REPUBLIC OF KENYA

COUNCIL OF LEGAL EDUCATION
CITIZENS SERVICE DELIVERY CHARTER

VISION
Innovative Legal Professionals Transforming Society.

MISSION
To Ensure Quality Legal Education Through Responsive Regulation and Administration of Bar Examination.

Core Values
Accountability, Excellence, Integrity, Inclusiveness, Innovation

S/N	SERVICE	SERVICE REQUIREMENTS	SERVICE FEE	TIMELINES
1.	Response to inquiries	Phone calls	Free	15 seconds
		Physical office visits	Free	5 minutes
		Emails	Free	48 hours
		Social media platforms	Free	1 day
		Letters	Free	7 days
2.	Processing of request for information	Request for information	Free	Within 21 days
3.	Response to public complaints and grievances	Make a complaint	Free	1 working day
4.	Resolution of complaints	Formal complaint	Free	7 working days
5.	ATP Examination Registration	• Attachment of requisite documents - Regular • Selection of units • Payment of fees	Regular Kshs. 5,000 Resit Kshs. 10,000 Remark Kshs.15,000	1 month
6.	ATP Examination Administration	• Personal identification documents • Examination Card	Free	As per examination timetable
7.	Release of ATP Examination Results	Access results from the candidate portal	Free	2 months after administration of the last paper
8.	Gazettement	• Passed ATP Examination • Fulfil pupillage completion requirements • Must have confirmed their details.	Free	Quarterly
9.	Issuance of Certificate of Compliance and Final Transcript	• Personal identification documents	Free	Within 5 working days of notice period
10.	Licensing of Legal Education Providers	• Complete and submit the prescribed form • Attachment of supporting documents • Payment of fee	a) Certificate Ksh. 500,000 b) Diploma Ksh. 900,000 c) LL.B Ksh. 1,600,000 d) LL.M Ksh. 1,600,000	12 months from the date of submission of complete application documentation
11.	Recognition and approval of foreign qualifications	• Complete and submit the prescribed form • Attachment of supporting documents • Payment of fee	Kshs. 10,000	7 working days
12.	Clearance for admission to Bachelor of Laws (LL.B.) undergraduate Programme	• Application letter • Copy of letter from the Legal Education Provider requesting Council clearance • Certified copies of high school certificates	Free	7 working days
13.	a) Clearance for admission to the Advocates Training Programme (ATP)	• Application letter • Certified copy of LL.B. degree certificate • Certified copy of LL.B. transcripts • Certified Copies of High School certificate • Certified copy of identification documents	Free	7 working days
	b) Clearance for admission to the Advocates Training Programme (ATP) upon completion of the remedial Programme	• Application letter • Copy of the CLE letter instructing enrollment in the remedial programme • Certified Copy of the completion letter and transcript of results for the remedial Units	Free	7 working days
14.	Application for refund	• Application Letter • Bank account details	Free	30 working days from the date of gazettement and approval of the application
15.	Registration and Pre-qualification of Suppliers	• EGP Registration Number • Certificate of Registration • AGPO certificate (Where Applicable) • Company Profile	Free	Bi- annually
16.	Processing of tenders via E-GP	Submit bids through the e-GP portal	Free	45 days
17.	Tender Award Notification	Access the e-GP portal for notification	Free	14 days following approval of the intention to award the contract
18.	Processing payment for Goods, Works and Service	1. e-TIMS Invoice 2. Original delivery Note 3. Copy of LPO/LSO/Contract 4. Job Card/Works Completion Certificate 5. Bank details	Free	30 working days from the date of the receipt of the invoice
19.	Recruitment and Employment	A formal application in response to the advertisement	Free	6 months from the date of the advertisement

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 both of the following:

Secretary/Chief Executive Officer
Council of Legal Education
Karen Office Park, Acacia Block, 2nd Floor, Langata Road
P.O. Box 829 - 00502, Karen
Tel: 0719 150 000 (Call/WhatsApp), 0111 056 130
Email: ceo@cle.or.ke; support@cle.or.ke
Website: www.cle.or.ke

The Commission Secretary/Chief Executive Officer
Commission on Administrative Justice
West End Towers, 2nd Floor, Waiyaki Way
P.O. Box 20414 – 00200, Nairobi
Tel: +254 020 2270 000
Email: complain@ombudsman.go.ke
Toll-free: 0800 221 349

YOU HAVE A RIGHT TO QUALITY SERVICE