



# NATIONAL TRANSPORT AND SAFETY AUTHORITY

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## CITIZENS' SERVICE DELIVERY CHARTER

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### **OBJECTIVE OF THE NTSA SERVICE DELIVERY CHARTER:**

The objective of the NTSA Service Delivery Charter is to indicate the kind of services that are available to our customers and stakeholders, service delivery targets, quality and timeliness, as well as to stipulate our stakeholders' rights and obligations when seeking services from NTSA.

**OUR VISION: "Sustainable and safe road transport system with zero crashes."**

**OUR MISSION: "To facilitate the provision of safe, reliable, efficient road transport services".**

### **MANDATE OF NTSA:**

- To advise and make recommendations on matters relating to road transport and safety.
- To implement policies relating to road transport and safety
- To plan, manage and regulate the road transport sector in accordance with the provisions of the Act no. 33, 2012
- To ensure the provision of safe, reliable and efficient road transport service.

### **CORE FUNCTIONS OF NTSA:**

NTSA is committed to upholding the following core functions as the guide to its Service Delivery:

- Registration and licensing of motor vehicles
- Conducting motor vehicle inspections and certification
- Regulating the public service vehicle (PSVs)
- Advising the Government on national policy with regard to road transport system
- Developing and implementing road safety strategies
- Facilitating the education of the members of the public on road safety
- Conducting research and audits on road safety
- Compiling inspection reports relating to traffic accidents
- Establishing systems and procedures for and oversee the training, testing and licensing of drivers
- Formulating and reviewing the curriculum of driving schools
- Co-coordinating the activities of persons and organizations dealing in matters relating to road safety

	<b>SERVICES:</b>	<b>CUSTOMER OBLIGATION:</b>	<b>USER CHARGES:</b>	<b>TIMELINE:</b>
1.	Receiving in-coming calls	Clarity and courtesy	Free	Within three (3) rings
2.	Attend to visitors on arrival at premises	Clarity and courtesy	Free	Within three (3) minutes
3.	Respond to enquiries	Use appropriate channels as follows: <ul style="list-style-type: none"> <li>• Personal visit to NTSA offices</li> <li>• NTSA hotline: Safaricom: 0709 932 000 Telkom: 020 6632 000</li> <li>• Email: info@ntsa.go.ke or complaints@ntsa.go.ke</li> <li>• Suggestion boxes</li> <li>• Letter addressed to Director General</li> </ul>	Free	Personal visits – 10 minutes  Email – 2 working days  Mailed request – 10 working days
4.	Procurement of goods and services	<ul style="list-style-type: none"> <li>• Download pre-qualification or bid documents from NTSA's website www.ntsago.ke</li> <li>• Purchase bid documents</li> <li>• Compliance to Public Procurement &amp; Disposal Act 2005 and Regulations 2006</li> </ul>	Downloads – free	Within three (3) to four (4) months
5.	Procurement of consultancy services	<ul style="list-style-type: none"> <li>• Adhere to rules of engagement as per contract</li> <li>• Give feedback on issues affecting the services being rendered for consideration or implementation</li> </ul>	Free	As per contract; anytime within contract period
6.	Payment of goods and services rendered	<ul style="list-style-type: none"> <li>• Supporting documents</li> <li>• Invoices</li> <li>• Delivery notes</li> <li>• Duly signed payment certificates</li> <li>• Measurement records</li> </ul>	Free	Within 14 working days with the provision of supporting documents
7.	Recruitment	<ul style="list-style-type: none"> <li>• Application letter</li> <li>• Requirements in response to an advert</li> </ul>	Free	3 months
8.	Industrial attachment	<ul style="list-style-type: none"> <li>• Application letter</li> <li>• Curriculum vitae</li> <li>• Introduction letter from</li> </ul>	Free	3 months

		learning institution		
9.	Registration of motor vehicle and issuance of Number Plates	Correct set of Registration Documents/Dully filled in form	M/V: Ksh. 2000 M/C: Ksh. 1100	1 day
10.	Processing and dispatch of New Logbooks	Approved Registration Documents	N/A	7 days
11.	Processing and dispatch of Duplicate Logbooks	Correct set of verified documents with dully filled in form	Kshs. 2500	7 days
12.	Processing of Transfer of Ownership and Dispatch of Logbooks	Dully filled in Form C/Verified/Certified documents	As per M/V CC Ratings	7 days
13.	Processing of Replacement number plates	Correct documents for replacement of Number Plate	Kshs. 2000(Pair) Kshs. 1100(single )	7 days
14.	Copy of Motor Vehicle Records	Application Form for Records	Kshs. 500	1 day
15.	Issuance of Certificate of Ownership	Application Letter	Kshs. 500	1 day
16.	Issuance of Foreign Vehicle Permits	Apply online	Kshs. 750	1 day
17.	Issuance of Provisional Driving License online	Apply online	Kshs. 600	e-citizen available 24 hours
18.	Processing and issuance of New Driving Licenses online	Apply online	Kshs. 750	e-citizen 1 day
19.	Processing and issuance of Duplicate Driving Licenses on online.	Apply online	Kshs. 1050	1 day

20.	Renewal of Driving License (on line)	Apply online	One year Kshs. 600  Three years Kshs. 1400	e-citizen available 24 hours
21.	Endorsement of additional class on driving license	Apply online for authority to drive Specified Motor Vehicle Class	Kshs. 500	1 - 5 days
22.	Application & Issuance of RSL License	Dully filled in RSL Application Form	Application fee Kshs. 1,250  5-7 Passengers: Kshs. 1,500  8-18 Passengers: Kshs. 2000  19-25 Passengers: Kshs. 2500  26-Above Kshs. 3000	1 day
23.	Processing of PSV Badges (for Drivers & Conductors)	Dully filled in application form with certified documents	Kshs. 300	1 day
24.	Caveat on Motor Vehicles and Driving License	Court Order or a Letter from the Registered Owner	N/A	1 day
25.	Issuance of Dealers General License (KG)	Dully filled in Dealers General License Form	New Kshs. 18,500  Renewal Kshs. 6,300	1 day
26.	Processing of Replacement of KG Plates	Dully filled in Application Form	7 days Front KG Kshs. 1600	7 days

			Rear KG 1 Kshs. 600  Pair Kshs. 2900	
27.	Processing and Renewal of New Dealer License	Dully filled in Application Form	Kshs. 9,600	1 day
28.	Vehicle inspection	<ul style="list-style-type: none"> <li>• Present a vehicle for inspection</li> <li>• Provide original or certified logbook</li> <li>• Provide booking receipts</li> <li>• Provide speed governor certificate where necessary</li> </ul>	Kshs 1000 per vehicle	30 minutes after start of inspection
29.	Accident report	<ul style="list-style-type: none"> <li>• Inform the motor vehicle inspector about the accident</li> </ul>	Nil	72 hours
30.	Memorandum report	<ul style="list-style-type: none"> <li>• Provide copies of :- <ul style="list-style-type: none"> <li>➤ Vehicle inspection report</li> <li>➤ Vehicle logbook</li> </ul> </li> </ul>	Nil	15 minutes

#### OFFICIAL WORKING HOURS:

Our offices in Nairobi and the Counties are officially open from **Monday to Friday** between **8.00 a.m – 5.00 p.m** and on weekends and public holidays as may be necessitated by need.

#### OUR CONTACTS:

##### Head Office;

The Director General,  
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##### E-Mail Contacts:

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**HUDUMA BORA NI HAKI YAKO**