



# **KENYA VETERINARY BOARD**



# SERVICE CHARTER

 Upholding  
Veterinary  
Standards





**Preamble:** *The Kenya Veterinary Board is Committed to Upholding Veterinary Standards*

## VISION

Premier agency for regulation and advancement of veterinary standards and practice

## MISION

To promote animal health and welfare for public health and safety by enforcing set standards in veterinary training and practice to enhance growth of the animal resource industry.

## CORE VALUES

- Client focus
- Innovation
- Professionalism
- Teamwork
- Integrity





No.	Service/Good	Requirements to Obtain Service/Good	Cost of Service/Good (If Any)	Timelines
1	Enquiries Visitor at reception	As per visitor's request	Free	3 minutes after arrival
	Telephone calls	A request made via telephone	Free	Attended to within 3 rings
	Correspondence • Letters • E-mail	A formal request made through a letter or email	Free	Replied within 7 days from the date of receipt • Acknowledgement is immediate • Requested action to be taken within 7 days
2	All Applications are done through the KVB portal	Relevant Documentation to be uploaded on the KVB portal	Kshs. 1,000 per application	Depending on the service as shown below
3	Indexing of students in animal health training institutions	<ul style="list-style-type: none"> <li>Scanned copy of KCSE Certificate or Slip</li> <li>Passport photo (plain background, jpeg photo, 600x600 pixels)</li> <li>Scanned copy of School Leaving Certificate</li> <li>Scanned copy of National ID</li> <li>(All copies of documents should be certified by the institution or an advocate)</li> </ul>	Free	5 days upon appropriate/correct filling of online form and upload of correct documents
4	Registration of veterinary surgeon interns	<ul style="list-style-type: none"> <li>Scanned copy of Bachelor of Veterinary Medicine (BVM) Degree (to be certified by an advocate)</li> <li>Scanned copy of National ID (to be certified by an advocate)</li> <li>Veterinarian's Oath</li> </ul>	Kshs. 1,000	3 days upon appropriate/correct filling of online form and upload of correct documents
5	Registration of veterinary paraprofessional interns	<ul style="list-style-type: none"> <li>Scanned copy of Academic Certificate for Animal Health and Production (Degree, Diploma or Certificate) - to be certified by an advocate</li> <li>Scanned copy of National ID (to be certified by an advocate)</li> <li>Veterinary Paraprofessional's Oath</li> </ul>	Kshs. 500	3 days upon appropriate/correct filling of online form and upload of correct documents





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No.	Service/Good	Requirements to Obtain Service/Good	Cost of Service/Good (If Any)	Timelines
6	Registration of practitioners – Veterinary surgeons	<ul style="list-style-type: none"> <li>• Passport photo (plain background, jpeg photo, 600x600 pixels)</li> <li>• Scanned copy of Proof of Membership with a professional association</li> <li>• Veterinarian's oath</li> </ul> <p>The following documents must be certified by advocate:</p> <ul style="list-style-type: none"> <li>➢ Scanned copy of National ID</li> <li>➢ Scanned copies of certificates (Academic and KVB)</li> </ul>	Kshs. 4,000	3 days upon appropriate/correct filling of online form and upload of correct documents
7	Registration of practitioners – Veterinary technologists (degree and diploma)	<ul style="list-style-type: none"> <li>• Passport photo (plain background, jpeg photo, 600x600 pixels)</li> <li>• Scanned copy of Proof of Membership with a professional association</li> <li>• Veterinarian's oath</li> </ul> <p>The following documents must be certified by advocate:</p> <ul style="list-style-type: none"> <li>➢ Scanned copy of National ID</li> <li>• Scanned copies of certificates (Academic and KVB Intern Certificate)</li> </ul>	Kshs. 2,000	3 days upon appropriate/correct filling of online form and upload of correct documents
8	Registration of practitioners–veterinary technicians (Certificate)	<ul style="list-style-type: none"> <li>• Passport photo (plain background, jpeg photo, 600x600 pixels)</li> <li>• Scanned copy of Proof of Membership with a professional association</li> <li>• Veterinarian's oath</li> </ul> <p>The following documents must be certified by advocate:</p> <ul style="list-style-type: none"> <li>➢ Scanned copy of National ID</li> <li>• Scanned copies of certificates (Academic and KVB Intern Certificate)</li> </ul>	Kshs. 1,000	3 days upon appropriate/correct filling of online form and upload of correct documents
9	Payment of Retention Fees	<ul style="list-style-type: none"> <li>• Evidence of having attained 20 CPD</li> </ul>	Kshs. 4,000 Annually	Before 31 <sup>st</sup> December





