



KENYATTA UNIVERSITY

(Department of Animal Sciences) SERVICE DELIVERY CHARTER

Email: chairman.animalsciences@ku.ac.ke Tel/Ext: 3626

SERVICE PROVIDED	CUSTOMER REQUIREMENTS	CHARGES/ COST (Kshs.)	TIME	RESPONSIBILITY
Unit Registration	<ul style="list-style-type: none"> ▪ Student ID ▪ Registration form 	Free	1 day	HOD
Unit Adjustment	Unit adjustment form	Free	2 days	HOD
Teaching	Must be a bona fide student of Kenyatta University	Fees must be paid up	As per guidelines/time table issued by Reg.(Academic)	HOD
Examination Processing	Departmental responsibility	Free	As per guidelines/time table issued by Reg.(Academic)	HOD
Examination Administration	<ul style="list-style-type: none"> ▪ Student ID Card. ▪ Exams card showing units registered. 	Fees must be paid up	As per guidelines/time table issued by Reg.(Academic)	HOD and all lecturers
Examination result queries	<u>MISSING MARKS</u> Missing mark form	Free	2 weeks	HOD and Department Exams coordinator
	<u>OTHER QUERIES</u> Letter/ Email to the Chairman	Free	4 working days	
Proposal/project processing	Fulfillment of all requirements given by the Graduate School	Free	2 weeks	HOD and Department Postgraduate coordinator
Processing of applications for scholarships and grants	<ul style="list-style-type: none"> ▪ Application form or letter ▪ Recommendation(s) 	Free	2 days	HOD
Writing of recommendation / Introductory letters	<ul style="list-style-type: none"> ▪ Student ID ▪ Formal request to Chairman 	Free	2 days	HOD
General complaints and	<ul style="list-style-type: none"> ▪ Letter to chairman ▪ Complaints and 	Free	5days	HOD

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Kenyatta University is ISO 9001: 2015





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compliments	requests book record			
General complaints if issue is not resolved	Submit a dully completed complaints and/ or compliments form http://complaints.ku.ac.ke/	Free		Campus Complaints office

WE ARE COMMITED 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
Department of Animal Sciences
Dr. Lucy Kamau
Tel. (020)8703626
EXT. 3626

The Vice-Chancellor
Kenyatta University
P.O Box 43844-00100
Nairobi
Tel. +254 20 8703858

Email: chairman.animalsciences@ku.ac.ke

Mobile +254 710890005
Email complaints@ku.ac.ke
director-complaints@ku.ac.ke

HUDUMA BORA NI HAKI YAKO