



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 four (4) rings | Free | Call 020 4923000, 254722201214 254734600624 |
| | 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 and the ekasneb support system |
| | 1.4 Post/Courier/Drop in's (a) General Correspondence (b) Technical | Within five (5) working days Within ten (10) working days | Free Free | Lodge queries through the official email and social media pages and the ekasneb support system |
| 2. Examinations 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 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 thirty (30) 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 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 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 | Annually or as need arises for minor review | Free | Ongoing feedback on the syllabuses Participation in the syllabuses review |
| | 2.7 Process of disciplinary cases | Action taken within (sixty)60 days after discretion of the examination committee | free | An explanation letter |
| | 2.8 Processing of confirmation letters | Processed within two (2) working days | Fee required is kshs 300.00 | An official request of confirmation |
| | 2.9 Processing of deferment application | Processed within twenty one (21) days after application | free | An official request abiding rules of deferment |
| 3. Bank Payment channels for fees Bank Account No. KCB 1203681194 NBK 001031572601 Coop 1129128535900 Equity 170299238025 | Process payments after receipt of all relevant and valid documents | Process payments after receipt of all relevant and valid documents | free | Issue receipts of payments following completion of transaction |
| 4. 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 |
| 5. 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 |
| 6. e-kasneb services | Ensure uptime of e-kasneb of upto 99.9% | Continuously | Free | Sign up and transact through e-kasneb application |
| 7. Publication of the kasneb | Publish and distribute kasneb newslines online | Three (3) times a year | free | Receiving kasneb newslines and giving comments about it |

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

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 | Muda 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 nne (4) | Bila malipo | Piga simu kwa nambari 020 4923000, 254722201214, 254734600624 |
| | 1.2 Kuwahudumia wageni | Katika kipindi cha dakika kumi na tano (15) baada ya mgeni kuwasili | Bila malipo | Tembelea afisi za kasneb katika makao makuu 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 cha saa moja (1) | Bila malipo Bila malipo | Kuuliza maswali kupitia anwani rasmi ya barua pepe, mitandao ya kijamii na kupitia mfumo wa huduma za kieletroniki wa e-kasnebi |
| | 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 | Kuuliza maswali kupitia anwani rasmi ya barua pepe, mitandao ya kijamii na kupitia mfumo wa huduma za kieletroniki wa e-kasnebi |
| 2. Mitihani na huduma zinazohusiana | 2.1 Kuwasilisha mitihani kwa watahiniwa kwa wakati na mda ulioratibiwa | Mara tatu kila mwaka katika miezi ya Aprili, Agosti na Disemba ama kama itakavyo idhinishwa na halmashauri simamizi | 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 Kutumia anwani inayoaminika ya barua pepe |
| | 2.3 Kuwasilisha matokeo ya mtihani kwa watahiniwa | Katika kipindi cha siku thelathini (30) rasmi za kufanya kazi kutoka siku ya mwisho ya kufanya mtihani | Bila malipo | Kupakua nakili ya 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 mitatu (3) baada ya kutolewa majibu ya mtihani yakidhibitisha kwamba mtihaniwa amefuzu katika daraja fulani ya mtihani ama mtihani wote | Bila malipo au kutoa ada ya kuhifadhi vyeti kwa mda Fulani miezi mbili baada ya kuvipeana vyeti | Kuchukua cheti cha kufuzu wewe mwenyewe kutoka afisi za kasneb ama kutoa maombi cheti kitumwe kwa njia ya usajili kupitia huduma ya posta |
| | 2.5 Kutoa vyeti vya idhini ya kutoa mafunzo kwa vyuo vilivyohitimu | Katika kipindi cha miezi nne (4) baada ya kupokea idhini ya kutoa mafunzo | 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 marekebisha mitaala ya masomo | Uhakiki na marekebisha ya kina ya mitaala katika kipindi cha miaka mitano (5) na uhakiki na marekebisha machache kila mwaka | Bila malipo | Kutoa maoni kuhusiana na mitaala ya masomo Kujihusisha katika uhakiki na marekebisha ya mitaala ya masomo |
| | 2.7 Kushughulikia kesi za kinidhamu za watahiniwa | Hatua kuchukuliwa katika kipindi cha siku sitini (60) baada ya maamuzi na mwelekeo kutolewa na Kamati ya Mitihani | Bila malipo | Ushirikiano na maelezo kamili kutoka kwa mtahiniwa anayetuhumiwa |
| | 2.8 Utoaji wa barua za uthibitisho wa matokeo ya mtihani | Utoaji wa barua za uthibitisho wa matokeo ya mtihani | Ada inayohitajika ni Sh 300 | Ombi rasmi la uthibitisho wa matokeo ya mtihani kutoka kwa mtahiniwa |
| | 2.9 Kushughulikia maombi ya kuahirisha mtihani | Kushughulikia maombi ya kuahirisha mtihani | Bila malipo | Kutuma maombi ya kuahirisha mtihani pamoja na sababu muafaka Kutoa hakikisho la kuzingatia sheria za kanuni za kuahirisha mtihani |
| 3. Njia za kulipia ada za huduma mbalimbali Benki Namba ya Paybill Namba ya Akaunti KCB 204777 203681194 Coop 849919 1129128535900 Equity 4015233 017029923802 | Kutoa stakabadhi za malipo baada ya kupokea hati zote husika | Katika kipindi cha siku tatu (3) baada ya malipo kupokelewa | Bila malipo | Kutoa stakabadhi za malipo baada ya kupokea hati zote husika |
| 4. 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 |
| 5. 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 |
| 6. 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 |
| 7. 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

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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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