



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 | Lodge queries through the official email, social media pages and the student management portal support system |
| 2. | Examination and related services | 2.1 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 |
| | | 2.2 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 |
| | | 2.3 Certificates Issuance to successful candidates | Within three (3) months after release of results for the qualification or part- qualification as applicable | Free or payment of storage charges where applicable 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 |
| | | 2.4 Issue accreditation certificates to qualifying training institutions | Within ninety (90) days of approval of 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 |
| | | 2.5 Process of examination disciplinary cases | Action taken within sixty (60) days from the last date of the examination | Free | An explanation letter |
| | | 2.6 Processing of confirmation letters | Processed within two (2) working days | Fee required is Kshs 600.00. Institutional confirmations Kshs. 1000 | An official request of confirmation |
| | | 2.7. Processing of exemption applications | Processed within (7) working days | Applicable Fee paid based on exemptions granted | An exemption letter |
| | | 2.8 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 of 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 Newslines | Publish and distribute kasneb newslines online | Three (3) times a year | Free | Receiving kasneb newslines 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 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](https://www.facebook.com/kasneb)
Twitter: [@kasnebOfficial](https://twitter.com/kasnebOfficial)

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

