



KENYATTA UNIVERSITY

SERVICE DELIVERY CHARTER

RUIRU CAMPUS

ADMINISTRATION, RUIRU CAMPUS

OUR VISION STATEMENT

To be a dynamic, inclusive and a globally competitive centre of excellence in the provision of quality education, training and research for sustainable Development.

OUR MISSION STATEMENT

To provide quality Education and training through knowledge generation, research, innovation, creativity and community service

ITEM	SERVICE RENDERED	CUSTOMER OBLIGATION	CHARGES	TIME LINES
1.	Admission of Students	Meeting Minimum Entry Requirements	Free	
2.	Registration of Students	Payment of Tuition Fee	Free	Within : 1 month for regular students 2 month for ODEL Students 1 week for IBP
3.	Student Evaluation	Student ID Card Exam Card	Free	As per Exam Timetable
4	Graduation of students	Application for Graduation Fees Clearance	Applicable fee	Twice per Year in June/July and December
5.	Issuance of Certificates	University clearance National ID Card	free	Starting 1 week after graduation
6.	Treatment at University Health Unit	Student id	Free	Within 2 Hours

If you are not satisfied with quality of the service rendered kindly raise the matter in person, in writing or by telephone with the following Offices :

Director, public and students Complaints

p.o. Box 43844- 00100 Nairobi

Telephone: 8710901 – 19, Ext 57285, 020 -231-0711

Mobile 0710-890-005, 0735 -322-114

E-mail: director – complaints @ ku.ac.ke

[Http://www.ku.ac.ke](http://www.ku.ac.ke)