



## KENYA INSTITUTE OF SPECIAL EDUCATION

# CITIZEN'S SERVICE DELIVERY CHARTER

Kenya Institute of Special Education (KISE) shall be guided by the need and desire to fulfil its mandate through provision of quality services to its clients.  
The service standards are indicated below:

| S/No. | SERVICE/GOOD RENDERED  | REQUIREMENTS TO OBTAIN SERVICE/GOOD  | COST OF SERVICE/GOOD  | TIMELINE   |
|-------|--|--|---|--|
| 1.    | Enquiries  | <ul style="list-style-type: none"> <li>• Email</li> <li>• Telephone enquiry</li> <li>• Physical</li> <li>• Social media</li> </ul>   | Free  | Immediate  |
| 2.    | Complaints resolution  | <ul style="list-style-type: none"> <li>• Written complaint</li> <li>• Verbal complaint</li> </ul>  | Free  | 7 Working Days   |
| 3.    | Admission to institute programmes                              | <ul style="list-style-type: none"> <li>• Meet entry requirements</li> <li>• Dully completed online application form</li> <li>• Copies of academic certificates</li> </ul>  | Free  | One Week   |
| 4.    | Registration of Students                                       | <ul style="list-style-type: none"> <li>• Admission letter</li> <li>• Original academic certificates</li> <li>• Requisite fees</li> <li>• Study leave (where applicable)</li> </ul>                                 | Free  | One Day  |
| 5.    | Training and learning  | Class attendance (online/physical)   | Free  | As per schedule  |
| 6.    | Examination  | <ul style="list-style-type: none"> <li>• Registration for examinations</li> <li>• Meet 80% threshold class attendance</li> </ul>   | As per guidelines   | As stipulated in KISE Academic Policy and KNEC regulations |
| 7.    | Clearance  | Fill clearance form  | Free  | One Day  |
| 8.    | Graduation   | Successful completion of the course  | As per fee guidelines   | As per academic calendar                                   |
| 9.    | Issuance of certificate/transcripts                            | Filled clearance form  | Free  | Upon notification  |
| 10.   | Replacement of internally issued certificate                   | Written request  | Kshs.3,000  | 2 Weeks  |
| 11.   | Library Services   | Membership requested and approval  | Membership fee Kshs.200 and kshs.50 per visit (non - students)<br>Free (Students) | As per schedule  |
| 12.   | Accommodation for resident students                            | Duly completed accommodation form  | As per fee guidelines   | 1 Day  |
| 13.   | Enrolment of learners to Inclusive Model Pre-Primary           | <ul style="list-style-type: none"> <li>• Assessment report (for children with special needs)</li> <li>• Birth certificate/notification</li> <li>• Immunization record</li> <li>• Fill registration form</li> </ul> | As per fee guideline  | One Day  |
| 14.   | Functional Assessment  | Booking  | Children (Free)<br>Adult (Kshs.500)   | As per schedule  |
| 15.   | Rehabilitation/Habilitation of persons with disabilities       | Assessment Report  | As stipulated   | As per client's need                                       |
| 16.   | Braille transcription and Kenyan Sign Language translation     | Local Service Order (LSO)  | As per prevailing charges   | As per schedule  |
| 17.   | Production of educational resources and assistive devices      | Local Purchase Order (LPO)   | As per prevailing charges   | As agreed with client                                      |
| 18.   | Community Outreach for assessment of persons with disabilities | Request for outreach   | Free  | As per schedule  |
| 19.   | Health and Wellness Services (Internal Clients)                | <ul style="list-style-type: none"> <li>• Identification</li> <li>• Walk -in</li> <li>• Booking</li> </ul>  | Free  | Immediate  |
| 20.   | Provision of Research and Consultancy Services                 | Formal request   | As per policy   | As agreed with client                                      |
| 21.   | Conference and hire of facilities                              | Enquiries and booking  | As per guidelines   | As agreed with the client                                  |
| 22.   | Payment for Supplied Goods and Services                        | Support documentation  | Free  | Within 30 calendar days.                                   |

### “Commitment to courtesy and excellence in service delivery”

Any service that does not conform to the above standards or any officer who does not live to commitment to courtesy and excellence to service delivery should be reported to the Director, Kenya Institute of Special Education, P. O. Box 48413 – 00100, Nairobi, Kenya. Tel: 020,8007977, Cell: 0734 801860, Email address [info@kise.ac.ke](mailto:info@kise.ac.ke) and Public Complaints Handling Committee – 0786392320 or 0719764561, Email: [complaints@kise.ac.ke](mailto:complaints@kise.ac.ke)

Or

Conduct Commission of Administrative Justice, P O Box 20414-00200, Nairobi. Tel: +254-0202274046, P O Box 20414-00200, Nairobi, Email: [complain@ombudsman.go.ke](mailto:complain@ombudsman.go.ke)