



— *Service Charter* —

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1. OVERVIEW OF ICPAK

1.1 Mandate

The Institute of Certified Public Accountants of Kenya (ICPAK) was established in 1978 through the Accountants Act CAP 531 and the subsequent revision in 2008. Under this Act, ICPAK mandate is;

- Promotion of standards of professional competence and practice amongst members of the Institute
- Promotion of research into the subject of accountancy and finance and related matters
- Promotion of international recognition of the Institute and the CPA (K) brand
- Advising KASNEB on matters relating to examination standards and policies
- Advising the Minister on matters relating to financial accountability in all sectors of the economy

1.2 Vision

“To be a globally recognized Professional Accountancy Institute”

1.3 Mission

To develop and regulate the accountancy profession in Kenya through;

- Supporting the CPA to be recognized globally as competent professionals who add value whilst serving and protecting the public interest.
- Building Sustainable Institutional Capacity to provide that support

1.4 Core Values and Stakeholder Value propositions

We are guided by our core values namely;

1. Respect
2. Integrity
3. Professionalism
4. Team Work
5. Innovation

1.5 Our Customers and Stakeholders

We define our customers as any individual

or entity that consumes our services and/or products in one way or another. Our customers make up our stakeholders and are identified as members, ICPAK Council, staff, Government, Media, Suppliers, Affiliates and Regulatory Institutions, General Public and users of financial information.

2. OUR SERVICE STANDARDS

2.1 Our Commitment to Quality Service

We recognize the diversity of our stakeholders. As such we are committed to provide our services without discrimination; irrespective of ethnic or regional origin, religion or gender and in accordance with the principles of diligence and fairness. In particular, we shall uphold our services as guided by our values on Credibility Professionalism, and Accountability while observing the internationally standards and practice.

2.2 Service Standards

- We shall promptly respond to your requests;
- All our services to you will be offered in a friendly and professional manner;
- We will work with our stakeholders to continuously improve our services.
- We will educate, inform and do our best to enhance Credibility Professionalism, and Accountability in the country.

2.3 We value your feedback

We welcome your comments and suggestions to help us improve the quality of our information, products and services. If you are not satisfied with the service you have received, or feel you have not been treated fairly or reasonably, by us or by someone delivering services on our behalf, please tell us. You can make a comment, suggestion, compliment or complaint to the Institute via email, telephone, letters, suggestion boxes or our website: www.icpak.com

3. MONITORING OUR PERFORMANCE

We shall be monitoring our performance continually to stay on the path of excellence.

4. HOW TO CONTACT US

Address:
P.O. Box 59963 00200
CPA Centre, Ruaraka,
Thika Road, Nairobi, Kenya
Email: icpak@icpak.com
or memberservices@icpak.com
Telephone: +254 020 2304226/7,
020 8068570/1

Mobile: 0727531006 / 0733856262 /
072146919 / 0721469796
Website: www.icpak.com

5. OUR SERVICES

Our Customer Service Charter commits us to measurable service targets. The staff and management of the Institute of Certified Public Accountants of Kenya (ICPAK) are accountable under this charter and will report on the results each year. We welcome any comments you have in regard to this Service Charter and our compliance with it.



