



# KENYATTA UNIVERSITY

## DIRECTORATE OF DISABILITY SERVICES

### (DODS)

### SERVICE DELIVERY CHARTER

SERVICE RENDERED	REQUIREMENTS	CHARGES	TIMELINE
PROCESSING OF ACCOMMODATION QUERIES BY STUDENTS WITH DISABILITIES	FORMAL REQUEST	FREE	1 Day
PROVISION OF INDIVIDUAL ASSISTANCE TO WITH STUDENTS WITH DISABILITIES REQUIRING EXTRA TIME DURING EXAMS	FORMAL REQUEST	FREE	1 Week

PROCESSING OF REQUEST TO GET ASSISTIVE DEVICES	FORMAL REQUEST	FREE	1Day -2 Weeks
SENSITIZATION SEMINAR FOR NEW STUDENTS	FORMAL REQUEST	FREE	Quarterly
SENSITIZATION SEMINAR FOR NEW STAFF MEMBERS	FORMAL REQUEST	FREE	Once a year
PROVISION OF INFORMATION ON FINANCIAL ASSISTANCE TO PERSONS WITH DISABILITIES	FORMAL REQUEST	FREE	1 Day
PROVISION OF INFORMATION ON TAX EXCEPTION PROCEDURES	FORMAL REQUEST	FREE	1 Day

**We are committed to courtesy and promptness in service delivery!**