



**Vision**

The authoritative examination and certification body in supply chain management

**Mission**

To provide the best-in-class research, certification and career development in supply chain management for sustainable development.

**Core values**

Integrity, Credibility, Engaging, Future-oriented, Professionalism, Accountability

**Mandate**

The prescribe and regulate syllabuses; conduct professional examinations, and certification of candidates satisfying examinations requirements in supply chain management and related disciplines; promotion of recognition of its qualifications nationally and in foreign countries and the accreditation of relevant training institutions in liaison with the ministry in charge of education.

## SERVICE CHARTER

Services rendered	Our commitment	Timelines	Charges	Customer/stakeholders' obligations
<b>1. Response to customer enquiries and other correspondence</b>	1.1 Answer telephone calls	Within four (4) rings	<b>Nil</b>	Call 0111 051 840, 0726244828, 0769878228
	1.2 Attend to visitors	Within ten (10) minutes of arrival	<b>Nil</b>	Visit KISEB offices
	1.3 Respond to enquiries: (a) Email (b) Social media	Within forty-eight (48) hours after notification/receipt	<b>Nil</b>	Lodge queries through the official email and social media pages and the KISEB support system
	1.4 Post/Courier/Drop in's (a) General Correspondence (b) Technical	Within five (5) working days Within ten (10) working days	<b>Nil</b>	Lodge queries through the official email and social media pages and the Student Portal support system
<b>2. Examinations and related services</b>	2.1 Registration of Candidates for Examinations/Assessments	Thrice a year, in April, August and December or otherwise as approved by the Board	<b>Registration, exemptions and Examination fee as prescribed by the Board</b>	<ul style="list-style-type: none"> <li>To register online and book for exams and exemptions accurately before the end of the registration period for the respective examination/assessment</li> <li>To pay the requisite fees in full within the set deadline</li> <li>To confirm the accuracy of registration data by downloading the timetable</li> </ul>
	2.2 Handling of Examinations-Related Queries	Within one (1) working day	<b>Nil</b>	<ul style="list-style-type: none"> <li>To channel all examination-related queries through the examinations office</li> <li>Online submission of the queries</li> <li>Queries on examination-related matters are to be raised within 14 days after marking</li> <li>Queries on certificates to be raised within 60 working days after the issue of the certificates</li> </ul>
	2.3 Administration of examinations	As timetabled	<b>Nil</b>	<ul style="list-style-type: none"> <li>Download the timetable from the system</li> <li>To make oneself available and sit for the examination as timetabled</li> <li>To conduct oneself with integrity during examinations</li> </ul>
	2.4 Release examination results	Within twenty (20) working days from the last date of the examination	<b>Nil</b>	<ul style="list-style-type: none"> <li>Download the result notification from the student portal</li> <li>Provide a reliable email address</li> </ul>
	2.5 Examinations appeals	Within two weeks (14) working days from the last date of the examination	CPSP-K 7,500 APS-K 5,000 per paper	<ul style="list-style-type: none"> <li>Lodge queries through the official email</li> <li>To pay the requisite fees in full within the deadline given</li> </ul>

	2.6 Examination Results and Completion Letter	Within forty-eight (48) hours after notification/receipt	Nil	Lodge queries through the official email/Examinations system
	2.7 Issue certificates to successful candidates	Within four (4) months or year of sitting after the release of results for the qualification or part-qualification as applicable	Nil or herein payment of storage charges if due i.e., two months after issuance of the certificates-Kshs. 100/month	Collect the certificate in person from the KISEB office or request to be posted by registered mail
	2.8 Issue accreditation certificates to qualifying training institutions	Within seven (7) days of approval for accreditation	Nil	Collect the certificate in person from KISEB office or request to be posted by registered mail
	2.9 Review the examinations syllabuses	Major review- 4yrs Minor review- 2yrs	Nil	Ongoing feedback on the syllabuses. Participation in the syllabuses review
	3.0 Process of disciplinary cases	Within thirty (30) days after the examination	Nil	Provide an explanation letter. In-person interview
	3.1 Processing of confirmation letters	Processed within a day (1) working days	Nil	An official request of confirmation
	3.2 Processing of deferment application	Processed within twenty-one (21) days after application	Nil	An official request abiding rules of deferment
	3.3 Recruitment of setters, moderators and markers	Thrice a year, during April, August and December sitting or otherwise as approved by the Board	Nil	<ul style="list-style-type: none"> <li>To meet selection criteria</li> <li>To sign and adhere to the terms of contracts including payments</li> <li>To provide accurate, adequate, factual and timely supporting documents and other relevant information</li> </ul>
<b>3. Bank Payment channels for fees</b> <b>Bank Account</b> <b>No. NBK 01020230718100</b>	3.4 Process payments after receipt of all relevant and valid documents 3.5 Issue receipts of payments following completion of a transaction	Immediate if online transaction Within 24 hours, if it is a bank deposit.	Free	Make required payments accurately
<b>4. Payment for goods and services</b>	4.1 Process payments after receipt of all relevant and valid documents 4.2 Make payment for goods and services supplied as per specifications	Within 14 days Within ten (14) days of receipt of a valid invoice, or as per contractual obligations	Free Free	<ul style="list-style-type: none"> <li>Successful completion of the assignment</li> <li>Provision and timely uploading of accurate personal information</li> </ul> Deliver quality products and services as per contractual obligations
<b>5. Procurement of goods and services</b>	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
<b>6. Access to Student Portal services</b>	Ensure real-time student portal update.	Continuously	Free	Sign up and transact through the student portal
<b>7. Publication of the KISEB Journal</b>	Publish and distribute KISEB journal online	Once a year	Free	Contribution and subscription

KISEB is committed to delivering an effective superior customer experience with no discrimination or prejudice whatsoever to any stakeholder. Any service that does not conform to the standards prescribed above or any officer who does not live up to the expectation in service delivery should be reported to:

Chief Executive Officer  
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