



KENYATTA UNIVERSITY DEPARTMENT OF ZOOLOGICAL SCIENCES

TITLE : SERVICE DELIVERY CHARTER

Reference	KU/ZS
Issue/Rev.	4/1/2021

We are committed to efficient and effective service delivery.

S/N	Service Rendered	Requirements	Charges	Timelines
1.	Preparation of teaching timetable	Draft time-table from University Timetabler	Free	1 week before student registration
2.	Unit registration	Unit registration form	Free	Immediate
3.	Unit adjustments	Unit adjustment form	Free	Immediate
4.	Orientation and welcoming all series/groups of students	Departmental information booklet	Free	1 – 4 days

11.	Clearance from department	<ul style="list-style-type: none"> - Student ID - Clearance Form 	Free	On the spot
5.	Commencing of teaching, practicals and field course	Schedule in University Calendar	Free	Immediate
6.	CAT 1 & 2	<ul style="list-style-type: none"> - Class list - Writing materials 	Free	1 hour
7.	Clashes and Omissions of missing units in examination time table	Letter by the affected students	Free	1 week
8.	Examinations Administration	Examination Card & Student ID	Free	2 weeks
9.	Processing of Postgraduate proposals and thesis	Draft proposal	Free	1 month
10.	Recommendation & Introduction letters	Student ID	Free	One day

12.	Examination queries	Filled departmental missing marks form	Free	1 – 2 days
13.	Undergraduate/Postgraduate seminar	Progress report form	Free	On request once every month.
14.	Provision of advisory services on academic matters	<ul style="list-style-type: none"> - Person making the enquiry - Appointment with the Academic Advisor - Chairman, DPS Committee - Email enquiry 	Free	Immediate

In case of complaints and compliments regarding the service offered please contact:

Dr. Jemimah Simbauni

The Chairman, Department of Zoological Sciences