

9th June, 2015



KENYATTA UNIVERSITY

**OFFICE OF THE CHAIRMAN
DEPARTMENT OF AGRIBUSINESS MANAGEMENT AND TRADE
SCHOOL OF AGRICULTURE AND ENTERPRISE DEVELOPMENT**

SERVICE DELIVERY CHARTER

We are committed to Courtesy and Excellence in Service Delivery

SERVICES RENDERED	REQUIREMENTS	CHARGES	TIMELINE
Unit Registration	<ul style="list-style-type: none">• Student unit registration form.• Finance clearance	Free	Immediate
Units Adjustment	<ul style="list-style-type: none">• Units adjustment Form	Free	Immediate
Confirmation of student unit Registration Data	<ul style="list-style-type: none">• Student ID	Free	Immediate
Examinations Result Queries	<ul style="list-style-type: none">• Missing Unit marks Form• Result Slip	Free	1 day

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Processing of Postgraduate Proposal/Thesis	<ul style="list-style-type: none">• Fulfillment of all requirements	Free	2 weeks
Processing of Scholarship Awards & Research Grants	<ul style="list-style-type: none">• Application letter/Form• Recommendations	Free	2 weeks
Recommendation/Introductory Letters/Confirmation of Units covered	<ul style="list-style-type: none">• Student ID• Request letter	Free	Immediate

In case of complaints or compliments regarding the services offered please contact:

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