



kasneb

SERVICE CHARTER

Vision:

Empowered and globally recognised business professionals.

Mission:

Transforming business professionals through Examinations, Certification, Accreditation, Research, Innovation and Consultancy.

Core values:

Knowledge Focus, Accountability, Sustainability, Nobility, Excellence, Belonging.

Mandate:

The development of syllabuses; conduct of post-professional, professional, diploma and certificate examinations and certification of candidates in accountancy, finance, credit, governance and management, information technology and related disciplines; promotion of its qualifications nationally, regionally and internationally and the accreditation of relevant training institutions in liaison with the Ministry in charge of Education.

S/No.	Services rendered	Our commitment	Timelines	Applicable Fee	Our expectations from stakeholders
1.	Feedback on customer enquiries and other correspondence	1.1 Answer telephone calls	Within fifteen (15) seconds	Free	Call: +254-(020)-4923000, +254722201214, +254734600624
		1.2 Attend to visitors	Within one (1) minute of arrival	Free	Visit kasneb offices and Huduma Centers
		1.3 Respond to enquiries: (a)Email (b)Social media	Within one (1) working day Within one (1) hour	Free	Lodge queries through the official email, social media pages and the student management portal support system
		1.4 Post/Courier/Drop in's (a)General Correspondence (b)Technical	Within five (5) working days	Free Free	Lodge queries through the official email, social media pages and the student management portal support system
2.	Examination and related services	2.1 Hold examinations on scheduled dates and times	Thrice a year, in April, August and December or otherwise as approved by the Board	Examination fee	Book for the examinations within the stipulated timelines/cut-off dates
		2.2 Issue Authority to sit examinations (timetables)	After payment of the examination fee on the kasneb student management portal	Free	Download the timetable from the kasneb student management portal Provide reliable email addresses
		2.3 Release examination results	Within thirty (30) working days from the last date of the examination	Free	Download the result notification from the kasneb student management portal Provide reliable email addresses
		2.4 Issue certificates to successful candidates	Within four (4) months after release of results for the qualification or part- qualification as applicable	Free or herein payment of storage charges if due i.e. two months after issuance of the certificates	Collect certificate in person from kasneb Head office or request to be posted by registered mail
		2.5 Issue accreditation certificates to qualifying training institutions	Within ninety (90) days of approval for accreditation	Interim accreditation fee - Sh.10,000 for 18 months Full accreditation fee - Sh. 40,000 for 5 years	Collect certificate in person from kasneb office or request to be posted by registered mail
		2.6 Review the examinations syllabuses	Comprehensive review and revision of curricula in a period of five (5) years and a minor review annually or as need arises	Free	Provide feedback on the syllabuses Participation in the syllabuses review
		2.7 Process of disciplinary cases	Action taken within sixty (60) days from the last date of the examination	Free	An explanation letter
		2.8 Processing of confirmation letters	Processed within two (2) working days	Fee required is Sh. 600	An official request of confirmation
		2.9 Processing of deferment application	Processed within twenty-one (21) days after application	Free	An official application on the student's portal abiding rules of deferment
3.	Payment for examinations	Process payments after booking exams on the student management portal	Process instantly	Application fee paid	An official receipt and timetable issued
4.	Registration of suppliers	Ensure suppliers are registered within the stipulated guidelines	Fourteen (14) working days	Free	Dully filled application form, company profile, certificate of Incorporation/ Registration of Pin certificate, Valid Tax Compliance certificate/ Exemptions, original bank statement, copy of certificate of registration with relevant regulatory bodies, Non-refundable fee payment receipt, copies of annual returned forms filed by company registry, National ID/Passport.
5.	Processing of tenders	Process tenders	Ninety (90) working days	Free	Submit bids for goods and services
6.	Payment for goods and services	Make payment for goods, works and services supplied as per specifications	Within sixty (60) days after delivery and acceptance of goods and services and upon submission of a valid invoice or as per contractual obligations	Free	Deliver quality products and services as per contractual obligations
7.	Procurement of goods, works and services	Observe and uphold procurement rules and regulations	As per provisions of the Public Procurement and Asset Disposal Act, 2015.	Respective tender or quotation fee	Deliver quality and timely products and services Observe and uphold procurement rules and regulations
8.	Disposal of obsolete stores	Observe and uphold the established procedures for the disposal of obsolete stores	Sixty (60) days from the date of advertisement	Free	Observe and uphold the established procedures for the disposal of obsolete stores
9.	kasneb student management portal	Ensure uptime of kasneb student management portal of up to 99.9%	Continuously	Free	Sign up and transact through kasneb student management portal application
10.	Publication of the kasneb Newline	Publish and distribute kasneb newline online	Three (3) times a year	Free	Receiving kasneb newline and giving comments about it
11.	Public participation in policy-making process	Invite the public to participate in the making of policies	One (1) day	Free	Familiarization with issues and active participation
12.	Recruitment of staff	Recruit competent staff through a fair process	Within ninety (90) days	Free	Make formal application based on the advert
13.	Processing of request for information	Avail information as required	Within twenty-one (21) days	Free	Make a request for information

KASNEB is committed to delivering a superior customer experience with no discrimination or prejudice to all our stakeholders. Any service that does not conform to the above standards or any officer who does not live up to commitments to courtesy and excellence in service delivery should be reported to:

Chief Executive Officer - KASNEB

kasneb Towers, Hospital Road, Upper Hill,
P.O. Box 41362, 00100 Nairobi

Tel: +254 (020) 4923000,
Cellphone: +254 722 201214, +254 734 600624

E-mail: info@kasneb.or.ke, Complaints@kasneb.or.ke
Website: www.kasneb.or.ke
Facebook: kasneb
X: @kasnebOfficial

Chief Executive Officer,

The Commission on Administrative Justice

2nd Floor, West End Towers,
Opposite Aga Khan High School, Waiyaki Way
P.O Box 20414-00200 Nairobi,

Tel: +254-020-2270000/2303000/2603765/24412211/8030666

E-mail: info@ombudsman.go.ke (for general enquiries),
complain@ombudsman.go.ke (for complaints)

Website: www.ombudsman.go.ke

or

