



**KENYATTA UNIVERSITY  
OFFICE OF THE DEAN  
SCHOOL OF ARCHITECTURE AND THE BUILT ENVIRONMENT (SABE)**

**SERVICE DELIVERY CHARTER**  
*(Revised May, 2018)*

**SABE is committed to courtesy and excellent in Service Delivery**

<b>SERVICES RENDERED</b>	<b>REQUIREMENTS</b>	<b>CHARGES</b>	<b>TIMELINES</b>
Unit Registration Outline registration of units	<ul style="list-style-type: none"> <li>• Finance Clearance</li> <li>• Unit Registration form</li> </ul>	Free As per university	Immediate 1 <sup>st</sup> week of the Semester Dates
Co-coordinator of teaching And training	<ul style="list-style-type: none"> <li>• Teaching learning Materials</li> <li>• Class attendance register</li> </ul>	Free As per university Tuition fee	As per University Semester Dates
Release of Students Results	<ul style="list-style-type: none"> <li>• Observing university Examination rules and Regulations</li> </ul>	Free	As per the University Examination Processing polices
Printing and issuing of Official result slips	<ul style="list-style-type: none"> <li>• Students ID</li> </ul>	Free	After the release of students results
Academic general enquires	<ul style="list-style-type: none"> <li>• Visit the Dean's office reception</li> </ul>	free	immediate
Examination Results Query	<ul style="list-style-type: none"> <li>• Missing Mark Form</li> </ul>	Free	1 day
Authority for Research Data Collection	<ul style="list-style-type: none"> <li>• Unit Registration Forms</li> <li>• Research Application Form</li> </ul>	Free	½ day
Recommendation Letter	Student ID	Free	Immediate
Introduction letter	Student ID	Free	Immediate
Clearance Graduation	<ul style="list-style-type: none"> <li>• Student ID</li> <li>• Clearance form</li> </ul>	Free	Immediate

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

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