CITIZEN SERVICE DELIVERY CHARTER

SERVICES	REQUIREMENTS TO OBTAIN SERVICES		CHARGES	TIMELINES
Response to enquiries	Personal visits to NTSA offices Call to NTSA:0709 932000 or 020 6632000 Email:info@ntsa.go.ke,complaints@ntsa.go.ke NTSA App Response to public complaints and grievances Resolution of complaints Registration of Suppliers Processing of tenders Notification of successful and unsuccessful bidders Payment for goods and services Disposal of obsolete stores Public participation in policy-making process received	Suggestion boxes Letter to NTSA Access to information Make a complaint Make a verbal or written complaint Submit bids for good and services Access e-procurement portal for notification -L.P.O / Invoice Certificate of Completion / Goods / Services Received Submission of bids Familiarization with issues and active participation Make formal application based on the advert Make a request for information	Free Free Free As required Free Free	1 minutes 15 seconds 5 working days 21 working days 1 working day 14 working days 90 days 1 working day 60 days from the date of receipt of the invoice 60 days from the date of advertisement 1 working day 90 working days 21 working days
Registration of MV , Motor Cycles & No. plate	Application on www.ntsa.go.ke and • Log into the account to apply • Apply reflective number • Select no. plate type	No. plate Special No. plate Customized No. plate Motor cycles	Shs 2,050 Shs 30,000 Shs 1M Depending on cc of MC	2 working days
Processing of new generation plate	Application on www.ntsa.go.ke and login into the account to apply	Single Pair	Kshs. 1,550 Kshs. 3,050	7 working days
Transfer of ownership & Duplicate eLogbook	Application on www.ntsa.go.ke and Login into the account to apply	eLogbook Application Duplicate eLogbook	Depending on cc of MV Ksh 2,550	1 working day 5 working day
Motor Vehicle Inspection	Application www.ntsa.go.ke and • Log into the account to apply • Select type of inspection (New, Annual, Compliance, Change of particulars)		Ksh 1,050	1 working day
Change of particulars	Application on www.ntsa.go.ke and • Login into the account to apply • Book inspection • Make payments	Inspection fee Per change New eLogbook Convenience fee	Ksh. 1,050 Ksh. 300 Ksh. 500 Ksh. 50	3 working days
Voluntary E-sticker	Application on www.ntsa.go.ke and • Login into the account to apply		Kshs. 750	1 working day
Re-registration	Application on www.ntsa.go.ke and • Login into the account to apply		Depending on the capacity of the motor vehicle	3 working days
De-registration	Application on www.ntsa.go.ke and • Login into the account to apply		Ksh 500	5 working days
Alternative transfer	Submit documents to HQ counnter 8		Depending on the capacity of the motor vehicle	14 working days
Caveat on motor vehicles	• Court order • Letter from the registered owner		Free	1 working day
Provisional Driving License (PDL)	Enroll in a driving school PDL Application process on www.ntsa.go.ke PDL maturity		Depends on school Shs 650	Immediate 21 days
Processing and issuance of new driving license	Test booking on www.ntsa.go.ke and test at preffered NTSA Centres Interim license Application process on www.ntsa.go.ke Apply for Smart DL after successful test		Shs. 650 Shs 750 Shs. 3,050	Immediate Immediate 5 Working days
Issuance of duplicate driving license	Application on www.ntsa.go.ke Login to the account to apply Lost badge/change of category		Shs. 350	
Processing of PSV badges (Driver & Conductors)	Application on www.ntsa.go.ke and login into the account to apply Lost badge /change of category	New badge	Shs. 350 Shs. 1,050	Immediate
Issuance of RSL (Sacco / Institution / Tour vehicles)	Application on www.ntsa.go.ke and login into the account to apply		Depends on the capacity of the motor vehicle	1 working day
Issuance of dealers KG plates	Application on www.ntsa.go.ke	New Renewal	Ksh 18,550 Ksh 6,350	1 working day
Replacement of KG plates (Lost/Damaged)	Copy business Permit Copy of certificate of incorporation Police Abstract (If lost) Payments through KCB account	Single Pair	Ksh 1,650 Ksh 2,900	7 working days
Applications & renewals of new dealer license	Application on e-business www.ntsa.go.ke Register and log on to e-business Complete requisite form provided in the system		Kshs. 9,650	1 working day
Application & renewal of Second hand dealership license	Application on www.ntsa.go.ke Register and log on to e-business Complete requisite form provided in the system		Ksh. 4,250	1 working day
Copy of record(MV & DL)	Application on www.ntsa.go.ke and login into the account to apply		Ksh 500	Immediate
DL renewal, endorseent and conversion	Application on www.ntsa.go.ke and login into the account to apply	3yrs 1year Endorsement Foreign Conversion & endorsement	Ksh 3,050 Ksh 650 Ksh 550 free	5 working days
Asset financing	Application on www.ntsa.go.ke and login into the account to apply		Ksh 1,175	3 working days
Driving school services	Application on www.ntsa.go.ke and login into the account to apply	License application & renewal License variation	Ksh 20,000 (A), Ksh 15,000 (B) Ksh 5,000 (C) Ksh 1,000	1-5 working days
Body builders	Application on www.ntsa.go.ke and login into the account to apply	Application & Renewal	Ksh 9,650	1 working days 21 days Immediate
Speed limiters	Application on www.ntsa.go.ke and login into the account to apply	Application & Renewal	Ksh 50,050	14 working days
Instructors license	Application on www.ntsa.go.ke and login into the account to apply	Registration Application Renewal	Ksh 550 Ksh 1,050 Ksh 1,050	14 working days
Driver retest	Application on www.ntsa.go.ke and login into the account to apply		Ksh 1,050	Immediate

Any application for access to information shall be processed within 21 days from the date of receipt or 48 hours if it concerns the life or liberty of a person. Where the application refers to within five (5) days from the date of receipt and information of the referral communicated to the Applicant/Requester.

Persons with disability receive first priority during service delivery

'Commitment 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:

The Director General
National Transport & Safety Authority
316 Upperhill Chambers, 2nd Ngong Avenue
P.O. Box 3602-00506, Nairobi, Kenya
Tel: +254(20)6632000 / 300, 254-709932000 / 300
Email: complaints@ntsa.go.ke / info@ntsa.go.ke
Website: www.ntsa.go.ke

The Commission Secretary / CEO
Commission on Administrative Justice
2nd Floor, West End Towers, off Waiyaki way
P.O Box 20414-00200, Nairobi,
Tel: +252(20)2270000
Email: certificationpc@ombudsman.go.ke
Website: www.ombudsman.go.ke

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NTSA Keep our roads safe

HUDUMA BORA NI HAKI YAKO

www.ntsa.go.ke @ntsa_kenya @ntsakenya