



## KENYA INSTITUTE OF MASS COMMUNICATION

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### KIMC CITIZEN SERVICE DELIVERY CHARTER

(REVISED MARCH, 2023)

#### Vision

To be a Global Centre of Excellence in Communication Training and Research

#### Mission

To produce highly skilled technical and professional personnel through hands-on training for the communication sector

#### Motto

*We train tomorrow's media practitioners*

Nos	Service	Timelines	Cost	Requirements
1	Response to written communication	Within 14 working days	Nil	Present request appropriately
2	Processing of student course applications	Within 30 days upon receipt of the application	1000/=	Application letter and relevant academic documents
3	Registration of students	On the reporting day	1000/=	-Original ID -Admission Letter -Original Certificates -Proof of Fees payment
4	Issuance of student Identity cards	Within 24 hours after admission	Nil	As per admission regulations
5	Orientation of new Students	During 2 <sup>nd</sup> week of the term	Nil	Admitted and registered student
6	Support services for Persons living with disabilities (PLWDs)	First priority services	Nil	Must have support aids

7	Conducting Lectures	As per approved timetables	Nil	Fees payment and class attendance
8	Release of examination results	Within 7 days after receiving results from examination bodies and KIMC Academic Board	Nil	As per examination policy requirements
9	Issuance of academic transcripts	Within 1 week upon request	Nil	-No requirement for continuing students -Student clearance letter for those who have completed the course
10	Graduation Ceremony	As per Academic Schedule	2500/=	Student clearance
11	Issuance of Certificate	Within 60 days after Graduation	Nil	Student clearance letter
12	Replacement of Certificate	<ul style="list-style-type: none"> <li>• Within 7 days</li> </ul>	3000/=	Student request in writing accompanied with a police abstract
13	Replacement of transcripts	<ul style="list-style-type: none"> <li>• Within 7 days</li> </ul>	1000/= each	Student request in writing accompanied with a police abstract
14	Verification of Student Certificates and Transcripts	Within 7 days	Nil	Request from individual student/ agency


***"We train tomorrow's media practitioners"***

In case of complaints or compliments regarding our services, please contact:

1. The Director, Kenya Institute of Mass Communication- Telephone +254-020-699 7000, Cell: 0708 262 895 or Email: info@kimc.ac.ke
2. The Chief Executive Officer, Commission for Administrative Justice (Ombudsman)- Telephone: +254-20-2303000/2270000, Cell: 077125818, Toll Free 0800221349 or Email: info@ombudsman.go.ke

**'HUDUMA BORA NI HAKI YAKO'**

Signed: .....

  
Ag. DIRECTOR

Date: .....

28:08:2021