



# KENYATTA UNIVERSITY

## DEPARTMENT OF MEDICAL MICROBIOLOGY AND PARASITOLOGY

### SERVICE DELIVERY CHARTER

Email: [chairman-medmicropar@ku.ac.ke](mailto:chairman-medmicropar@ku.ac.ke)

Tel:+254-20-8703300 Ciso:3376/3377

***We are committed to courtesy and excellence in Service Delivery***

The Departments core functions: Teaching and Examination of Medical Microbiology and Parasitology to students in the School of Medicine.

NO.	SERVICES RENDERED	REQUIREMENTS	CHARGES	TIMELINE	RESPONSIBILITY
1.	Unit Registration	<ul style="list-style-type: none"> <li>▪ Student Unit Registration Form</li> <li>▪ Finance clearance</li> </ul>	Free	Immediate	Chairman
2.	Provision of lecture, C.A.T and Practicals schedules	University calendar	Free	1 <sup>st</sup> day of each Semester	Chairman
3.	Delivery of Lectures, Practicals, & demonstrations	<i>Bonafide</i> student Registration status	Free	As per the lecture schedule	Chairman
4.	Administration of C.A.Ts	<i>Bonafide</i> student Registration status	Free	As per the Examination Timetable	Examination coordinator
5.	Administrations of Examinations	<i>Bonafide</i> student Registration status	Free	As per the Schedule of Academic Activities	Examination Coordinator
6.	Release of Provisional CAT results	Student I/D	Free	21 days after sitting the CAT and 14 days before end of year Examination	Chairman
7.	Result Queries on Semester C.A.T marks	<ul style="list-style-type: none"> <li>▪ Missing CAT marks form</li> <li>▪ Mark sheet</li> </ul>	Free	Communicated same day to Exams Officer	Chairman
8.	Responding to students written queries	Written communication from student	Free	1 day	Chairman
9.	Preparation of Departmental Adverts	Formal request/advice from relevant unit section	Free	1 week	Chairman
10.	Responding to request from external stakeholders	Written communication from stakeholder	Free	1 week	Chairman

### **WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY**

Any service rendered that does not conform to the above service standards or any officer who does not live up to the commitment of courtesy and excellence in service delivery should be reported to:

The Head of Department  
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[director-complaints@ku.ac.ke](mailto:director-complaints@ku.ac.ke)

**HUDUMA BORA NI HAKI YAKO**

***Transforming Higher Education...Enhancing Lives.***

Kenyatta University is ISO 9001:2015 Certified

