



KENYATTA UNIVERSITY
SCHOOL OF ENGINEERING AND TECHNOLOGY
DEPARTMENT OF COMPUTING AND INFORMATION TECHNOLOGY

SERVICE DELIVERY CHARTER

We are committed to courtesy and excellence in Service Delivery

SERVICES RENDERED	REQUIREMENTS	CHARGES	TIMELINE
Unit Registration	. Student Unit Registration Form . Finance clearance	Free	1 week
Units Adjustment	Unit Adjustment Form	Free	Immediate
Confirmation of student unit registration data	Student I/D	Free	Immediate
Release of Provisional results	Student I/D	Free	Immediate
Examinations result queries	. Missing unit marks form . Unit Registration form	Free	1 week
Processing of Postgraduate Proposal/thesis	. Fulfillment of all requirement	Free	1 month
Recommendation/Introductory letters/confirmation of units covered	. Student I/D . Request letter	Free	Immediate