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No.	Service/Good	Requirements to Obtain Service/Good	Cost of Service/Good (If Any)	Timelines
	for placement in the Annual Veterinary Surgeons Register	points, (verified from the KVB portal) for the year under review		of every year (Section 21 (3) of the VSVP Act, 2011)
10	Payment of Retention Fees for placement in the Annual Veterinary Paraprofessionals technologists (Degree and Diploma) Register	• Evidence of having attained 14 CPD points, (verified from the KVB portal) for the year under review	Kshs. 2,000 Annually	Before 31 <sup>st</sup> December of every year (Section 21 (3) of the VSVP Act, 2011)
11	Payment of Retention Fees for placement in the Annual veterinary Paraprofessional technicians (Certificate) Register	• Evidence of having attained 14 CPD points, (verified from the KVB portal) for the year under review	Kshs. 1,000 Annually	Before 31 <sup>st</sup> December of every year (Section 21 (3) of the VSVP Act, 2011)
12	Annual Practice Licence for Veterinary Surgeons	<ul style="list-style-type: none"> <li>• Registration/Up-To-Date retention for the year under review</li> <li>• Application for License to Practice as a Veterinary surgeon (form 34A)</li> <li>• Premise fees for veterinary facilities               <ul style="list-style-type: none"> <li>a) Ambulatory services</li> <li>b) Clinical Centre</li> <li>c) Veterinary hospital</li> <li>d) NGO</li> <li>e) Veterinary laboratory</li> </ul> </li> </ul>	<p>Kshs. 8,000 Annually per practitioner</p> <p>Kshs. 5,000 per facility annually</p> <p>Kshs. 15,000 per facility annually</p> <p>Kshs. 30,000 per facility annually</p> <p>Kshs. 30,000 per facility annually</p> <p>Kshs. 10,000 per facility annually</p>	3 days upon appropriate/correct filling of online form and upload of correct documents





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No.	Service/Good	Requirements to Obtain Service/Good	Cost of Service/Good (If Any)	Timelines
13	Annual Practice Licence for Veterinary Paraprofessionals	<ul style="list-style-type: none"> <li>Registration/Up-To-Date retention for the year under review</li> <li>Application for License to Practice as a Veterinary paraprofessional</li> <li>Premise fees for veterinary facilities               <ul style="list-style-type: none"> <li>a) Ambulatory services</li> </ul> </li> </ul>	<p>Kshs. 3,000 per practitioner</p> <p>Kshs. 5,000 per facility</p>	3 days upon appropriate/correct filling of online form and upload of correct documents
14	Registration of Veterinary Facilities	<ul style="list-style-type: none"> <li>Application (form 34A) for approval of a               <ul style="list-style-type: none"> <li>a) Veterinary clinical Centre</li> <li>b) Veterinary hospital</li> </ul> </li> </ul>	<p>Kshs. 50,000 per facility once</p> <p>Kshs. 100,000 per facility once</p>	3 days upon appropriate/correct filling of online form and upload of correct documents and report of inspection of premises
15	Registration of Veterinary Laboratory	<ul style="list-style-type: none"> <li>Application for approval of Veterinary Laboratory (form 35)</li> </ul>	Kshs. 100,000 per facility once	3 days upon appropriate/correct filling of online form and upload of correct documents and report of inspection of premises
16	Registration of Non-Governmental animal health and welfare providers	<ul style="list-style-type: none"> <li>Application for approval of non-Governmental providers of Animal Health Services (form 32)</li> <li>Certificate of Incorporation showing valid registration in Kenya</li> <li>Any other document proving legality of the NGO within Kenya</li> <li>Copy of KVB registration certificate of the Vet. Surgeon In charge</li> <li>Valid KVB ID of the Vet. Surgeon in charge</li> <li>Practice license of the Vet. surgeon in charge</li> </ul>	Kshs. 100,000 per facility once	3 days upon appropriate/correct filling of online form and upload of correct documents
17	Approval of Animal Health Training programmes	<ul style="list-style-type: none"> <li>Application Form (38)</li> <li>Valid KVB ID of the Vet. Surgeon in charge</li> <li>Practice license of the Vet. surgeon in charge</li> <li>Inspection Fees</li> </ul>	Kshs. 500,000 every 5 years	30 days after inspection of institution





