



INSTITUTE OF CERTIFIED PUBLIC ACCOUNTANTS
OF KENYA

SERVICE CHARTER

TABLE OF CONTENTS

1) Overview of ICPAK.....	3
2) Our services Goals.....	6
3) Our Promise Customer Experience Commitment.....	10
4) Customer Obligations.....	10
5) How to contact us.....	11
6) Complaints & Feedback.....	11

OVERVIEW

The Institute of Certified Public Accountants of Kenya (ICPAK) was established in 1978 through the Accountants' Act No. 15 of 2008. Under this Act, ICPAK's mandate is,

- a) To promote standards of professional competence and practice amongst members of the Institute.
- b) To promote research into the subject of accountancy and finance and related matters, and the publication of books, periodicals, journals, and articles in connection therewith.
- c) To promote international recognition of the Institute.
- d) To advise the Examinations Board on matters relating to examination standards and policies.
- e) To advise the Minister on matters relating to financial accountability in all sectors of the economy.
- f) To carry out any other functions prescribed for it under any of the other provisions of this Act or any other written law; and
- g) To do anything incidental or conducive to the performance of any of the preceding functions.

OUR VISION

A World-class Professional Accountancy Body.

OUR MISSION

To develop, regulate, and promote an internationally recognized accountancy profession that upholds public interest through capacity building, advocacy, innovation, and sustainable practices.

TAG LINE

ICPAK: Where Integrity Counts.

OUR CREDO

Credibility, Professionalism, Accountability

CORE VALUES

1. **Integrity;** Honesty, transparency, accountability in all actions.
2. **Professionalism;** Upholding high ethical standards in serving the public.
3. **Diversity and inclusion;** We embrace and celebrate diverse perspectives, ensuring a welcoming and supportive environment for all.
4. **Teamwork:** Achieving success through teamwork and embracing creativity for innovation.
5. **Stewardship:** Leading the way in sustainability and climate action for a greener future.
Dedicated to uplifting our community and nation.

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 below,

Stakeholder	Role & Expectations
Members	Members expect the Institute to provide quality, affordable and accessible services, innovative products, timely information regarding the profession, opportunities for placement and technical support.

Stakeholder	Role & Expectations
Staff	Members of staff expect a working environment in which they can fully utilize their abilities and experiences for the benefit of the Institute and its members. In return for their services staff expect fair compensation.
KASNEB	KASNEB marks the entry point for potential members in the journey towards ICPAK membership. Working closely with Kasneb ensures a seamless transition of CPA graduates to ICPAK.
Government	The Government expects the Institute to discharge its mandate as per the provisions of the Accountants Act, No. 15 of 2008. The Institute expects the Government to provide or facilitate a conducive environment in which it can discharge its functions.
Media	The media expects ICPAK to provide relevant and reliable information for public use on issues related to accountancy, governance, accountability, and related matters. The Institute expects the media to relay the information provided professionally.
Suppliers	ICPAK expects its suppliers to deliver quality goods and services in a timely manner at competitive prices; in return they expect compensation for services rendered.

Stakeholder	Role & Expectations
Affiliates and Regulatory Institutions (IFAC, PAFA, PAOs)	Adherence to obligations, agreements, and engagements geared towards fulfillment of each party's mandate and aspirations.
General Public & users of financial information	Expect relevant, reliable, and timely financial information from members. In addition, members are expected to discharge their services with credibility, professionalism, and accountability.

OUR SERVICE GOALS

The ICPAK Service Charter sets out clear, measurable service delivery targets to which the Institute's Staff and Management are fully accountable. Performance against these targets will be reviewed and reported annually. ICPAK encourages all stakeholders to actively provide feedback on the relevance, implementation, and adherence to the commitments outlined in this Charter.

Nature of Service	Our commitment	Timelines	Applicable fee	Our expectations from Stakeholders
1. Regulation, Licensing, and Compliance	1.1 Hold all RQA Committee meetings as scheduled for the year	Quarterly	Free	N/a
	1.2 Approve complete applications	Maximum of two (2) months from	Applicable fees	Complete online application with all the necessary attachments.

		the date of receipt		Paid up application fees
	1.3 Communicate application approvals	One (1) working day after Committee approval	Free	Submit correct contact details (phone, email)
	1.4 Issue membership certificates	1 month after application approvals	Free	Submit correct email address
	1.5 Review audit firms as per the schedule	All audit firms reviewed within a 3- year cycle.	Free	Submit duly completed pre-review form 5 working days before the review
	1.6. Issue review reports	Within 21 days after conclusion of review	Free	Respond to draft review report 10 working days after receipt of report
	1.7. Issue annual member and firm licenses	End of November of current year	Applicable fees	Paid up applicable fees and minimum CPD hours as required.
	1.8. Provide assurance of membership status	One (1) working day after receipt of request	Free	Channel request through emails icpak@icpak.com or memberservices@icpak.com or through letters to P.O Box 59963-00200 or hand delivered at the Institute's office.
2. Standards & Technical Services	2.1 Annual CPD calendar	CPD Calendar is uploaded on the website by December each year	Free	Channel queries on CPD to memberservices@icpak.com or marketing@icpak.com

