



# THE KENYA NATIONAL EXAMINATIONS COUNCIL

## SERVICE CHARTER 6<sup>TH</sup> EDITION 2018

The Kenya National Examinations Council is dedicated to offering excellent services. Here is our service delivery commitment:

	SERVICE(S) RENDERED	RESPONSIBILITY	CUSTOMER OBLIGATION	USER CHARGE (KES)	TIME LINE
1.	Receive and record all cases and complaints	CEO/ Respective Departments	1.1. To provide accurate, adequate, factual and timely information 1.1 To provide feedback on the quality of KNEC services	Nil	Immediate
2.	Acknowledge and respond to all correspondences	CEO/ Respective Departments	2.1 To provide accurate, factual and timely information 2.2 Use correct channel of delivery	Nil	Written - 7 working days Telephone- Immediate
3.	Registration of candidates for KNEC Examinations	CEO/Director, Examination Administration	3.1 To register all candidates accurately before the end of the registration period for the respective examination 3.2 To pay for the registration fees (where applicable) 3.3 To confirm the accuracy of registration data	Fee charged depending on the examination	Two months
4.	Handling of examinations related queries	CEO/Director, Examination Administration	4.1 To channel all examinations related queries through the KNEC agents 4.2 Submission of the queries to KNEC 4.3 To lodge a query on examination results within 30 days from the date of release of results and within 60 days after release of certificates 4.4 To make payment where queries are lodged after the timelines stipulated in 4.3 above 4.5 Upload all the TP/CAT/Project/Course Work marks online as per the prescribed time frames	i) Penalty for late submission of queries: (a) KCSE, Post School and Teacher Education Examinations: 5,000/- (b) KCPE: 3,000/- ii) Penalty for late submission of TP/CAT/Project /Course Work marks 2,000/-	30 working days

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			4.6 Submit the hard copies of the uploaded marks to KNEC in time		
5.	Issuing of examination results and certificates	CEO/Director, Examination Administration	5.1 Candidates to access examination results immediately after release 5.2 Candidates to pick certificates from institutions eight (8) months after release of examination results	Nil	30 working days from release of certificates to Schools
6.	Recruitment of examiners	CEO/Director, Examination Administration	6.1 Meet selection criteria for each category 6.2 To apply for recruitment through the Principal of the respective institution 6.3 Successful completion of training	Nil	60 working days
7.	Recruitment of invigilators, supervisors, drivers and security personnel	CEO/Director, Examination Administration	7.1 To meet selection criteria 7.2 To sign and adhere to the terms of contracts including payments 7.3 To provide accurate, adequate, factual and timely supporting documents and other relevant information	Nil	30 working days before the start of examination
8.	Administration of Examinations	CEO/Director, Examination Administration	Field Administrators: 8.1 To adhere to rules and regulations governing examination administration 8.2 To conduct oneself with integrity during examinations	Nil	As timetabled
		CEO/Director, Examination Administration	Candidates: 8.3 To make oneself available and sit for the examination as timetabled 8.4 To conduct oneself with integrity during examinations	Nil	As timetabled
9.	Equation of Foreign Qualification	CEO/Director, Research and Quality Assurance	9.1 Adherence to guidelines set 9.2 To provide accurate and factual information and documents 9.3 To pay for the service on upon meeting the requirements where applicable	3480/- per certificate 1392/- for use of fax/email (Dispatch by Email is applicable for Equation only)	10 working days
10.	Provision of examination related data	CEO/Director, Research and Quality Assurance	10.1 To make formal request for data and indicate the purpose 10.2 To provide clear information on the data required and supporting documents	Varies according to the data required	10 working days