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18	Accreditation of CPD providers	<ul style="list-style-type: none"> <li>Online Application Form (based off of Application Form 28)</li> <li>CVs of relevant staff</li> </ul>	Kshs. 1,000 once	3 days upon appropriate/correct filling of online form and upload of correct documents
19	Registration of CPD activities	<ul style="list-style-type: none"> <li>Online form (based off of Application Form 30)</li> <li>Program of the activity</li> </ul>	Kshs. 1,000 per activity	3 days upon appropriate/correct filling of online form and upload of correct documents
20	Resolution of complaints and grievances	<ul style="list-style-type: none"> <li>Formal Complaint</li> </ul>	Free	Within 14 working days
21	Response to public complaints and grievances	<ul style="list-style-type: none"> <li>Formal Complaint</li> </ul>	Free	Within 1 working day
22	Registration of Suppliers	<ul style="list-style-type: none"> <li>Duly filled application form</li> <li>Company Profile</li> </ul>	Free	Within 14 working days
23	Registration of Suppliers	<ul style="list-style-type: none"> <li>Duly filled application form</li> <li>Company Profile</li> <li>Certificate of Incorporation</li> <li>PIN Certificate</li> <li>Valid Tax Compliance Certificate/Exemptions</li> <li>Original Bank Statement</li> <li>Copy of Certificate of registration with relevant regulatory authority bodies</li> <li>Copies of annual return forms filed with company registry</li> <li>Other relevant documents, as prescribed</li> </ul>	Free	Within 14 working days
24	Processing of tenders	<ul style="list-style-type: none"> <li>Submit bids for goods and services</li> </ul>	Free	Within 90 working days
25	Notification of success	<ul style="list-style-type: none"> <li>Access e-procurement portal for notification</li> </ul>	Free	Within 1 working day
26	Payment of goods and services received	<ul style="list-style-type: none"> <li>LP.O/Invoice</li> <li>Certificate of completion/goods/services received</li> </ul>	Free	60 days from the date of receipt of the invoice
27	Disposal of obsolete stores	<ul style="list-style-type: none"> <li>Submission of bids</li> </ul>	Free	60 days from the date of advertisement





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28	Processing of request for information (Not requiring Board approval)	• Formal request for information	Free	Within 2 working days
29	Processing of request for information (requiring Board approval)	• Formal request for information	Free	Within 14 working days
30	Response to requests/issuance of advisories	• Submit comprehensive request to the Board	Free	Within 15 working days of receipt of the request at the Board
31	Capacity Building and technical support for the public service	• Formal request at least 14 days before the scheduled activity	Free	Within 5 working days upon receipt of the request
32	Communicate Board decision to the requesting agency/department	• Formal request	Free	Within 3 working days after the Board meeting

KENYA  
VISION 2030

HUDUMA BORA NI HAKI YAKO





## 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:

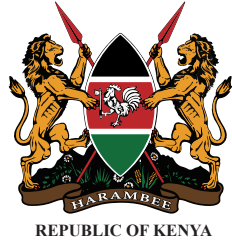
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E-mail: [info@kenyavetboard.or.ke](mailto:info@kenyavetboard.or.ke)

**Commission Secretary/Chief Executive Officer**  
Commission on Administrative Justice  
2nd Flr West End Towers  
Waiyaki Way  
P.O. Box 20414 - 00200 Nairobi  
Tel: +254 (0) 20 2270000  
+254 (0) 20 2303000  
Email: [feedback@omudsman.go.ke](mailto:feedback@omudsman.go.ke)

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## **KENYA VETERINARY BOARD**

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