				Registration and payment for CPD events within given deadlines.
	2.2 Upload details of any upcoming CPD event on the website and activate the booking link	At least two (2) months before the event date.	Free	Online event booking Payment of event charges
	2.3 Provide certificates of participation and access to seminar materials	Provide links to E-certificate within 2 working days after the event and materials	Free	Download certificate Access seminar materials
	2.4 Update of CPD units	ICPAK events Within 2 working days after the event Non-ICPAK events Within 1 week after online filing	Free	File accordingly and provide any supporting documentation Payment of event charges
3. Legal services	3.1 Provide legal opinion and advisory as and when required	14 working days from date of receipt of request	Free	Lodge request in writing through memberservices@icpak.com or letters to P.O Box 59963-00200 or hand delivered at the Institute's office.
	3.2 Conduct fair investigations on member disciplinary issues raised	Within 3 months from date of receipt of	Free	Lodge of a query or complaint

		complaint with monthly progress reports		
4. Finance	4.1 Make supplier payments for goods and services supplied as per specifications	Within 45 working days after receipt of invoice	Free	Deliver quality products and services as per contractual obligations
	4.2 Receipt all payments to the Institute	Mpesa and direct banking payments – Within 24 working hours EFT & RTGS payments – Within 3 working days	Free	Submit remittance advice/proof of payment
	4.3 Send out invoices and statements	Within 1 working day	Free	Updated contact details for access
5. Supply Chain Management	5.1 Follow procurement rules and regulations	Continuous	Respective tender fees	Deliver quality products and services as per the agreement
6. Member Value & Customer Experience	6.1 Answer telephone calls	Within 3 rings	Free	Telephone calls through the Call Centre
	6.2 Maintain an interactive and updated website and online pages for the Institute	Continuous	Free	Frequently visit ICPAK online pages, chat forum website, and lodge queries and/or provide feedback as appropriate
	6.3. Respond to enquiries through:	Give a full response within	Free	Lodge queries through the official email and the chat platform

	(a) Email	three (3) working days for non-technical issues and 14 days for technical issues		
	(b) Online chat	Within 2 minutes		
	6.4. Attend to our visitors	Within 5 minutes of arrival	Free	Visit ICPAK Secretariat and branch offices
	6.5. Acknowledge and respond to letters to the Institute a) General correspondence b) Technical	Within 2 working days after receipt Within 14 working days after receipt	Free	Written enquiries
7 Public Relations and Corporate Communications	7.1 Publish and circulate 'The Accountant' magazine	Bi- monthly	Free	Access the magazine and provide feedback
	7.2 Respond to social media enquiry	Within the same day	Free	Lodge queries through the official social media pages

OUR PROMISE AND CUSTOMER EXPERIENCE COMMITMENT

We recognize the diversity of our stakeholders. As such, we are committed to providing our services without discrimination, irrespective of ethnic or regional origin, religion, or gender, and in accordance with the principles of diligence and fairness, and natural justice. We shall uphold our services as guided by our core values of **Integrity, Professionalism, Diversity and Inclusivity, Teamwork, and Stewardship** while observing international standards and practices.

We acknowledge that we may have access to your personal information. We shall ensure that such information is kept confidential and shall not be used, disclosed, furnished, or made accessible to anyone other than authorised ICPAK employees, agents, and stakeholders as necessary, to carry out the Institute's mandate. With your help, we will keep your personal information complete and up to date.

CUSTOMER OBLIGATIONS - HOW YOU CAN HELP US SERVE YOU BETTER

In all your dealings with us, we ask that you:

- i. Tell us if you have special needs.
- ii. Be honest and straightforward.
- iii. Treat our staff with courtesy and respect.
- iv. Do not offer gifts, bribes, money, or other favors to our staff.

CONTACT INFORMATION

ICPAK Head office, CPA Centre, Ruaraka, Thika Road Nairobi, Kenya

P.O. BOX 59963-00200

Nairobi.

Telephone: +254 719 074 000

Email address: icpak@icpak.com or memberservices@icpak.com or marketing@icpak.com

Website: www.icpak.com

Facebook: [ICPAK](#) X: [ICPAK_Kenya](#) LinkedIn: [ICPAK \(Institute of Certified Public Accountants of Kenya\)](#)

Youtube: [ICPAK Kenya](#) Instagram: [icpak_kenya](#)

COMPLAINTS AND FEEDBACK

ICPAK values and welcomes your feedback, either in the form of a complaint, query or compliment as way of improving our service delivery.

A compliment, suggestion, concern or complaint can be lodged to the Director, Member Value & Customer Experience through our contact details above or in person at our Head Office, Nairobi.

Our offices are open from **Monday to Friday** from **8 am to 5 pm** except on public holidays.