



REF: KNEC/EA/EM/KCPE/KCSE/CIR/018/001

26th June, 2018

- To all:
- i) County Directors of Education (MoE)
 - ii) TSC County Directors
 - iii) Sub County Directors of Education
 - iv) TSC Sub County Directors
 - v) Principals of Secondary Schools
 - vi) Headteachers of Primary Schools
 - vii) Principals of Tertiary Institutions

NOTIFICATION FOR ONLINE SUBMISSION AND PROCESSING OF EXAMINATIONS QUERIES AND OTHER SERVICES

1.0 INTRODUCTION

The Kenya National Examinations Council (KNEC) has developed a **Query Management Information System (QMIS)** for online submission and processing of examination queries and other services for all the examinations. All queries shall be launched online using this system with effect from **1st July, 2018**. System users will be able to track the status of all their queries and services online. The system will only cater for queries and services on examinations that have already been conducted.

2.0 CATEGORIES OF QUERIES AND SERVICES

2.1 Examinations queries

Examinations related queries include:

- i) Candidate bio-data;
- ii) Results queries;
- iii) Certificates queries;
- iv) Queries from contracted professionals;
- v) Amendment of centre details.

2.2 Services available on QMIS platform

- i) Confirmation of examinations results;
- ii) Certification of examinations results;
- iii) Equation of foreign certificates.

3.0 MODE OF PAYMENT

Payments for all chargeable queries and services will be made through **M-PESA** with payment details provided by the system after the user launches a query or submit a request for a service.

4.0 QMIS SYSTEM SUPPORT

The support email address for the QMIS is **qmis@k nec.ac.ke** and user manual for the system is available online at the KNEC website (**https://www.knec.ac.ke**).

Please bring this information to the attention of other stakeholders.



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