



KENYATTA UNIVERSITY
OFFICE OF THE EXECUTIVE DEAN, SCHOOL OF BUSINESS, ECONOMICS
AND TOURISM

SERVICE DELIVERY CHARTER

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Landline: 020 245 3587

SERVICES RENDERED	CUSTOMER REQUIREMENTS	CHARGES/COST (Ksh.)	TIME	RESPONSIBILITY
Unit Registration	<ul style="list-style-type: none"> • Download Unit Registration Form from KU website • Filled, signed and stamped unit registration form • Finance clearance 	Nil	10 minutes	Examinations Office Clerks Administrators
Units Adjustment	Unit Adjustment Form indicating the unit/s to be adjusted	Nil	10 minutes	Examination Office Clerks
Confirmation of student unit registration data	Valid Student ID	Nil	5 minutes	Examination Office Clerks
Issue of Provisional result slips.	Valid Student ID	Nil	5 minutes	Examination Office Clerks Administrators
Incomplete examinations query clearance	Caption approved by Senate	Nil	5 minutes	Examination Office Clerks
Processing of Postgraduate Proposal	<ol style="list-style-type: none"> 1. 2 Copies of proposal (Loosely bound). 2. Fee Statement. 3. Supervision tracking record. 4. Minutes of department/School defence meeting. 5. Forwarding letter from the Chairman of Department. 6. Plagiarism Report 7. Declaration of 	Nil	3 days	Executive Dean Chairman, School Board of Post Graduate Studies Administrators

	originality form. 8. Resultslips (where necessary)			
Processing of PhD Thesis	1. 4 copies of thesis (Loosely bound). 2. Forwarding letter to Graduate School. 3. Plagiarism report. 4. Declaration of originality form. 5. Supervision tracking record. 6. Resultslip (where necessary)	Nil	3 days	Executive Dean Chairman, School Board of Post Graduate Studies Administrators
Processing Scholarship awards	1. Letter of admission 2. Application Letter/ Form 3. Fulfilment of the requirements of the specific scholarship. 4. Ceritified transcripts/Certificate	Nil	1 day	Executive Dean Administrators
Processing Research Grants	1. Application Letter with recommendations from Chairman of department 2. Letter of Acceptance/Substantive Admission 3. Research budget	Nil	3 days	Executive Dean Chairman of Department Administrators
Recommendation/ Introductory Letters for International students	1. Request letter from Employer/Sponsor/Student 2. Student ID	Nil	1 day	Executive Dean
Confirmation of student academic status	Student ID/Registration No.	Nil	10 minutes	Examinations Office Clerks
Classification of Finalists for graduation	On line Application for graduation	Nil	1 month	School Examinations Coordinator Departmental Examinations Coordinator Examinations Office Clerks
Issuance of Inter/Intra School transfer letters	1. Admission letter 2. KCSE certificate 3. Unit registration form	Nil	5 minutes	Administrators

Gown issuance	1. Student ID/Registration No. 2. Clearance from Finance	Nil	10 minutes	Examinations Office Clerks Administrators
Gown receiving	1. Student ID/Registration No. 2. Confirmation of details in the system	Nil	5 minutes	Examinations Office Clerks Administrators
Issuance of examination cards	1. Student ID 2. Lecturer evaluation key	Nil	10 minutes	Examinations Office Clerks Administrators
Changing student status to 'graduated'	Graduation List	Nil	5 minutes	School Examination Coordinators Administrators
Updating student academic records	Student ID/Registration number	Nil	5 minutes	Examinations Office Clerks Administrators
Mentorship/career Counselling	Student request	Nil	Continuous	Executive Dean Chairman of Department Academic Advisors Administrators

WE ARE COMMITTED 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:

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HUDUMA BORA NI HAKI YAKO