Service Charter



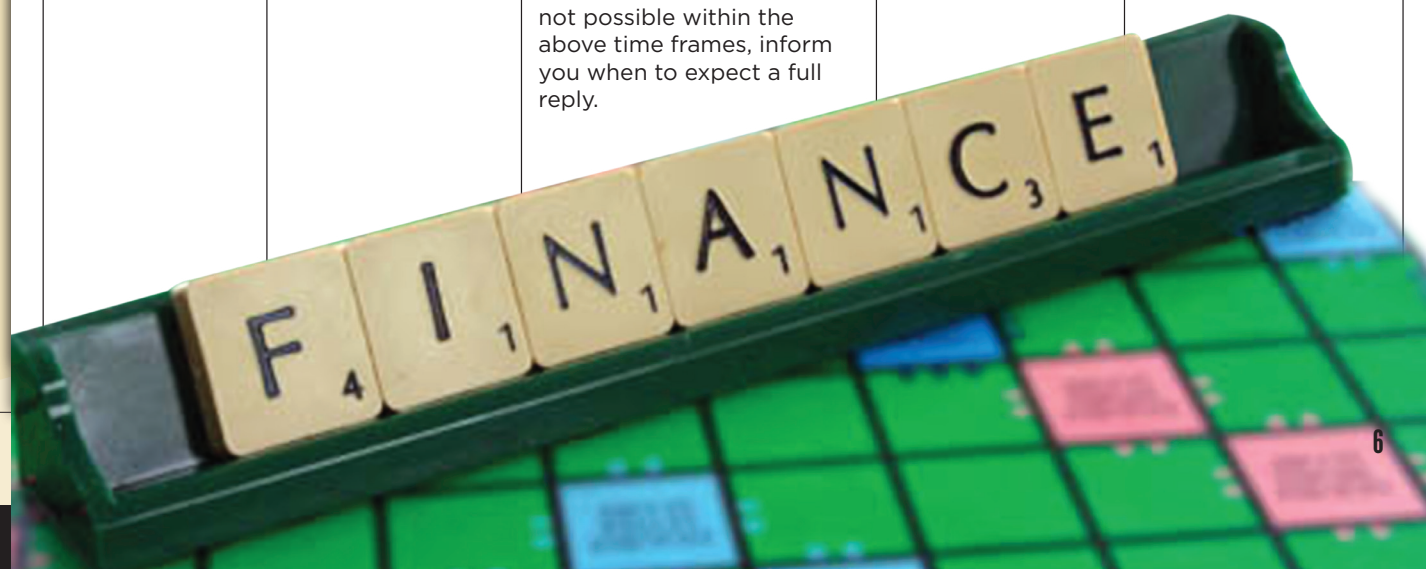
Nature of Service	Responsibility Centre	Our commitment	Applicable fee	Our Expectations from Stakeholders
Membership registration and Practicing certification issuance	Registration and Licensing Department	<ul style="list-style-type: none"> • Acknowledge application receipt within 2 working days • Approval by RQA Committee of all member applications within 67 days after date of application. • Communication of membership status 1 day after committee meeting • Issue signed membership certificates within the 1st month after the committee meeting 	<ul style="list-style-type: none"> • Associate member registration Kshs. 2,500 • Full member registration Fee • 1st January to 30th June <ul style="list-style-type: none"> • Kshs. 26,000 for Kenyans and Kshs 28,000 for Non-Kenyans • 1st July to 30th December - Kshs. 21,000 for Kenyans and Kshs 23,000 for Non-Kenyans • Member application via a foreign accountancy qualification - Kshs. 30,000 • Annual renewal member subscription fee - Kshs 10,000 • Practicing member application fee - Kshs. 10,000 • Non practicing members Kshs 10000 • Practicing members annual renewal fee - Kshs 20,000 • Oversees members annual renewal fee - Kshs 7,750 • Retired members annual renewal fee - Kshs 3,750 • Associate members annual renewal fee - Kshs 2,000 	<ul style="list-style-type: none"> • Duly filled application form with all the necessary attachments. • Paid up application fees
Training	Training & Development Department	<ul style="list-style-type: none"> • Publish annual CPD calendar by November of previous year. • Upload details of any upcoming CPD event at least one month before event date. • Acknowledge bookings to events within 1 working day. • Respond to CPD events' queries within 1 working day. • Issue certificates of participation by the end of the training or seminar for all CPD events. • Update CPD records from ICPAK events within 3 working days after end of seminar • Update CPD hours from non-ICPAK events within 3 working days from date of receipt of information. 	<p>Free</p> <p>Free</p> <p>Free</p> <p>Free</p> <p>Free</p> <p>Free</p>	<p>Channel queries on CPD to memberservices@icpak.com</p> <p>Registration and payment for CPD events within given deadlines.</p>
Reporting and support on professional standards	Compliance and Standards Department	<ul style="list-style-type: none"> • Respond to technical queries within 14 working days. • Provide responses/status reports to queries that need to be presented to the Committee within 3 days after committee meeting. 	<p>Free</p> <p>Free</p>	Technical query lodged.

