



REPUBLIC OF KENYA



MKATABA WA UTOAJI HUDUMA



Maono

Kuwa kituo bora cha ushindani kwenye mafunzo ya mawasiliano, sanaa ya ubunifu na utafiti



Misheni

Kuzalisha wanahabari wenye taaluma bora na ustadi wa kiufundi kwa sekta ya mawasiliano



Kauli Mbiu

Tunawaandaa waandishi wa habari wa hatma ya siku zijazo

NO.	HUDUMA	MUDA	MALIPO	MAHITAJI
1.	Majibu ya mawasiliano ya maandishi	Ndani ya siku kumi na nne za utenda kazi	Hakuna malipo	Wasilisha hitaji ipasavyo
2.	Usindikaji wa maombi ya wanafunzi ya kujiunga na kozi KIMC	Ndani ya siku thelathini baada ya kupokelewa kwa ombi	1,000/=	Kufanya maombi kupitia kwa mtandao wa e-citizen
3.	Ada dhati ya karo	Papo hapo	Hakuna Malipo	Kulingana na maelezo yaliyomo kwenye barua ya kujiunga na chuo
4.	Usajili wa wanafunzi	Siku ya usajili	Hakuna malipo	<ul style="list-style-type: none">Kitambulisho asiliBarua asili ya kujiunga na chuoVyeti asiliRisiti ya karo
5.	Utoaji wa vitambulisho vya wanafunzi	Ndani ya saa ishirini na nne baada ya kujiunga na chuo	Hakuna malipo	Kulingana na masharti yaliyo wekwa ya kujiunga na chuo kwa wanafunzi wapya
6.	Huduma za msaada kwa wanafunzi wenye ulemavu	Huduma za kipaumbele	Hakuna malipo	Aandamane na msaidizi/vifaa vya msaada
7.	Uendeshaji wa masomo	Kulingana na ratiba ya masomo iliyoidhinishwa	Hakuna malipo	Ulipaji wa karo na kuhudhuria darasa
8.	Kutolewa kwa matokeo ya mitihani	Ndani ya siku saba baada ya kupokea matokeo ya mitihani kutoka kwa Baraza la Kitaifa la Mitihani nchini (KNEC) na bodi ya usimamizi wa masomo ya KIMC	Hakuna malipo	Kulingana na mahitaji ya sera za mitihani
9.	Maombi ya kuruhisiwa kuanza masomo baadaye	Majibu kutolewa baada ya siku mbili	Hakuna malipo	Kufanya maombi kupitia kwa mtandao wa e-citizen
10.	Maombi ya kupewa malazi shuleni	Majibu kutolewa baada ya siku mbili za utenda kazi	Hakuna malipo	Kufanya maombi kupitia kwa mtandao wa e-citizen
11.	Utoaji wa nakala za kitaaluma	Ndani ya siku saba za utenda kazi baada ya kuwasilisha ombi	Hakuna malipo	<ul style="list-style-type: none">Hakuna mahitaji kwa wanafunzi wanaoendeleaCheti cha kumaliza kozi kwa wanafunzi waliomaliza
12.	Maombi ya kupewa vyeti vya kitaaluma kabla ya kufuzu	Ndani ya siku saba za utenda kazi baada ya kuwasilisha ombi	500	Kufanya maombi kupitia kwa mtandao wa e-citizen
13.	Sherehe ya kuhitimu	Kulingana na ratiba ya somo	2,500/=	Cheti cha kumaliza kozi
14.	Utoaji wa vyeti baada yakufuzu	Ndani ya siku sitini baada ya sherehe ya kuhitimu	Hakuna malipo	Cheti cha kumaliza kozi kwa wanafunzi waliomaliza
15.	Mbadala wa cheti cha Diploma kilichopotea	Ndani ya siku saba za utenda kazi baada ya kuwasilisha ombi	3,000/=	Ombi la mwanafunzi kwa njia ya maandishi ikiandamana na dhahania ya polisi
16.	Mbadala wa nakala zikitaaluma zilizopotea	Ndani ya siku saba za utenda kazi baada ya kuwasilisha ombi	1,000/ kwa kila moja	Ombi la mwanafunzi kwa njia ya maandishi ikiandamana na dhahania ya polisi
17.	Uthibitishaji wa vyeti vya kufuzu vya mwanafunzi na nakala za kitaaluma	Ndani ya siku saba za utenda kazi baada ya kuwasilisha ombi	Hakuna malipo	Ombi kutoka kwa mwanafunzi binafsi au nakala

“Tunawaandaa waandishi wa habari wa hatma ya siku zijazo”

TUMEJITOLEA KWA HESHIMA KATIKA UTOAJI WA HUDUMA BORA

Ili kutoa pongezi au malalamishi kuhusu huduma zetu, tafadhali wasiliana na:

Mkurugenzi Mkuu,
Taasisi ya Mawasiliano nchini Kenya
 - Kupitia simu ya rununu nambari: 0708 262 895
Barua pepe: info@kimc.ac.ke

Afisa Mkuu Mtendaji, Tume Huru ya Haki za Kiutawala (Ombudsman)
Kupitia simu ya ofisi nambari: +254-20-2303000/2270000 au simu ya rununu nambari: 077125818, au nambari isiyo ya malipo 0800221349 au kupitia barua pepe: info@ombudsman.go.ke

‘HUDUMA BORA NI HAKI YAKO’

SAHIHI (MKURUGENZI MKUU)

May 10, 2024
TAREHE



KIMC CITIZEN SERVICE DELIVERY CHARTER



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

NO.	SERVICE	TIMELINES	COST	REQUIREMENTS
1	Response to written communication	Within 14 working days	Nil	Present request appropriately
2	Processing of student course application	Within 30 days upon receipt of the application	1,000/=	<ul style="list-style-type: none"> Application vide e-citizen Academic documents
3	Course commitment fee	Instant	Nil	As per admission letter requirements
4	Registration of new students	On the reporting day	Nil	<ul style="list-style-type: none"> Original ID Admission Letter Original Certificates Proof of fees payment
5	Issuance of student Identity card	Within 24 hours after admission	Nil	As per admission regulations
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	Application for course deferment	✓ After 2 working days	Nil	Application vide e-citizen
10	Application for Hostel accommodation	✓ After 2 working days	Nil	Application vide e-citizen
11	Issuance of academic transcripts	Within 7 days upon receipt of request	Nil	<ul style="list-style-type: none"> No requirement for continuing students Clearance letter for students who have completed their course
12	Application for course completion certificate	✓ After 7 working days	500	Application vide e-citizen
13	Graduation Ceremony	As per Academic Schedule	2,500/=	A duly filled student clearance form
14	Issuance of Academic Certificate	Within 60 days after Graduation	Nil	Student clearance form
15	Replacement of Certificate	✓ Within 7 working days	3,000/=	Student request in writing accompanied with a police abstract
16	Replacement of transcripts	✓ Within 7 working days	1,000/= each	Student request in writing accompanied with a police abstract
17	Verification of Student Certificates and Transcripts	✓ Within 7 working days	Nil	Request from individual student/ agency

“We Train Tomorrow’s Media Practitioners”

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN QUALITY SERVICE DELIVERY

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

The Director, Kenya Institute of Mass Communication- Cell: 0708 262 895
 Email: info@kimc.ac.ke

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’

SIGNATURE (DIRECTOR/CEO)

DATE