



# KENYATTA UNIVERSITY FUNERAL HOME SERVICE DELIVERY CHARTER



## OUR COMMITMENT *Last respect with dignity*

| SERVICE OFFERED   | TIMELINE   | CHARGES   | REQUIREMENT (S)  | RESPONSIBLE OFFICER                       |
|---|--|---|--|---|
| <b>1. ADMISSION OF BODY</b>   |  |   |  |   |
| (a). Admission of body.   | Within 15minutes on the basis of first come first served   | Free.   | Police Letter with O.B number/Burial Permit.<br>Admission contract.<br>Two relatives and next of kin's ID cards. | Receptionist on duty.                     |
| (b). Acceptance of the body.  | Within 15minutes.  | Free.   | Admission contract and verification of details.  | Mortician on duty (R).                    |
| <b>2. PRESERVATION OF THE BODY</b>  |  |   |  |   |
| (a). Overnight stay (Adults & children over 10yrs)  | 24hrs  | Ksh. 5,500 /=   | Service request form.  | Mortician on duty (E).                    |
| Overnight stay (Infants & children below 10yrs)   | 24hrs  | Ksh. 3,500 /=   |  |   |
| (b). 10 days preservation (Adults & children over 10yrs)  | 1-10 days.   | Ksh. 10,000 /=  |  |   |
| 10 days preservation (Infants & children below 10yrs)   | 1-10 days.   | Ksh. 6,000 /=   |  |   |
| (c). From Day 11 preservation (Adults & children over 10yrs)  | Day 11 onwards   | Ksh. 1,000 daily  |  |   |
| From Day 11 preservation (Infants & children below 10yrs)   | Day 11 onwards   | Ksh. 700 /=   |  |   |
| <b>3. POST MORTEMS</b>  |  |   |  |   |
| (a). Theatre facility.  | 1 day on booking.  | Ksh. 7,000/=  | Signed admission contract.<br>Next of kin's ID card.<br>Family members.<br>Police officer (police case).         | Mortician on duty.                        |
| (b). Government pathologist.  |  | Private between the family and the appointed pathologist.       |  | Senior Mortician.                         |
| (c). Reconstruction.<br>Face/skin-deep body injuries.<br>Facial lacerations/one skull fracture.<br>Facial /several skull fractures.<br>Facial/other injuries. | 2 Hours upon request.                                      | Ksh. 3,000/=  |  | Payment receipt.                          |
| (d). Fetus removal.   |  | Ksh. 7,500/=  |  |   |
| (e). Soft tissue implants (Lodged bullets, arrow and pace makers) retrieval.  |  | Ksh. 12,500/=   |  |   |
|   |  | Ksh. 18,000/=   |  |   |
|   |  | Ksh. 3,000/=  |  |   |
|   | Ksh. 4,500/=   |   |  |   |
| <b>4. VALUE ADDITION SERVICES</b>   |  |   |  |   |
| (a). Unbraiding/shampooing/blow drying.   | 1Hour upon request.<br>A day before dispatch.              | Ksh. 1,500/=  | Payment receipt.<br>Clothes and coffins from the family.   | Mortician on night duty.                  |
| (b). Beard Shaving/trimming/combing.  |  | Ksh. 1,000/=  |  | Mortician on duty.                        |
| (c). Dressing.  |  | Free.   |  | Mortician on night duty.                  |
| (d). Body preparation and make-up.  |  | Ksh. 2,000/=  |  |   |
| <b>OTHER SERVICES</b>   |  |   |  |   |
| 5. <b>REPATRIATION</b>  | Immediately (based on proximity).                          | Standing fees of Ksh. 25,000/=                                  | Flight itinerary.<br>Airway bill Number.<br>Email correspondence from the consigner.                             | KUFH Repatriation crew.                   |
| 6. <b>VIEWING.</b> (Call 2 hours in advance).   | 11.00am-1.00pm   | Ksh. 500/= per viewing.   | Original admission form/receipt.   | Receptionist/mortician on duty.           |
| 7. <b>CHAPEL</b>  | 1 hour   | Ksh. 1,000/=  | Admission number.  | Chapel attendant.                         |
| 8. <b>BODY DONATION</b>   | 3 Days upon Family request                                 | Free  | Management approval  | Director KUFH                             |
| 9. <b>CATERINGS SERVICES</b>  | 1Day booking   | Based on the requested menu                                     | Payment receipt  | Restaurant in charge                      |
| <b>10. HEARSE SERVICES</b>  |  |   |  |   |
| (a). Within KU Main Campus.   | Immediate (on the appointed day and time).                 | Ksh.1,000   | Name of contact person with telephone number, name of the deceased and payment receipt.                          | Driver in charge/hearse crew/cashier.     |
| (b). Different zones.   |  | Basic fee of Ksh. 5,000/= for transfers within a radius of 35km |  |   |
| <b>11. COFFINS</b>  |  |   |  |   |
| (a). Coffins.   | Order 3 days in advance.                                   | Ranges between Ksh. 11,000-ksh.85,000.                          | Name of the deceased and admission number.   | Shop attendant.                           |
| 12. <b>CLEARANCE FOR DISPATCH</b>   | Within 30minutes on the basis of first come, first served. | Free.   | Original admission forms/Receipts/Burial permit and I.ds.Of the signatories.                                     | Receptionist in charge/mortician on duty. |

**NB:** Late payment and delivery of coffins and clothes attracts a penalty of 1,000/= .Each item.... (After 4pm)