



KENYATTA UNIVERSITY
OFFICE OF THE EXECUTIVE DEAN, SCHOOL OF BUSINESS, ECONOMICS
AND TOURISM

SERVICE DELIVERY CHARTER

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SERVICES RENDERED	CUSTOMER REQUIREMENTS	CHARGES/COST (Ksh.)	TIME	RESPONSIBILITY
Unit Registration	- Download Unit Registration Form from KU website - Filled, signed and stamped unit registration form - Finance clearance	Nil	10 minutes	Examinations Office Clerks Administrators
Units Adjustment	Unit Adjustment Form indicating the unit/s to be adjusted	Nil	10 minutes	Examination Office Clerks
Confirmation of student unit registration data	Valid student ID/Registration No.	Nil	5 minutes	Examination Office Clerks
Issuance of Provisional result slips/Consolidated mark sheet	Valid student ID/Registration No.	Nil	5 minutes	Examination Office Clerks Administrators
Incomplete examinations query clearance	Caption approved by Senate	Nil	5 minutes	Examination Office Clerks
Processing of Postgraduate proposal	1. 2 copies of proposal (loosely bound) 2. Fee statement 3. Supervision tracking record 4. Minutes of Department/School defence meeting 5. Forwarding letter from the Chairman of Department	Nil	3 days	Executive Dean Chairman, School Board of Post Graduate studies Administrators

	6. Plagiarism report 7. Declaration of originality form. 8. Result slips (where necessary)			
Processing of Thesis/Projects	1. 4 copies of thesis (loosely bound) 2. Forwarding letter to Graduate School 3. Plagiarism report 4. Declaration of originality form 5. Supervision tracking record 6. Result slip (where necessary)	Nil	3 days	Executive Dean Chairman, School Board of Post Graduate Studies Administrators
Recommendation/ Letters of Introduction for students	1. Request letter from Employer/Sponsor/Student 2. Valid student ID/Registration No.	Nil	1 day	Executive Dean
Confirmation of student academic status	Valid student ID/Registration No.	Nil	10 minutes	Examinations Office Clerks
Classification of Finalists for graduation	Online application for graduation	Nil	1 month	Deputy Executive Dean School Examinations Coordinator Departmental Examinations Coordinator Examinations Office Clerks
Issuance of Inter/Intra School transfer letters	Valid student ID/Registration No.	Nil	5 minutes	Administrators
Gown issuance	1. Valid student ID/Registration No. 2. List of cleared students from Finance	Nil	10 minutes	Examinations Office Clerks Administrators
Gown receiving	1. Valid student ID/Registration No. 2. Confirmation of details in the Gown Management System	Nil	5 minutes	Examinations Office Clerks Administrators
Issuance of examination cards	1. Valid student ID 2. Lecturer evaluation	Nil	10 minutes	Examinations Office Clerks

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Changing student status to 'graduated'	Graduation List	Nil	5 minutes	School Examination Coordinators Administrators
Mentorship/career Counselling	Student request	Nil	Continuous	Executive Dean Chairman of Department Academic Advisors Administrators

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY.

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

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HUDUMA BORA NI HAKI YAKO