

**kasneb**

**Vision**

Global leader in examination and certification of business professionals

**Mission**

Empowering professionals globally by offering quality examinations and undertaking research and innovation

**Core values**

Integrity, Professionalism, Customer focus, Teamwork, Innovativeness

**Mandate**

The development of syllabuses; conduct of professional, diploma and technician 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.

## 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	Call 020 4923000
	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 five (5) working days Within ten (10) working days	Free Free	Written enquiry
2. Examinations and related services	2.1 Hold examinations on scheduled dates and times	Bi-annually in May and November	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 booking fee on the e-kasneb app  Within twenty one (21) days before commencement date of the examination	Free	Download the timetable from the e-kasneb app  Provide reliable email addresses
	2.3 Release examination results	Within forty five (45) working days from the last date of the examination	Free	Download the result notification from the e-kasneb app Provide reliable email address
	2.4 Issue certificates to successful candidates	Within six (6) months of release of results for the qualification or part-qualification as applicable	Free	Collect certificate in person from kasneb 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	Training institutions to submit all required documents and reliable addresses
	2.6 Review the examinations syllabuses	Within three years for mid-term review and six years for major review	Free	Ongoing feedback on the syllabuses Participation in the 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. Procurement of goods 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
5. e-kasneb services	Ensure uptime of e-kasneb of upto 99.9%	Continuously	Free	Register and transact through e-kasneb application

**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, Fax: +254 (020)2712915, Cellphone: +254 722 201214/+254 734 600624

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

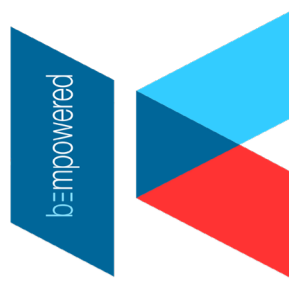
E-mail: info@ombudsman.go.ke (for general enquiries), complain@ombudsman.go.ke (for complaints)

Website: www.ombudsman.go.ke

OR



KASNEB is ISO 9001:2015 certified



# kasneb

**Maono yetu**

Mtahini anayeongoza dunia nzima katika utahini wa wataalamu wa fani za biashara

**Mwito wetu**

Kuwezesha wataalamu dunia nzima kwa kuandaa mitihani yenye hadhi ya juu pamoja na kufanya utafiti na kuzingatia ubunifu

**Maadili yetu ya kimsingi**

Uadilifu, Utaalamu, Huduma kwa wateja, Ushirikiano, Ubunifu

**Wajibu wetu**

Kukuza mitaala ya mitihani, kuendesha mitihani katika viwango vya utaalamu, diploma na kiufundi, kuwaidhinisha watahiniwa waliofuzu katika nyanja za uhasibu, usimamizi wa fedha, karadha, utawala na usimamizi, teknolojia ya habari na taaluma husika; kuitangaza mitihani yetu humu nchini, katika eneo la Afrika Mashariki na Kati na ulimwengu mzima pamoja na kutoa idhini kwa vyuo vya mafunzo kwa ushirikiano na Wizara ya Elimu

