



THE KENYA NATIONAL EXAMINATIONS COUNCIL

Quality Assessment and Credible Examinations



KNEC is ISO 9001:2015 Certified

SERVICE CHARTER

7TH EDITION 2020

KNEC PROFILE

VISION STATEMENT

Quality Education Assessment and Credible Certification for a Value Based Society.

MISSION STATEMENT

To Assess Abilities and Certify Learner Achievements in Conformity with Global Standards.

MANDATE

According to section 10 of the Kenya National Examinations Council Act No. 29 of 2012; KNEC is mandated to:

- Set and maintain examination standards;
- Conduct public academic, technical and other national examinations within Kenya at basic and tertiary levels;
- Award certificates or diplomas to candidates in such examinations;
- Confirm authenticity of certificates or diplomas issued by the Council upon request by the government, public institutions, learning institutions, employers and other interested parties;
- Issue replacement certificates or diplomas to candidates in such examinations upon acceptable proof of loss or damage of the original;
- Undertake research on educational assessment;
- Advise any public institution on the development and use of any system of assessment when requested to do so, and in accordance with such terms and conditions as shall be mutually agreed between the Council and the public institution;
- Promote the international recognition of qualifications conferred by the Council;
- Advise the Government on any policy decision that is relevant to, or has implications on, the functions of the Council or the administration of examinations in Kenya and
- Do anything incidental or conducive to the performance of any of the preceding functions.



CORE VALUES

In its operations; the Council is guided by the following values:

- Accountability
- Integrity
- Team Spirit
- Professionalism
- Inclusiveness
- Quality Customer Service
- Innovativeness





KNEC

SERVICE CHARTER

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

No.	SERVICE(S) RENDERED	RESPONSIBILITY	CUSTOMER OBLIGATION	USER CHARGE (KES)	TIME LINE
1.0	Receive and Record All Cases and Complaints	CEO/Respective Departments	1.1. To provide accurate, adequate, factual and timely information 1.2 To provide feedback on the quality of KNEC services	Nil	Immediate
2.0	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
3.0	Registration of Candidates for KNEC Examinations/Assessments	CEO/Director, Examination Administration	3.1 To register all candidates accurately before the end of the registration period for the respective examination/assessment 3.2 To pay the requisite fees in full within the deadline given (where applicable) 3.3 To confirm the accuracy of registration data	Fee charged depending on the examination	Two (2) months
4.0	Issuing of Examination Results	CEO/Director, Examination Administration	4.1 Access KCPE/KCSE examination results after release 4.2 Candidates to pick certificates eight (8) months after the release of examination results	SMS results access charged as per the service provider Results Slips and Certificates at Nil cost	Immediately 30 working days after release of certificates to schools
5.0	Handling of Examinations Related Queries	CEO/Director, Examination Administration	5.1 To channel all examinations related queries through the KNEC agents 5.2 Online submission of the queries to KNEC 5.3 Queries on examination related matters to be raised within 30 working days after release of the examination results 5.4 Queries on certificates to be raised within 60 working days after the dispatch of certificates	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	30 working days



No.	SERVICE(S) RENDERED	RESPONSIBILITY	CUSTOMER OBLIGATION	USER CHARGE (KES)	TIME LINE
			5.5 Upload all the TP/CAT/Project/Course Work marks online as per the prescribed time frames 5.6 Submit the hard copies of the uploaded marks to KNEC in time	TP/CAT/Project /Course Work marks 2,000/=	
6.0	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	Kshs. 10,500 per trainee	60 working days
7.0	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
8.0	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
9.0	Equation of Foreign Qualifications	CEO/Deputy 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 upon meeting the requirements where applicable	3,480/= per certificate 1,392/= for use of fax/email (Dispatch by Email is applicable for Equation only)	14 working days from the date of receipt of complete documentation
10.0	Provision of Examination Related Data	CEO/Deputy 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 10.3 To pay for the service where applicable	Varies according to the data required	10 working days from the date of receipt of complete documentation
11.0	Confirmation of Examination Results	CEO/Deputy 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	10 working days from the date of receipt of complete documentation



No.	SERVICE(S) RENDERED	RESPONSIBILITY	CUSTOMER OBLIGATION	USER CHARGE (KES)	TIME LINE
				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	
12.0	Examination Results Certification Letter	CEO/Deputy 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	15 working days from the date of receipt of all requisite documentation
13.0	Payment for Goods and Services	CEO/Financial Controller	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
14.0	Payment of Subsistence Allowance for Field Officers and Fuel for Administration of Examinations	CEO/Financial Controller	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
15.0	Payment to Supervisors, Invigilators, Drivers, Security Personnel and Examiners	CEO/Financial Controller	15.1 Successful completion of the assignment 15.2 Provision and timely uploading of 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
16.0	Payment for Test Development Contracted Professionals	CEO/Financial Controller	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.	fa@k nec.ac.ke (Field Administration) sefa@k nec.ac.ke (School Examinations and Field Administration) si@k nec.ac.ke (Supervision and Invigilation) 0732 333 530, 0720 741 003
17.2	Confirmation of Examination Results	Archives and Records Office New Mitihani House South C, off Mombasa Road	archives@k nec.ac.ke 0720 741 091, 0732 333 780
17.3	Equation of Certificates	Archives and Records Office New Mitihani House South C, off Mombasa Road	equation@k nec.ac.ke 0720 741 091, 0732 333 780
17.4	Queries Related to Examination Registration, Examination Results and Certificates	Examinations Management Division, New Mitihani House South C, off Mombasa Road	em@k nec.ac.ke (School and Teacher Education Examinations) beabt@k nec.ac.ke (For Business and Technical Examinations) 020 331 7419/27, 020 334 1027, 0720 741 091, 0732 333 780

17.5	For Examination related queries, during KCSE and KCPE examinations period and after the release of results, Call the toll free Line 0800 724 900
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**FOR FURTHER ENQUIRIES,
PLEASE CONTACT THE FOLLOWING:**

1. The Chief Executive Officer
Kenya National Examinations Council
P.O. Box 73598- 00200
NAIROBI
2. **TELEPHONE CORRESPONDENCE**
+254 20 331 7419/27, 20 334 1027,
0720 741 091, 0732 333 780
+254 720 741 091, 732 333 780
3. **WEBSITE:** www.knec.ac.ke
4. **EMAIL CORRESPONDENCE:**
complains@knec.ac.ke, info@knec.ac.ke

FOR EXTERNAL HELP CONTACT:

The Commission Secretary,
Commission on Administrative Justice/
Office of the Ombudsman
Second Floor, West End Towers,
Waiyaki Way- Westlands
Tel: +254 20 227 0000, 20 230 3000,
+254 772 125 818
P.O BOX 20414 – 00200 Nairobi, Kenya.
complaints@ombudsman.go.ke

