



**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