## MKATABA WA HUDUMA KWA WATEJA

Huduma zinazotolewa	Ahadi zetu	Mda wa kutoa huduma	Malipo yanayohitajika	Matarajio yetu kutoka kwa wadau
1. Majibu yanayohusiana na maswali kutoka kwa wateja na mawasiliano mengine	1.1 Kujibu simu kadri zinavyopigwa	Kufikia mlio wa tano(5)	Bila malipo	Piga simu kwa nambari 020 4923000
	1.2 Kuwahudumia wageni	Katika kipindi cha dakika kumi na tano (15) baada ya mgeni kuwasili	Bila malipo	Tembelea afisi za kasneb pamoja na vituo vya kutoa huduma nyanjani
	1.3 Kujibu maswali kwa kutumia: (a) Barua pepe (b) Mitandao ya kijamii	Katika kipindi cha masaa arobaine na manane (48) baada ya kuipokea barua pepe Katika kipindi	Bila malipo Bila malipo	Kuuliza maswali kupitia anwani rasmi ya barua pepe na pia mitandao ya kijamii
	1.4 Kutuma barua kupitia posta/ kampuni za utarishi/Kupeleka barua sehemu iliyotengwa (a) Barua za jumla (b) Barua zinazohusiana na maswala ya kitaaluma	Katika kipindi cha siku tano (5) za kufanya kazi Katika kipindi cha siku kumi (10) za kufanya kazi	Bila malipo Bila malipo	Maswali yaliyoandikwa
2. Mitihani na huduma zinazohusiana	2.1 Kuwasilisha mitihani kwa watahiniwa kwa wakati na mda ulioratibiwa	Mara mbili kila mwaka katika miezi ya Mei na Novemba	Ada ya mtihani	Kulipia mitihani katika kipindi kilichoratibiwa
	2.2 Kutoa ratiba ya mitihani kwa watahiniwa	Baada ya kufanya malipo ya mtihani kutumia mfumo wa e-kasneb Katika kipindi cha siku ishirini na moja (21) kabla ya kuanza kwa mtihani	Bila malipo	Kupakua ratiba ya mitihani kupitia mfumo wa e-kasneb
	2.3 Kuwasilisha matokeo ya mtihani kwa watahiniwa	Katika kipindi cha siku arobaine na tano (45) za kufanya kazi kutoka siku ya mwisho ya kufanya mtihani	Bila malipo	Kupakua matokeo ya mtihani kupitia mfumo wa e-kasneb Kutumia anwani inayoaminika ya barua pepe
	2.4 Kutoa vyeti vya kufuzu kwa watahiniwa waliopita mitihani	Katika kipindi cha miezi sita (6) baada ya kutolewa majibu ya mtihani yakidhibitisha kwamba mtihaniwa amefuzu katika daraja fulani ya mtihani ama mtihani wote	Bila malipo	Kuchukua cheti cha kufuzu wewe mwenyewe kutoka afisi za kasneb ama kutoa maombi cheti kitumwe kwa njia ya usajili kupitia posta
	2.5 Kutoa vyeti vya idhini ya kutoa mafunzo kwa vyuo vilivyohitimu	Katika kipindi cha siku tisini (90) baada ya kupokea idhinisho	Malipo ya idhinisho la mda Sh 10,000 kwa mda wa miezi kumi na minane (18) Malipo ya idhinisho kamili Sh 40,000 kwa mda wa miaka mitano (5)	Vyuo vya mafunzo viwasilishe stakabadhi zinazohitajika pamoja na anwani za kuaminika
	2.6 Kuifanyia marekebisho mitaala ya masomo	Mabadiliko machache ya mtaala katika kipindi cha miaka mitatu(3) na mabadiliko ya kina katika kipindi cha miaka sita	Bila malipo	Kutoa maoni kuhusiana na mitaala ya mitihani Kuhusika katika marekebisho ya mitaala ya mitihani
3. Malipo ya bidhaa na huduma	Kulipia bidhaa na huduma zilizounuliwa kulingana na viwango vilivyowekwa	Katika kipindi cha siku kumi (10) baada ya kupokea stakabadhi ya malipo ama kuambatana na majukumu ya kikandarasi	Bila malipo	Kutoa bidhaa na huduma za hali ya juu kulingana na majukumu ya kikandarasi
4. Ununuzi wa bidhaa na huduma	Kuzingatia sheria na kanuni za ununuzi wa bidhaa na huduma	Kulingana na vipengee vya sheria ya ununuzi na uuzaji wa mali ya umma ya mwaka 2015	Malipo yanayoambatanishwa na zabuni husika	Kutoa bidhaa na huduma kwa wakati unaotakikana Kuzingatia sheria na kanuni za ununuzi wa bidhaa na huduma
5. Huduma zinazotolewa kupitia mfumo wa e-kasneb	Kuhakikisha kwamba mfumo wa e-kasneb unafanya kazi kwa kiwango cha asilimia 99.9	Kila wakati	Bila malipo	Kujisajili na kupokea huduma kwa kutumia mfumo wa e-kasneb
6. Uchapishaji wa jarida la kasneb Newslite	Kuchapisha na kusambaza jarida la kasneb Newslite	Mara nne(4) kila mwaka	Bila malipo	Kupokea jarida la kasneb Newslite na kutoa maoni kulihusu

**kasneb imejitolea kutoa huduma za upeo wa juu bila mapendeleo wala chuki kwa wadau wetu wote.**

**Huduma yoyote ambayo haiambatani na viwango hivi ama afisa yeyote ambaye hatazingatia azma yetu ya kutoa huduma kwa heshima na ubora inafaa aripotiwe kwa:**

Afisa Mkuu Mtendaji

kasneb

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Barua pepe: info@kasneb.or.ke, marketing@kasneb.or.ke Tovuti:

www.kasneb.or.ke Facebook: kasnebOfficial, Twitter: @kasnebOfficial

Katibu wa Tume/Afisa Mkuu Mtendaji

Commission on Administrative Justice (Tume ya Uchunguzi wa Malalamishi ya Umma)

Ghorofa ya pili, West End Towers, Mkabala na Shule ya Upili ya Aga Khan, Waiyaki Way ama

Sanduku la Barua 20414, 00200 Nairobi, Simu: +254-020-2270000/2303000/2603765/24412211/8030666

Barua pepe: info@ombudsman.go.ke (kwa maswali ya kijumla),

complain@ombudsman.go.ke (kwa malalamishi) Tovuti: www.ombudsman.go.ke



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