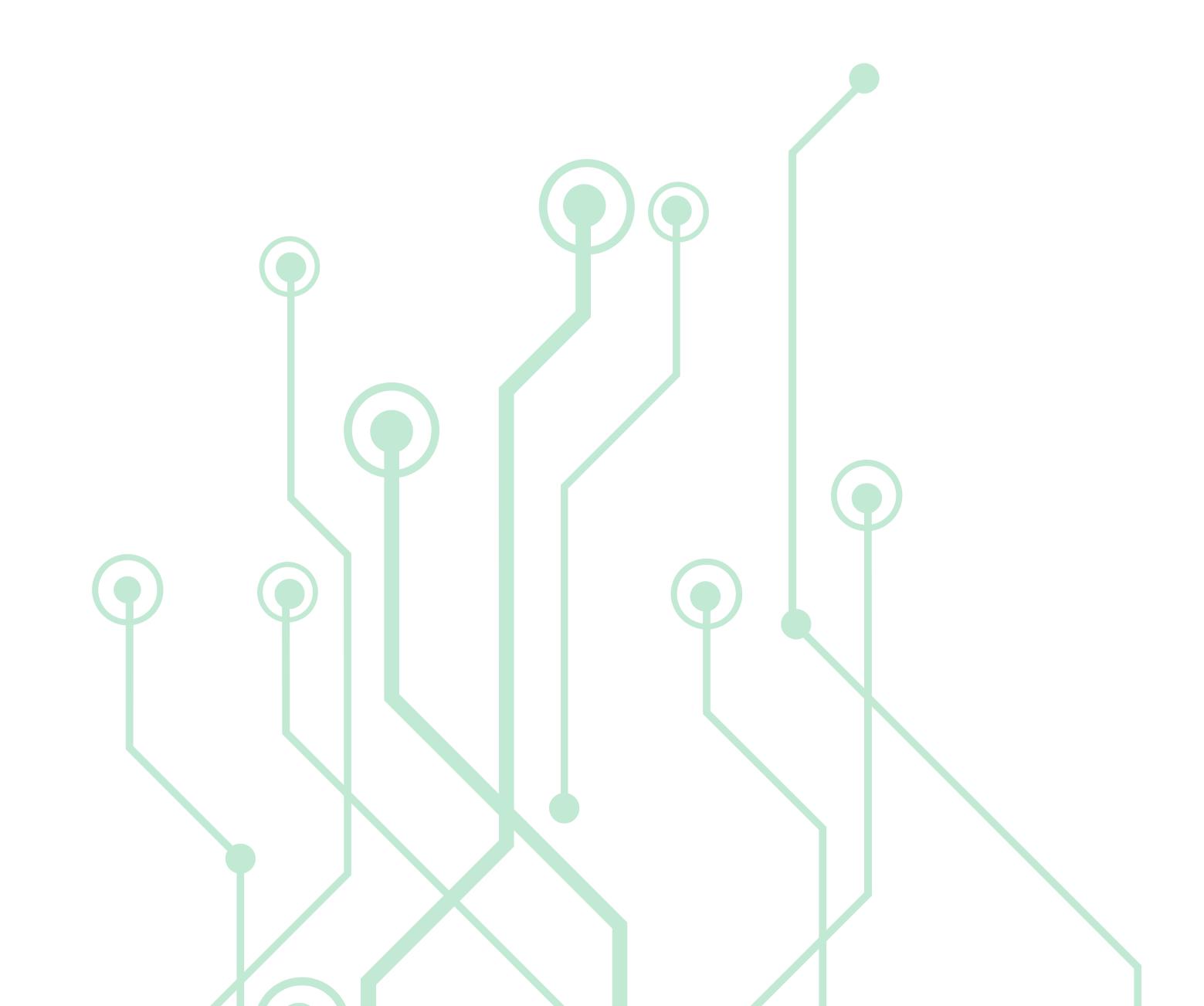


SERVICE CHARTER

In a bid to ensure that we provide quality services to the general public in an efficient manner, the Examinations Council of Zambia (ECZ) is committed to providing services in accordance with these standards.



NO.	SERVICE DESCRIPTION	OUR SERVICE STANDARDS
	Official Release of Examination Results	 Grade 7 Composite Examination results by 31st December. Junior Secondary School Leaving Examination (Grade 9) results by 31st December. Junior Secondary School Leaving (Grade 9) External Examination results by 15th October. School Certificate Examination (Grade 12) results by 31st January. General Certificate of Education (GCE) Examination results by 15th October. Teacher Education Diploma Examinations results by 31st January.
2	Notification of Examination Results	 via SMS system within 24 hours after official announcement via online Statement of Results within 5 working days after official announcement.
3	Candidate Registration	Register candidates between 1st October in the year preceding the examination and 31st January of the examination year.
4	Centre Registration	Register and notify all approved examination centres within a month from the time of approval.
5	Certification	Issue certificates within 9 months after the release of examination results.
6	Resolution of Queries	 Amend misspelt names within 5 working days. Resolve queries for missing marks and unprinted certificates within 21 working Days.
7	Replacement of Statement of Results	Within 24 hours of receipt of request and applicable payment.
8	Verification/Confirmation of Results	Within 24 hours of receipt of request and applicable payment.
9	Accumulation of GCE Results	 Produce an accumulation statement within 48 hours of receipt of request and applicable payment. Produce an accumulation certificate within 15 working days of receipt of request and applicable payment.
10	Combination of Grade 9 Results	 Produce a combined statement of results within 48 hours of receipt of request and applicable payment. Produce a certificate within 15 working days of receipt of request and applicable payment.
11	Equating of Foreign Qualification to local standards	Within 5 working days after confirmation of results from issuing examination body and applicable payment.
12	Verification of Results for Institutions	According to the agreed terms of reference.
13	Issuing of Duplicate Certificates	Within 15 working days after receipt of applicable documentation and payment.
14	Permission to Reproduce Copyright materials	Within 10 working days after receipt of request applicable documentation and payment.
15	Remarking of Examination Scripts	 Give feedback within 14 working days from submission of appeal with necessary documentation. Provide the results within 5 working days after payment of remarking fees.
16	Email or written correspondence, we pledge to	Respond to your enquiry within 24 hours. Where the query is complex, we shall keep you informed of the progress.
17	Paying Examiners and Draft Setters	Within 4 months upon receipt of appropriate claim forms with valid bank accounts details.