

KENAS is committed to providing quality services at all times in the best interest of all our customers. We continually strive to improve our standards of quality in every aspect of our services, ensuring customer satisfaction.

1. Accreditation Services

#	SERVICES RENDERED	CUSTOMER REQUIREMENTS	COST (KES)	TIMELINE
1	Review and acceptance of the application for accreditation	a) Duly completed Application for Accreditation Form (CIL-F-002-10) available on the KENAS website b) Signed Accreditation Agreement (AG-01) available on the KENAS website c) Proof of payment	KES 40,000	Feedback on receipt of an application is within 5 working days Processing of the application is done within 60 days
2	Document review	a) Provide the required documentation as requested in the Application for Accreditation Form b) Proof of payment c) Duly signed form (CIL-F-017-02, Standard Letter for Acceptance and Notification of Assessment) and compliance with its requirements	KES 95,000	Feedback on document review after 10 working days.
3	Onsite assessment	Fulfilment of Accreditation Agreement (AG-01)	KES 250,000	Assessment report issued after 10 working days
4	Review of corrective actions and close-out	Provide evidence of corrective and preventive actions taken within the specified timelines	If closure is onsite: to be invoiced	Review of CAPA after 10 working days, post assessment Close out for initial assessment 3 months and 1 month for periodic or reaccreditation
5	Re-accreditation	a) Duly filled Accreditation Agreement Form AG-01 b) Signed form CIL-F-017-02 and compliance with the requirements in the form c) Provide evidence of corrective actions undertaken	KES 250,000	Assessment report issued after 10 working days. 1 month to provide evidence.
6	Extension of accredited scope	a) Duly filled Application Form CIL-F-002-10 b) Duly filled accreditation agreement form AG-01 c) Duly signed form CIL-F-017-02 and compliance with the requirements in the form d) Provide evidence of corrective actions undertaken	KES 250,000 (minimum)	Response to request within 2 weeks. Assessment report issued within 10 working days. Review of CAPA after 10 working days, post assessment close out within 1 month.
7	Client complaints and compliments	a) CIL-F-018-02 Accreditation Process Feedback Form b) Customer Satisfaction Feedback Forms (STA-F-003-03)	Free	Acknowledgment of complaint or compliments within 5 working days and resolution or feedback within 21 days.
8	Appeals	To be handled by the Accreditation Appeals Tribunal	Fees advised by the Accreditation Appeals Tribunal	The CEO acknowledges forwarding the notice to the Tribunal within 7 working days.
9	Request for proposals for accreditation services	A written request via email or a formal letter	Free	Response within 5 working days.

***Granting of Accreditation:** KENAS will notify the award of accreditation status within 5 working days after the decision is made.

***Accreditation Status:** KENAS will update the status of all clients on its various communication channels 5 days after the decision is made.

2. Accreditation Related Training Services

#	SERVICES RENDERED	CUSTOMER REQUIREMENTS	COST (KES)	TIMELINE
1	Open schedule courses	Apply by filling out the registration form online (STA-F-006-03)	Application is free, but training costs vary, as guided by our annual training schedules	5 working days
2	In-house courses	Written request	Application is free, but training costs vary	5 working days
3	Issuance of certificate	Finishing the course	Free	Immediately for non-examinable courses
		Passing the exam	Free	7 days after training for the examinable courses

3. General Services

#	SERVICES RENDERED	CUSTOMER REQUIREMENTS	COST (KES)	TIMELINE
1	Verbal enquiries	Visit to KENAS offices / Telephone calls.	Free	Immediate
2	Written enquiries	Letter or e-mail.	Free	<ul style="list-style-type: none"> 5 working days for letters received by email. 5 working days for letters based on the Post Office delivery date
3	Request for quotations for procurement services	Duly filled in the request-for-quotations form KENAS	Free	7 working days after opening the quotation.
4	Tendering & request for proposals.	Tender document & proposal documents.	Free	As per the Public Procurement and Asset Disposal Act 2015, Public Procurement and Disposal Regulations 2006 & amended Regulations 2013. (30 days)
5	Issuance of LPO or LSO	None	Free	KENAS responds within 7 days.
6	Payments of Invoices	Invoice	Free	KENAS pays 30 days upon receipt of the invoice.
7	Client feedback (complaints and compliments)	a) Written complaint/compliment b) Email c) SMS d) Telephone call e) Verbal	Free	Acknowledgement of client feedback (complaints or compliments) within 5 working days, and resolution or feedback within 21 days

We are committed to courtesy and excellence in service delivery

KENAS promotes and upholds the national values of inclusivity, equality, and non-discrimination, and considers the needs of persons with disabilities and those who are marginalized.

Any service/good rendered that does not conform to the above standards or any officer who does not live up to the commitment to courtesy and excellence in Service Delivery should be reported to: -

THE CHIEF EXECUTIVE OFFICER

Kenya Accreditation Service (KENAS) 06 Masaba Road, Upperhill, Nairobi.
Tel: (+254) 725 227 640/787 395 679 or email: info@kenas.go.ke
Anti-corruption reporting: report@kenas.go.ke

THE COMMISSION SECRETARY/CHIEF EXECUTIVE OFFICER

Commission on Administrative Justice, 2nd Floor, West End Towers, Waiyaki Way, Nairobi.
P.O. Box 20414-00200 Nairobi Tel: +254 (0) 20 227 0000/230 3000
Email: certificationpc@ombudsman.go.ke