



KENYA INSTITUTE OF MASS COMMUNICATION

CITIZEN SERVICE CHARTER (*REVISED*)

PREPARED BY CORPORATE COMMUNICATION DEPARTMENT

FEBRUARY 2016

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The Kenya Institute of Mass Communication Service Charter is a statement of intent to our clients that defines and declares who we are, our mandate, services we offer, standards expected from us by our clients and how our clients may seek redress if they are dissatisfied with services provided.

Currently, KIMC faces competition from other professional media training institutions, rapid changes in technology and market needs. Despite these worthy challenges, KIMC remains a reputable regional training centre in Mass Communication. It continues to serve as a technical service centre for government, other agencies, broadcast and other technical personnel. It is recognized nationally and regionally for its state of the art graduates.

The charter aims at providing an evaluation of our performance and acknowledgement of the significance of feedback in achieving the institutions continuous improvement in service provision.

WHO WE ARE

We are the oldest and most specialized middle level Technical and Mass Media training institution in the country and region as a whole. Our broad objective is to train Technical and Media Personnel suitable for the current job market demands and to meet the current and future market capacity needs.

ORGANIZATIONAL STRUCTURE

The Institute has a council that has Council charged with the responsibility of managing and administering the institute. The day to day management of the Institute carried out by the Director assisted by two deputy directors: one in charge of administration and finance and the other in charge of academics.

VISION

Become a centre of Excellency in Technical and Professional Mass Media Training in the region

MISSION

Train high quality technical and mass media personnel to serve in both local and international media and communications industry

OUR CORE VALUES

- Good corporate governance;
- Responsible corporate citizenship;
- Teamwork and creativity;
- Participation and inclusiveness;
- Excellence and professionalism;
- Truthfulness, accuracy, fairness and objectivity;
- Transparency and accountability;

- Integrity;
- Patriotism;
- Dynamism and Innovativeness;
- Inclusiveness;
- Customer orientation;
- Respect for and conservation of the environment.

OUR CORE FUNCTIONS

Functions of the Institute are set out in Legal Notice No. 197 of December 30, 2011 under the State Corporations Act Cap. 446 and they include the following:

- Offer training in communication and the cinematic-arts;
- Produce and disseminate products in communication and cinematic-arts for education and infotainment;
- Produce and disseminate mass media products for training and commercial purposes;
- Provide and advance education and training to appropriately qualified candidates, leading to the award of diplomas and certificates and such other qualifications as the Council may, from time to time prescribe;
- Conduct examinations for such academic awards as the Council may, from time to time prescribe;
- Develop as an institution of excellence in teaching, training, scholarship, entrepreneurship, innovation, research and consultancy services;
- Participate in resource generative services or commercial ventures and other activities for the benefit of the Institute, the community and stakeholders;
- Develop and provide educational, cultural, professional, technical and vocational services to the community and in particular foster corporate social responsibility and the development of performing arts; and
- Foster the general welfare of all staff and students.

OUR PRINCIPLES OF SERVICE DELIVERY

In our service delivery we pledge to:

- Serve our clients with dignity ,courtesy and respect;
- Uphold high standards of service;
- Provide services with diligence and integrity at all times;
- Utilize resources prudently to attain best value of our client, partners and other stake holders;
- Embrace dynamism and innovative practices through continuous improvement of systems and processes;
- Uphold transparency and accountability at all times;
- Discharge duties with enthusiasm and total commitment;
- Espouse the principles of natural justice at all times;
- Maintain appropriate confidentiality;
- Be effective and efficient;
- Embrace ethical practice by our staff and graduates.

OUR CLIENTS

- Students;
- Parents;
- Staff;
- Donors;
- Employers;
- Kenya National Examinations Council;
- Media houses;
- Suppliers;
- Government;
- Media colleges.

OUR CLIENTS EXPECTATIONS

Our clients expect efficient and effective provision of services as follows:

- An open and transparent students' admission process;
- Prompt and timely issuance of examination transcripts and certificates;
- Well maintained lecture rooms, studios, hostels, offices, and other facilities;
- A open competitive recruitment and promotions process;
- Efficient and effective performance appraisal system;
- Recognition and acknowledgement of donors;
- Modern information communications and technology facilities and services that are efficient and effective;
- Continuous and timely response to requests and enquires.

CLEINT'S OBLIGATIONS

The Institute expects its clients to:

- Treat staff with respect and courtesy;
- Provide sufficient and accurate information to enable us respond to requests promptly;
- Recognize that we serve a wide range of clients against limited resources;
- Prompt payment of all fees and levies;
- Support of our institute programmes and activities;
- Observe college rules and regulations;
- Provide feedback and comments on the services provided.

COMMITMENTS TO SERVICE DELIVERY/OUR STANDARDS

In our service delivery, we pledge that:

- Students admitted to the college shall receive admission letters 30 days prior to reporting date;
- Upon admission , students shall be issued with clear guidelines on academic programmes, college rules and disciplinary procedures;
- All lectures shall be conducted fully and on time , as per approved timetables;
- Graduation ceremonies shall be held on schedule;
- College certificates shall be issued within 60 days after graduation while
- College academic transcripts will be issued within 30 days upon graduation;
- Procurement of goods and services shall be expeditious and in line with government procedures;

- Payment vouchers shall be prepared within 2 days upon receipt of all necessary supporting documents;
- Examination results shall be released within a day after receiving them from examination bodies;
- Students proceedings on industrial attachment shall be released within a week after completion of course work;
- Enquiries shall be responded to within a week or immediately depending on their nature.

REDRESS MECHANISM

The institute Clients welcomes clients to make complaints, suggestions and compliments. These can be directed to the Director, KIMC by:

- i. Post;
- ii. In person;
- iii. Telephone;
- iv. E-mail;
- v. Hand delivery and dropping them in the office of Corporate Communication.

The Institute, in its efforts to handle complaints, will:

- Install and maintain a suggestions , complaints or compliments system;
- Install and maintain a corruption reporting box;
- Handle all complaints and reports through relevant head of divisions or departments and committees;
- Guarantee confidentiality and privacy in respect of complainant’s to safeguard the right of client. However, we encourage complainants to identify themselves given the practical difficulties of handling anonymous grievances;
- Communicate promptly to the clients on the actions taken on suggestions, complaints or compliments.

In case a client is dissatisfied with the solutions or advice given he/she may forward the complaints to:

The Director
 Kenya Institute of Mass Communication
 P.O. Box 42422 – 00100 NAIROBI
 Telephone: 6551555/6555907
 Mobile: 0708262895
 E-mail: info@kimc.ac.ke
 Website: www.kimc.ac.ke

APPROVED BY: DIRECTOR/CEO

NAME:

SIGNATURE:

DATE: