



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	
2	Processing of student course application	Within 30 days upon receipt of the application	1,000/=	Present request appropriately
3	Course commitment fee	Instant	Nil	- Application vide e-citizen - Academic documents
4	Registration of new students	On the reporting day	Nil	As per admission letter requirements
5	Issuance of student Identity card	Within 24 hours after admission	Nil	- Original ID - Admission Letter - Original Certificates - Proof of fees payment
6	Support services for Persons living with disabilities (PLWDs)	First priority services	Nil	As per admission regulations
7	Conducting Lectures	As per approved timetables	Nil	Must have support aids
8	Release of examination results	Within 7 days after receiving results from examination bodies and KIMC Academic Board	Nil	Fees payment and class attendance
9	Application for course deferment	After 2 working days	Nil	As per examination policy requirements
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	Application vide e-citizen
12	Application for course completion certificate	After 7 working days	500	- No requirement for continuing students - Clearance letter for students who have completed their course
13	Graduation Ceremony	As per Academic Schedule	2,500/=	Application vide e-citizen
14	Issuance of Academic Certificate	Within 60 days after Graduation	Nil	A duly filled student clearance form
15	Replacement of Certificate	Within 7 working days	3,000/=	Student clearance form
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	Student request in writing accompanied with a police abstract
				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'

SAHIHI (MKURUGENZI MKUU)



REPUBLIC OF KENYA



MKATABA WA UTOAJI HUDUMA (TOLEO JIPYA)



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	• Kitambulisho asili • Barua asili ya kujiunga na chuo • Vyeti asili • Risiti 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 kwawanafunzi 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	• Hakuna mahitaji kwa wanafunzi wanaoendelea • Cheti 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 za kitaaluma zililopotea	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”

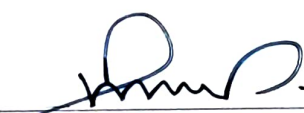
TUMEJITOlea KWA HESHIMA KATIKA UTOAJI WA HUDUMA BORA

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
(Ombudsmen)
📞 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

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SAHIHI (MKURUGENZI MKUU)