



KENYATTA UNIVERSITY  
DEPARTMENT OF FOOD, NUTRITION & DIETETICS

SERVICE DELIVERY CHARTER

We are committed to Courtesy and Excellence in Service Delivery

Service Rendered	Requirements	Charges	Timeline
Registration of Units	-Student Units Registration Form -List of Units Being Offered -Finance Clearance -Unit Registration Criteria	Free	1 Day
Adjustments of Registered Units	-Unit Adjustment Form -Student Registration Form	Free	1 Day
Timetable Clashing (Examination/Teaching)	-Specimen Timetables in Conflict	Free	1 Day
Teaching	- Learning Materials -Course Outline	Free	As per Timetable
Academic Counseling	-Request From the Students -Poor Performance	Free	1 Day
Personal Counseling	-Request by Student	Free	2 Days
Examination	-Student Identity Card -Examination Card -Name in the E10 Form	Free	As per Exam Timetable
Examination Result Queries	-Missing Units Marks Form -Examination Query Form -Provisional Result Slip	Free	1 Week
Proposal/Thesis Presentation Seminar	-Request by student	Free	3 Weeks
Processing and Submission of Proposal/Thesis to School Board	-Signed Proposal/Thesis by Supervisors -Fees Statement with a Nil Balance -Minutes of Seminar Presentation -Progress Reports	Free	2 Weeks
Practicum Introduction Letter	-Practicum Request Form	Free	2 Days
Recommendation Letter	-Request by the Students -Letter of Completion	Free	2 Days

	-Result Slip		
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Incase of Complains or Compliments regarding the services offered please Contact

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