



KENYA INSTITUTE OF SURVEYING AND MAPPING

SERVICE DELIVERY CHARTER

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

Vision: to become a center of excellence in the region in training, research and consultancy in 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 and consultancy in these fields

SERVICE	REQUIREMENT TO OBTAIN SERVICE	COST	TIMELINE
ENQUIRIES AND ADMISSION			
Handling of inquiries	None	Free	15 minutes
Response to correspondence	Receipt of enquiries	Free	Within 2 working days
APPLICATION FOR COURSES			
Application for courses	- Application letter - Copy of certificate / result slip - National id card - Birth certificate - Leaving certificate	1000/=	At least 3 weeks to date of admission
Communication to successful applicants	Proper contact address	Free	Within 2 working days after selection
Admission/ registration	- Completed admission form - Original documents for verification - Recent passport photograph - Payment 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	- Registration - Class attendance	As per fee structure	As stipulated by MOE(TVETA)
EVALUATION			
Internal examination	As stipulated in the academic policy	As per fee structure	As per examination schedule
Supplementary examination	Approval by Academic Board	500/= per paper	As per examination Schedule
Special examination	Academic board Approval	Free	Within the first week of opening in the following academic year
Request for remarking of examination	- Written appeal - Approval by Academic Board	500/= per paper	Within 14 days of release of the regular examination results
Registration for external examination	- Full payment of tuition fees - Original and copies of academic certificates - Original and copy of birth certificate - Original and copy and national id.	Examination fee as per KNEC	As per examination schedule
Registration for refer papers(external examination)	- Written Application - Approval	As per the charges stipulated by the external Examiner	As per examination schedule
Repeat External Examination	- Written Application - Leaving Certificate - Payment of fees	As per the charges stipulated by the external Examiner	As per examination schedule
CERTIFICATION			
Issuance of transcripts	- Fully registered student - Passed stage exams - Fully paid fees	Free	Within 1 month after the release of supplementary /special examination results
Replacement of lost transcripts or leaving certificate	- Application for replacement - Police abstract	1000/=	Within 7 working days
Issuance of leaving certificate	- Course completion - Completed clearance	Free	Immediately after release of examination results
Issuance of external transcript and certificate	Dully filled clearance form	Free	Within 1 day
RECEIPTING			
Receipting of fees	Bank slips	Free	Within 2 days
INDUSTRIAL ATTACHMENT			
Attachment of students	Passed stage examinations	Free	As per attachment schedule
Assessment of students	Industrial attachment logbook	Free	As per attachment assessment schedule
OTHERS			
Issuance of library card	Registered student or staff	Free	Within 2 days
Issuance of meal card	- Be a boarder - Full 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.