



KENYA INSTITUTE OF MASS COMMUNICATION

SERVICE DELIVERY CHARTER

Nos.	SERVICES OFFERED	COST	TIMELINES	REQUIREMENTS
1.	Response to inquiries	Nil	5 working days or immediately depending on their nature	Provision of contact details
2.	Processing of student applications for courses	1000/=	Within 30 days upon receipt of application	Application letter
3.	Posting of admission letters	Nil	30 days prior to reporting date	Provision of contact details
4.	Support services for students with Disabilities	Nil	First priority services i.e immediately	Must have support aids
5.	Conduction of Lectures	Nil	As per approved timetables	Fees payment and class attendance
6.	Release of examination results	Nil	Within one (1) week after receiving results from examination bodies and KIMC Academic Board	None
7.	Issuance of academic transcripts	Nil	Within 30 days upon request	<ul style="list-style-type: none"> ● No requirement for continuing students ● Student clearance letter for those who have completed the course
8.	Graduation Ceremony	2500/=	As per Academic Schedule	Student clearance
9.	Issuance of Certificates	Nil	Within 60 days after Graduation	Student clearance letter

HATI YA UTOAJI HUDUMA

NAMBARI	AINA YA HUDUMA	MALIPO	MUDA	MAHITAJI
1.	Kujibu kwa maswali ya wateja	Hamna malipo	Siku 5 za kazi au mara moja kulingana na asili ya ombi	Maelezo ya mawasiliano
2.	Kutadhimini barua za maombi ya kujiunga na KIMC	1000/=	Kati ya siku 30 baada ya kupokea maombi	Barua ya maombi
3.	Kutumia barua kwa waliofaulu kujiunga na KIMC	Hamna malipo	Siku 30 kabla ya tarehe ya kujiunga na KIMC	Nambari za mawasiliano
4.	Huduma maalum kwa wanafunzi wenye ulemavu	Hamna malipo	Mara moja	Mwanafunzi awe na vifaa vyake
5.	Uendeshaji wa masomo	Hamna malipo	Kulingana na ratiba ya masomo iliyodhinishwa	Malipo ya karo na kuhudhuria darasa
6.	Utoaji wa nakala za kitaaluma	Hamna malipo	Kati ya siku 30 baada ya ombi	Cheti cha kumaliza somo
7.	Kutolewa kwa matokeo ya mitihani	Hamna malipo	Kati ya wiki moja (1) baada ya kupokea matokeo	Hamna mahitaji
8.	Sherehe za kufuzu	2500/=	Kulingana na ratiba ya somo	Cheti cha kumaliza somo
9.	Utoaji wa vyeti baada ya kufuzu	Hamna malipo	Kati ya siku 60 baada ya kuhitimu	Cheti cha kumaliza somo

In cases where service delivery is perceived to be inefficient or ineffective, complaints should be reported to:

1. The Director, Kenya Institute of Mass Communication - Telephone +254 020 6555907, Cell : 0708 262 895

2. The Chief Executive Officer, Commission for Administrative Justice (Ombudsman) - Tel: 2303000

'HUDUMA BORA NI HAKI YAKO'

Signed :

M. Wcheke

DIRECTOR, KIMC

Date :

30-09-2019