



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

## 1. Accreditation Services

#	Services Rendered	Customer Requirements	Cost (KES)	Timeline
1	Review and acceptance of application for accreditation and document review	a) Duly completed Application Form on our website. b) Provide required documentation as requested in the application for accreditation form. c) Signed Accreditation Agreement available on our website. d) Proof of payment.	135,000	Feedback on receipt of an application is within 5 (five) working days. Processing of application is done within 60 (sixty) days.
2	Review of resubmitted documents	a) Provide required documentation as requested. b) Proof of payment. c) Duly signed form - Standard Letter for Acceptance and Notification of Assessment and compliance to its requirements.	65,000	Feedback on document review after 10 (ten) working days.
3	On-site assessment	Fulfillment of Accreditation Agreement.	250,000	Assessment report issued after 10 (ten) 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 on site: to be invoiced.	Review of CAPA after 10 (ten) working days post-assessment. Closeout for initial assessment 3 (three) months and 1(one) month for periodic or re-accreditation.
5	Re-accreditation	a) Duly filled Accreditation Agreement Form. b) Signed form and compliance with the requirements in the form. c) Provide evidence of corrective actions undertaken.	250,000	Assessment report issued after 10 working days. 1 (one) month to provide evidence.
6	Extension of accredited scope	a) Duly filled Application Form b) Duly filled Accreditation Agreement Form c) Duly signed form and compliance with the requirements in the form. d) Provide evidence of corrective actions undertaken.	Rates as prescribed	Response to request within 2 (two) weeks. Assessment report issued after 10 working days. Review of CAPA after 10 (ten) working days Post Assessment close out within 1 (one) month.
7	Client complaints and compliments	a) Accreditation Process Feedback Form. b) Customer Satisfaction Feedback Forms.	Free	Acknowledgment of complaints or compliments within 5 (five) working days and resolution or feedback within 21 (twenty-one) days.
8	Appeals	To be handled by the Accreditation Appeals Tribunal.	Fees advised by the Accreditation Appeals Tribunal	CEO acknowledges and forwards the notice to the Tribunal within 7 (seven) working days.
9	Request for proposals for accreditation services	A written request via email or formal letter.	Free	Response within 5 (five) working days.

**\*Granting of Accreditation:** KENAS will notify the award of accreditations status within 5 (five) working days after the decision is made.

**\*Accreditation Status:** KENAS will update the status of all clients in 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 in the registration form online.	Application is free but training costs vary as guided by our annual training schedules.	5 (five) working days.
2	In-house courses	Written request	Free	5 (five) working days.
3	Issuance of certificate	Finishing the course	Free	Immediately for non-examinable.
		Passing the exam	Free	7 (seven) days after training for examinable.

## 3. General Services

#	Services Rendered	Customer Requirements	Cost (KES)	Time-line
1	Verbal enquiries	Visit to KENAS offices/Telephone calls.	Free	Immediately.
2	Written enquiries	Letter or e-mail.	Free	5 (five) working days for letters received on e-mail. 5 (five) working days for letters based on post office delivery date.
3	Request for quotations for procurement services	Duly filled in KENAS request-for-quotations form.	Free	7 (seven) 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, 2020 30 (thirty) days.
5	Issuance of LPO or LSO	None	Free	KENAS responds within 7(seven) days.
6	Payments of Invoices	Invoice	Free	KENAS pays 30 (thirty) days upon receipt of the invoice.
7	Client feedback (complaints and compliments)	a) Written complaint/compliment b) Telephone call c) Email d) Verbal e) SMS	Free	Acknowledgment of client feedback (complaints or compliments) within 5 (five) working days and resolution or feedback within 21(twenty-one) 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 takes into account 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) No.06, Masaba Road, Upper Hill, Nairobi.  
P. O. Box 47400-00100 Tel: (+254) 725 227 640 / 787 395 679 Email: info@kenyaaccreditation.org  
Anti-Corruption reporting: report@kenyaaccreditation.org

#### The Commission Secretary / Chief Executive Officer,

Commission on Administrative Justice  
2nd Floor, West End Towers, Waiyaki Way P. O. Box 20414-00200, Nairobi  
Tel: +254 (0) 20 2270000 / 2303000  
Email: certificationpc@ombudsman.go.ke