



KENYA INSTITUTE OF MASS COMMUNICATION

SERVICE DELIVERY CHARTER

S/No.	SERVICES OFFERED	COST	TIMELINES	REQUIREMENTS
1.	Processing of student applications for courses	1000/=	Within 30 days upon receipt of applications	Application Letters
2.	Posting of admission letters	Nil	30 days prior to reporting date	Provision of contact details
3.	Conduct of lectures	Nil	As per approved timetables	Fees Payment for the year, class attendance
4.	Graduation ceremonies	2500/=	As per Academic Schedule	Student clearance
5.	Issuance of certificates	Nil	Within 60 days after graduation	Student clearance
6.	Issuance of academic transcripts	Nil	Within 30 days upon request	Student clearance
7.	Release of examination results	Nil	Within 1 week after receiving them from examination bodies and KIMC Academic Board	N/A
8.	Response to inquiries	Nil	5 working days or immediately depending on their nature	Provision of contact details
9.	Support services for students with Disabilities	Nil	First Priority Service i.e. immediately	Accompanied by Aid



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MKATABA WA UTOAJI HUDUMA

NAMBARI	AINA YA HUDUMA	MALIPO	MUDA	MAHITAJI
1.	Kutadhimini barua za maombi ya kujiunga na KIMC	1000/=	Kati ya siku 30 baada ya kupokea maombi	Barua za Maombi
2.	Kutuma barua kwa waliofaulu kujiunga na KIMC	Hamna malipo	Siku 30 kabla ya tarehe ya kujiunga na KIMC	Nambari za mawasiliano
3.	Uendeshaji wa masomo	Hamna malipo	Kulingana na ratiba ya masomo iliyoidhinishwa	Malipo ya karo na kuhudhuria madarasa
4.	Sherehe za kufuzu	2500/=	Kulingana na Ratiba ya Elimu	Kibali cha mwanafunzi
5.	Utoaji wa vyeti vya kufuzu	Hamna malipo	Kati ya siku 60 baada ya kuhitimu	Kibali cha mwanafunzi
6.	Utoaji wa nakala za kitaaluma	Hamna malipo	Kati ya siku 30 baada ya ombi	Kibali cha mwanafunzi
7.	Kutangazwa kwa matokeo ya mitihani	Hamna malipo	Kati ya wiki moja (1) baada ya kupokea matokeo	Hamna mahitaji
8.	Kujibu kwa maswali ya wateja	Hamna malipo	Siku 5 za kazi au mara moja kulingana na asili yao	Maelezo ya mawasiliano
9.	Huduma maalum kwa wanafunzi wenye ulemavu	Hamna malipo	Huduma ya Kipaumbele au mara moja	Mwanafunzi aandamane na msaidizi wake