



KENYA INSTITUTE OF SURVEYING AND MAPPING

SERVICE DELIVERY CHARTER

Core Values: Honesty, Integrity, Fairness, Competency, Openness, Respect, Teamwork Transparency &Accountability

Vision: to become a center of excellence in training and research in disciplines of surveying, mapping and printing

Mission: to provide training for fostering qualified personnel in the fields of surveying, mapping and printing and to carry out research in these areas

SERVICE	REQUIREMENT TO OBTAIN SERVICE	COST	TIMELINE
ENQUIRIES AND ADMISSION			
Handling of inquiries	<ul style="list-style-type: none">None	Free	15 minutes
Response to correspondence	<ul style="list-style-type: none">Receipt of enquiries	Free	Within 2 working days
APPLICATION FOR COURSES			
Application for courses	<ul style="list-style-type: none">Application letterCopy of certificate / result slipNational id cardBirth certificateLeaving certificate	1000/=	At least 3 weeks to date of admission
Communication to successful applicants	<ul style="list-style-type: none">Proper contact address	Free	Within 2 working days after selection
Admission/ registration	<ul style="list-style-type: none">Completed admission formOriginal documents for verificationRecent passport photographPayment of required fee	Free	Within same day of reporting
(i) Initial student id card issuance (ii) Student id card replacement	i) Payment of fee as per fee structure ii) Police abstract, application for replacement, payment of replacement fee	(i)500/= (ii)500/=	(i)within 3 weeks of registration (ii) within 1 week of reporting
TUITION			
Tuition	<ul style="list-style-type: none">RegistrationClass attendance	As per fee structure	As stipulated by MOE(TVETA)
EVALUATION			
Internal examination	<ul style="list-style-type: none">As stipulated in the academic policy	As per fee structure	As per examination schedule
Supplementary examination	<ul style="list-style-type: none">Approval by Academic Board	500/= per paper	As per examination Schedule
Special examination	<ul style="list-style-type: none">Academic board Approval	Free	Within the first week of opening in the following academic year
Request for remarking of examination	<ul style="list-style-type: none">Written appealApproval by Academic Board	500/= per paper	Within 14 days of release of the regular examination results
Registration for external examination	<ul style="list-style-type: none">Full payment of tuition feesOriginal and copies of academic certificatesOriginal and copy of birth certificateOriginal and copy and national id.	Examination fee as per KNEC	As per examination schedule
Registration for refer papers(external examination)	<ul style="list-style-type: none">Written ApplicationApproval	As per the charges stipulated by the external Examiner	As per examination schedule
Repeat External Examination	<ul style="list-style-type: none">Written ApplicationLeaving CertificatePayment of fees	As per the charges stipulated by the external Examiner	As per examination schedule
CERTIFICATION			
Issuance of transcripts	<ul style="list-style-type: none">Fully registered studentPassed stage examsFully paid fees	Free	Within 1 month after the release of supplementary /special examination results
Replacement of lost transcripts or leaving certificate	<ul style="list-style-type: none">Application for replacementPolice abstract	1000/=	Within 7 working days
Issuance of leaving certificate	<ul style="list-style-type: none">Course completionCompleted clearance	Free	Immediately after clearance from all sections and departments.
Issuance of external transcript and certificate	<ul style="list-style-type: none">Dully filled clearance form	Free	Within 1 day
RECEIPTING			
Receipting of fees	<ul style="list-style-type: none">Bank slips	Free	Within 2 days
INDUSTRIAL ATTACHMENT			
Attachment of students	<ul style="list-style-type: none">Passed stage examinations	Free	As per attachment schedule
Assessment of students	<ul style="list-style-type: none">Industrial attachment logbook	Free	As per attachment assessment schedule
OTHERS			
Issuance of library card	<ul style="list-style-type: none">Registered student or staff	Free	Within 2 days
Issuance of meal card	<ul style="list-style-type: none">Be a boarderFull fee payment	Free	Within 1 day

THE PUBLIC SERVICE

Values & Principles: professionalism, efficiency, responsiveness, promptness, impartiality, equity, participatory decision making , equality, accuracy, timeliness, accountability & transparency, appreciation of diversity, competition and merit.