists: Ksh. 2,000 Veterinary Technicians: Ksh. 1,000	1 day
6	Annual Practice Licence	Veterinary surgeons Form 34. Veterinary paraprofessional relevant form	Veterinary Surgeon: Ksh. 8,000 Veterinary Professionals: Ksh. 3,000	1 day
7	Annual Licensing of Veterinary Facilities	Veterinary surgeons Form 34. Veterinary paraprofessional relevant form	Ambulatory Services: Ksh. 5,000 Veterinary Clinics: Ksh. 15,000 Veterinary Hospitals: Ksh. 30,000 Veterinary Laboratories: Ksh.10,000 Non-Governmental Organizations: Ksh. 30,000	1 day after inspection and approval
8	Inspection and Registration of Veterinary Facilities	Veterinary surgeons Form 34. Veterinary paraprofessional relevant form	Ambulatory Services : Ksh. 5,000 Veterinary Clinics : Ksh. 50,000 Veterinary Hospitals : Ksh. 100,000 Veterinary Laboratories : Ksh. 10,000 Non-Governmental Organizations : Ksh. 100,000	1 day after approval
9	Inspection of Animal Health Training Institutions	Application Form [38]	Application Fee: Ksh 1,000 University : Ksh. 750,000 Other training institutions : Ksh. 500,000	Within 2 Months
10	Accreditation of CPD providers	Application Form [28]	Ksh. 1,000	1 Week
11	Registration of CPD activities	Application Form [30]	Free	1 day
12	Resolution of Complaints	Formal complaint	Free	Within Thirty (30) days

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service 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:

a. The Chief Executive Officer Kenya Veterinary Board
Phone:- 0722 305 253 / 0701 581 718
Email us on: info@kenyavetboard.or.ke
Website: www.kenyavetboard.or.ke

b. 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 240337/0722970604
Email : info@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO

