

WHO WE ARE

The Media Council of Kenya (MCK) is an independent national institution established by the Media Council Act, 2013 (the Act) to develop and regulate the media industry in Kenya in order to promote media freedom, professionalism and independence as set out in Article 34(5) of the constitution.

MISSION

To safeguard media freedom and enhance professionalism through setting media standards and ensuring compliance.

VISION

A professional, free and independent media accountable to the public.

VALUES

Professionalism, Innovation & Creativity, Accountability & Transparency, Independence and Teamwork.

S/No.	SERVICE/GOOD	REQUIREMENTS TO OBTAIN SERVICE/GOOD	COST OF SERVICE/GOOD	TIMELINE
1.	ACADEMY College Inspection and Curriculum Accreditation	(a) Dully Filled Form A – Curriculum Accreditation Application Form; (b) Duly filled Form B - Curriculum Accreditation Self- Assessment Form available in the Council's website	Free	30 Working days
2.	Grants	Filled Grants Application form https://www.mediacouncil.or.ke/form/grant-application	Free	30 Working days
3.	Training	Filled Training Request form https://www.mediacouncil.or.ke/academy/training/apply-for-a-training	Free	5 Working Days
4.	Accreditation	Apply through Accreditation portal: https://accreditation.mediacouncil.or.ke:882 Accreditation Hotline: 0110131447 Note: Media Practitioners will require a certificate from MCK	National KShs. 2,000/- Foreign Long Term KShs. 10,000 Short Term KShs. 5,000 Students KShs. 300	2 Working Days
		Card Replacement	KShs. 300	2 Working Days
		Media House Subscription https://accreditation.mediacouncil.or.ke:882/media-house/register	As per the rates on the gazette notice	7 Working Days
		Registration of Media Associations/Support Groups https://www.mediacouncil.or.ke/sites/default/files/downloads/Media_Associations_Submissions_Form.pdf	Free	7 Working Days
5.	Journalist Verification	Verification Number 40314 (Free SMS Service) https://www.mediacouncil.or.ke/accreditation/journalist-verification	Free	Immediate
6.	Media Complaints	Filed Complaint	Free	3 Working Day (Acknowledgement of receipt)
7.	Adjudication	Fill form in the Complaints Commission Website www.complaintscommission.or.ke	Free	5 Working Days
8.	Press Freedom Violations	Fill Form in the MCK website: https://www.mediacouncil.or.ke/form/report-violation Hotline: 0702 222 111	Free	Within 24 Hrs.
9.	Information Request	Fill form in the MCK website: https://www.mediacouncil.or.ke/services/information-request	Free	5 Working Days
10.	Corruption Reporting	Fill Form in the MCK website: https://www.mediacouncil.or.ke/complaint/corruption-reporting	Free	7 Working Days
11.	Public Complaints	Fill Form in the MCK website: https://www.mediacouncil.or.ke/complaint/service-complaints	Free	7 Working Days
12.	Procurement	Contract signing from date of acceptance	Free	30 Working Days
		Issuance of an LPO	Free	1 Working Day
13.	Payments	Invoice	Free	30 Working Days

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service/good rendered that does not conform to the above standards or any officer who does not live up to commitment to courtesy and excellence in Service Delivery should be reported to:

OUR KEY CONTACTS

The Chief Executive Officer, Media Council of Kenya

Ground Floor, Britam Centre, Mara/Ragati Road Junction,
Upper Hill, P.O.BOX 43132 00100 Nairobi, Kenya
Tel: +254 (020) 2737058 / +254 (020) 2716266, Mobile Number +254(0) 727 735 252
Email: info@mediacouncil.or.ke | Website: www.mediacouncil.or.ke

Commission on Administrative Justice,

West End Building, 2nd Floor,
P.O. Box 20414-00200 Tel: 254-02-2270000/2303000/2603765/2441211
Email: complain@ombudsman.go.ke