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			10.3 To pay for the service where applicable		
11.	Confirm authenticity of Certificates and Diplomas issued by KNEC	CEO/Director, Research and Quality Assurance	11.1 To provide accurate and factual information and documents 11.2 To pay for the service on application 11.3 Verification of ownership of certificate	a) Sending confirmation outside Kenya: 3, 480/- per certificate b) Sending confirmation within Kenya: 2, 320 /- per certificate c) Use of Fax to send confirmation within Kenya: 928/- per certificate d) Use of Fax to send confirmation outside Kenya: 1, 392/- per certificate e) Use of courier service is optional and clients meet the extra charges. Charges are based on distance of where the documents will be delivered	10 working days
12.	Examination results certification letter	CEO/Director, Research and Quality Assurance	12.1 To provide accurate and factual information and documents 12.2 To pay for the service on application	5,220/- per letter	5 working days
13.	Payment for goods and services	CEO/Deputy Director, Finance & Accounts	13.1 To provide accurate, adequate, factual and timely supporting documents 13.2 To deliver all goods or render services as per specifications	Nil	30 days from date of receipt of complete documentation for payment in Finance
14.	Payment of subsistence allowance for field officers and fuel for administration of examinations	CEO/Deputy Director, Finance & Accounts	14.1 To account for funds previously provided 14.2 To provide duly filled imprest application form 14.3 To provide budget estimates	Nil	30 working days from date of receipt of complete documentation in Finance
15.	Payment to supervisors, invigilators, drivers, security personnel and examiners	CEO/Deputy Director, Finance & Accounts	15.1 Successful completion of the assignment 15.2 Provision of timely and accurate personal information 15.3 To update KNEC on any change of material information including contacts	Nil	30 working days from date of receipt of complete documentation in Finance

	SERVICE(S) RENDERED	RESPONSIBILITY	CUSTOMER OBLIGATION	USER CHARGE (KES)	TIME LINE
16.	Payment for TD Contracted Professionals	CEO/Deputy Director, Finance & Accounts	16.1 Successful completion of the assignment 16.2 Provision of timely and accurate information	Nil	30 working days from date of receipt of complete documentation in Finance

## 17.0 CUSTOMER ENQUIRIES

NO	ENQUIRY	CONTACT OFFICE AND LOCATION	EMAIL AND TELEPHONE NUMBER
17.1	EXAMINERS, INVIGILATORS, SUPERVISORS, DRIVERS AND SECURITY PERSONNEL	FIELD ADMINISTRATION SERVICES INDUSTRIAL AREA ALONG LIKONI ROAD	<a href="mailto:fa@knec.ac.ke">fa@knec.ac.ke</a> si@knec.ac.ke (For Supervision and Invigilation) 0206650820/21/22, 0720741003
17.2	CONFIRMATION OF EXAMINATION RESULTS	ARCHIVES AND RECORDS OFFICE NEW MITIHANI HOUSE SOUTH C OFF MOMBASA ROAD	<a href="mailto:ARCHIVES@KNEC.AC.KE">ARCHIVES@KNEC.AC.KE</a> 0720741004, 0732333566
17.3	EQUATION OF CERTIFICATES	ARCHIVES AND RECORDS OFFICE NEW MITIHANI HOUSE SOUTH C OFF MOMBASA ROAD	<a href="mailto:equation@knec.ac.ke">equation@knec.ac.ke</a> 0771589758
17.4	QUERIES RELATED TO EXAMINATION REGISTRATION, EXAMINATION RESULTS AND CERTIFICATES	EXAMINATIONS MANAGEMENT DIVISION, NEW MITIHANI HOUSE SOUTH C OFF MOMBASA ROAD	em@knec.ac.ke - (For School and Teacher Education Examinations) – 0771813972 (KCSE) 0772069891 (KCPE) btea@knec.ac.ke - (For Business And Technical Examinations) 0771814060 (Business) 0771814259 (Technical)

For further enquiries, please contact the following:

- The Chief Executive Officer  
Kenya National Examinations Council  
P.O. Box 73598- 00200  
NAIROBI
- TELEPHONE CORRESPONDENCE**  
+254 20 2189531020 341098  
+254 20 341050/ +254 20 317419/ +254 20 317413
- WEBSITE:** [www.knec.ac.ke](http://www.knec.ac.ke)
- EMAIL CORRESPONDENCE:** [complaints@knec.ac.ke](mailto:complaints@knec.ac.ke), [info@knec.ac.ke](mailto:info@knec.ac.ke)

**FOR EXTERNAL HELP CONTACT:**

The Commission Secretary,  
Commission on Administrative Justice/office of the Ombudsman  
2<sup>nd</sup> Floor, West End Towers, Waiyaki Way- Westlands Tel:+254202270000/+254 202303000/+254 772125818  
P.O BOX 20414 – 00200 Nairobi, Kenya  
[complaints@ombudsman.go.ke](mailto:complaints@ombudsman.go.ke)

**For examination related queries, during KCSE and KCPE examination period and after the release of results, the following TOLL FREE numbers are available 24/7 as below;**

<b>0796975104/32</b>	<b>0797147335</b>
<b>0796974984/85</b>	<b>0797146835</b>