



**kasneb**

**Vision**

To be a world-class professional examinations body

**Mission**

To provide globally competitive professionals by offering quality examinations in accountancy, finance, credit, governance and management, information technology and related disciplines

**Core values**

Integrity, Professionalism, Equity, Teamwork, Innovativeness

## SERVICE CHARTER

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 five (5) rings	Free	Telephone calls through the contact centre
	1.2 Attend to visitors	Within fifteen (15) minutes of arrival	Free	Visit KASNEB offices and Huduma Centres
	1.3 Respond to enquiries: (a) Email (b) Social media	Within forty eight (48) hours Within the hour	Free Free	Lodge queries through the official email and social media pages
	1.4 Post/Courier/Drop in's (a) General Correspondence (b) Technical	Within two (2) working days Within ten (10) working days	Free Free	Written enquiry
2. Examinations and related services	2.1 Hold examinations on the scheduled dates and times	Semi-annually in May/June and November/December	Examination fee	Book for the examinations within the stipulated deadline
	2.2 Issue students identification cards	Within sixty (60) days of registration	Registration fee	Apply for registration as a KASNEB student
	2.3 Issue Authority to sit examinations (timetables)	Within twenty one (21) days before the date of commencement of the examination	Free	Download the timetable from the student's portal on KASNEB's website
	2.4 Release examination results	Within sixty (60) working days from the last date of the examination	Free	Download the result notification from the student's portal on KASNEB's website
	2.5 Issue certificates to successful candidates	Within twelve (12) months of completion of the examination	Free	Collect certificate in person from KASNEB office or request to be posted by registered mail
	2.6 Issue accreditation certificates to qualifying training institutions	Within ninety (90) days of approval for accreditation	Meet the stipulated accreditation requirements	Attend KASNEB accredited colleges for studies
	2.7 Review the examinations syllabuses	Within three years for mid-term review and six years for major review	Free	Share feedback during examination syllabuses review
3. Payment for goods and services	Make payment for goods and services supplied as per specifications	Within ten (10) days of receipt of a valid invoice, or as per contractual obligations	Free	Deliver quality products and services as per contractual obligations
4. Online services	Maintain an interactive and updated website	Continuously	Free	Frequently visit KASNEB's website and lodge queries and/or provide feedback as appropriate
5. Procurement of goods and services	Observe and uphold procurement rules and regulations	Continuously	Respective tender or quotation fee	Deliver quality products and services Observe and uphold procurement rules and regulations
6. Publication of the KASNEB Newslines	Publish and circulate the KASNEB Newslines	Quarterly	Free	Access the KASNEB Newslines and provide feedback

**“All services rendered by KASNEB will observe inclusivity”**

**In case of any complaints or dissatisfaction with the quality of services provided, please report to:**

Chief Executive Officer

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

Tel: +254 (020) 4923000, Fax: +254 (020)2712915, Cellphone: +254722-201214/+254734-600624, **OR**

E-mail: info@kasneb.or.ke, marketing@kasneb.or.ke Website: www.kasneb.or.ke,

Facebook: KASNEBOfficial, Twitter: @KASNEBOfficial

The Commission Secretary/Chief Executive Officer

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)



KASNEB is ISO 9001:2008 certified