Nature of Service	Responsibility Centre	Our commitment	Applicable fee	Our Expectations from Stakeholders
		<ul style="list-style-type: none"> • Provide technical guidelines/ interpretations on new standards within 14 working days after approval by council. 	Free	
Practice Monitoring	Compliance & Standards Department	<ul style="list-style-type: none"> • Review audit firms as per schedule. All audit firms reviewed within a 3- year cycle. • Issue draft review reports within 14 days after conclusion of review and final reports 1 week after committee meeting • Assurance on member registration and practice license applications within 15 working days. 	Free Free Free	Compliance by review as required
Letters of good standing	Compliance & Standards Department	<ul style="list-style-type: none"> • To be issued within 2 working days 	Free	A request to the Institute through a filled -out request form.
Disciplinary Issues	Legal Department	<ul style="list-style-type: none"> • Conduct investigations within the shortest time possible. • Progress reports on ongoing disciplinary cases monthly. 	Free Free	Lodge of a query or complaint Cooperation as required.
Supplier Payments	Finance Department	<ul style="list-style-type: none"> • Pay suppliers as per contractually agreed payment terms. • Pay staff claims, imprest, per diems and seminar facilitators' fees and within 5 working days of receipt of approved requests. 	Free Free	Receipt of invoices by 3rd of the following month. Approved requests
Subscription Receipts	Finance Department	<ul style="list-style-type: none"> • Receipt all payments and/or all proof of payment on the same day after receipt of payment proof 	Free	Submit remittance advice/ proof of payment for direct bankings/EFTs and or MPESA to the Institute.
Subscription fees to regional and international alliances	Finance Department	<ul style="list-style-type: none"> • Remit subscriptions within 30 days from receipt of request for payment or invoice. 		Invoice or request note
Council and Committee members' quarterly allowances	Finance Department	<ul style="list-style-type: none"> • Pay allowances monthly 		Account details to which payment will be made.
		<ul style="list-style-type: none"> • Issue tenders and requests for proposals within 5 working days after approval. • Source and obtain at least 3 quotations within 5 working days after receipt of approved requisitions. • Issue LPOs and LSOs within 2 days after Procurement Committee's approval 	Subject to procurement committee's decision and/or procurement policy Free Free	Submit Expressions of interest/quotations/ tenders as and when required. Submit approved requisitions

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Nature of Service	Responsibility Centre	Our commitment	Applicable fee	Our Expectations from Stakeholders
Procurement	Procurement Department	<ul style="list-style-type: none"> • Issue contracts within 21 working days after Procurement Committee's approval. • Acknowledge receipt of goods on same day of receipt. • Return rejected goods on same day of receipt. 	Free Free Free	Lodge in queries, complaints and or compliments in the prescribed manner. Treat our staff with dignity, courtesy and respect
Customer Service	All	<p>When you meet us we will:</p> <ul style="list-style-type: none"> • Identify ourselves by mentioning our names and the departments we are in. <p>When you visit our Secretariat offices, we will;</p> <ul style="list-style-type: none"> • Attend to you immediately or not later than 10 minutes where there was prior appointment • Where we aren't able to serve you immediately, we will advice you accordingly <p>When you call us, we will;</p> <ul style="list-style-type: none"> • Answer the telephone within 3 rings • Where first time resolution is not possible, refer you to staff who can help, or advice you of the next best step. <p>When you send us an email, letter or lodge in a query or complaint, we will;</p> <ul style="list-style-type: none"> • Acknowledge receipt within one (1) working day • Give a full response within three (3) working days for non-technical issues • For technical issues, give a response within 14 working days • Where the resolution is not possible within the above time frames, inform you when to expect a full reply. 	Free Free Free Free	





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