



## KENYATTA UNIVERSITY

DEPARTMENT OF POPULATION, REPRDUCTIVE HEALTH & COMMUNITY RESOURCE MANAGEMENT

### SERVICE DELIVERY CHARTER

S/NO	SERVICE RENDERED	TIME LINE	ACTION BY
1.	Clearance of students on completion of studies	30 minutes	Chair-Person/ Chief Technician
2.	Provision of information on courses offered in the department and their requirements.	30 minutes	Chair-Person/ Academic Advisor
3.	Sorting out missing marks	3 Days	Examination Coordinator / Concerned Lecturer
4.	Signing of registration forms for courses or for units adjustment	20 minutes	Assigned Lecturer
5.	Recommendation/ Introductory/ Attachment ; letters	1 Day	Chair - Person
6.	Assessment of a Proposal	Two weeks after submission	Assigned Supervisors
7.	Marking of CAT's & Feed Back	2 Weeks after the CATs are done	Lecturers teaching respective Units.
8.	Marking and submission of Exam scripts	2 weeks after the examination date	Lecturers teaching respective Units.
9.	Forwarding of Thesis for Examination of a corrected Thesis	1 Day	Chair- Person
10.	Queries on either teaching or Examination timetables	30 minutes	Departmental Time tabler/ Lecturer
11.	Arranging for Defense seminars or Progress report	2 weeks after booking date	Departmental Seminar Coordinator/ Chairman DBPS

*In case of complains or compliments regarding the services offered, please contact:*

The Chairman, Department of Population, Reproductive Health & Community Resource Management

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<http://publichealth.ku.ac.ke/index.php/department/population-and-reproductive-health>