



"Promoting Sound Financial Reporting and Internal Audit Standards in the Public Sector"

Vision Statement

Globally acceptable standards on public sector financial accountability

Mission Statement

To prescribe and promote adoption of financial reporting, internal auditing and risk management standards in the public sector

CITIZEN DELIVERY CHARTER

Our Services and Commitments

NO	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST OF SERVICE	TIMELINES
1.	Provision of information to stakeholders	A formal request for information by the clients and stakeholders	Free	Within three (3) working days
2.	Stakeholder/ client feedback	A visit to PSASB offices by the customer	Free	- Within ten (10) minutes with an appointment, - Within 20 minutes without appointment
		Contact PSASB on the phone	Free	Within three (3) rings
		Written correspondences to PSASB	Free	Acknowledge within three (3) working days and respond between 7-14 working days
3.	Complaint handling	A complaint formally lodged with the PSASB	Free	Acknowledge within three

				(3) working days and response within seven (7) working days
		A complaint formally lodged with PSASB but does not fall within PSASB's mandate	Free	Within three (3) working days – the complaint will be referred to the relevant agency
4.	Payments of goods/services/ works to PSASB	Supporting documents: 1. Invoices 2. Credit note 3. Delivery note 4. Approved Contract etc	Free	Within 30 calendar days
5.	Procurement of goods and services	- Prequalification/ tender documents - Compliance with the Procurement and Disposal Act and Regulations	Free	Feedback within two (2) weeks
6.	Technical query	Formal inquiry in writing	Free	Acknowledge within three (3) working days and respond between seven (7) -14 working days
7.	Recruitment	Application letter and other requirements for a vacancy	Free	Six (6) months
8.	Information and Communication Technology	E-Learning ICT security User support Online application system E-mail and internet access	Free	Feedback within three (3) working days

We are Committed to Excellence in Service delivery

<p>The Chief Executive Officer Public Sector Accounting Standards Board (PSASB) CPA Centre, 8th Floor, Thika Road, Ruaraka P.O. Box 38831 - 00100 NAIROBI-KENYA Tel: 020 251 1557/0757924842 E-mail: info@psasb.go.ke</p>	<p>The Commission Secretary/Chief Executive Officer Commission for Administrative Justice West End Towers, 2nd Floor, Waiyaki Way P.O. Box 20414 – 20200, City Square Nairobi - Kenya</p> <p>Email: complain@ombudsman.go.ke or certificatepc@ombudsman.go.ke Telephone: +254(020)2270000/2303000/2603765/2441211/8030666</p> <p>website: www.ombudsman.go.ke</p>
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Signed:



Fredrick Riaga
Chief Executive Officer