



KENYATTA UNIVERSITY

OFFICE OF THE CHAIRMAN

DEPARTMENT OF COMMUNITY RESOURCE MANAGEMENT AND EXTENSION

SERVICE DELIVERY CHARTER

*We are committed to Courtesy and Excellence in Service Delivery*

SERVICES RENDERED	REQUIREMENTS	CHARGES	TIME-LINE
1. Unit Registration	<ul style="list-style-type: none"><li>• Duly Filled Units registration form</li><li>• Financial Clearance</li></ul>	• Free	Immediate
2. Teaching	<ul style="list-style-type: none"><li>• Course outline</li></ul>	• Free	First day of teaching as per class timetable
3. Examinations Result Queries	<ul style="list-style-type: none"><li>• Duly filled missing marks form</li><li>• Students profile</li><li>• Student ID Card</li></ul>	• Free	7 days
4. Processing post graduate proposal for departmental presentation	<ul style="list-style-type: none"><li>• 4 copies of proposal Signed by the student and the supervisors</li><li>• Nil fee balance statement signed by student finance officer</li></ul>	• Free	14 days
5. Processing post graduate proposal and thesis to the Dean of school	<ul style="list-style-type: none"><li>• 4 copies of proposal/thesis Signed by the student and the supervisors</li><li>• Nil fee balance statement signed by student finance officer</li><li>• A copy of the minutes of Departmental presentation</li></ul>	• Free	2 days

SERVICES RENDERED	REQUIREMENTS	CHARGES	TIME-LINE
6. Recommendation/Introductory letters	<ul style="list-style-type: none"> <li>Request letter</li> <li>Students ID</li> </ul>	<ul style="list-style-type: none"> <li>Free</li> </ul>	2 days
7. Processing CAT/Assignment Marks	<ul style="list-style-type: none"> <li>Duly completed missing marks form</li> <li>CAT or required paper/task</li> </ul>	<ul style="list-style-type: none"> <li>Free</li> </ul>	2 weeks from date of submission
8. Childcare (3 to 6 years)	<ul style="list-style-type: none"> <li>Admission fee</li> <li>Fee Payment</li> <li>Progress Report</li> </ul>	<ul style="list-style-type: none"> <li>Ksh. 500</li> <li>Ksh. 8,000</li> <li>Free</li> </ul>	Day 1 of admission  Within the first 6 weeks of opening  Per Term
9. Baby Day Care (3-36 months)	<ul style="list-style-type: none"> <li>Fee for half day baby care</li> <li>Fee for half day baby care</li> <li>Daily Report</li> </ul>	<ul style="list-style-type: none"> <li>Kshs.250</li> <li>Kshs.400</li> <li>Free</li> </ul>	For a period less than 5 hours  For a period more than 5 hours  At pick up

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