



KENYATTA UNIVERSITY

**SCHOOL OF AGRICULTURE AND ENVIRONMENTAL SCIENCES
DEPARTMENT OF ENVIRONMENTAL SCIENCES AND EDUCATION**

P.O.Box 43844, NAIROBI, KENYA

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Tel/Ext: (254) (2) 10901-12 Ext. 3808

SERVICE DELIVERY CHARTER

SERVICE PROVIDED	CUSTOMER REQUIREMENTS	CHARGES / COST (Kshs.)	TIME	RESPONSIBILITY
Unit Teaching	Lecture Halls	Free	Semester dates	Lecturers
Lab Practical's	Environmental Labs, Lab Equipment and Chemicals	Free	Semester dates	Lab Technicians
Administration of CAT's for each Unit	Attendance of Lectures	Free	Semester dates	Lecturers
Marking of Examinations	Completed exam scripts	Free	2 weeks	Lecturers
Moderation of Exam Questions	Marked Exam scripts	Free	1 day	Lecturers/Examination Committee
Students Placement/Practicum Attachment and Supervision	Field Report Making, Introductory letters Field Supervisors	Free	3 months	Dr Gladys Gathuru Dr. Esther Kitur Ms. Zipporah Rimbui
Curriculum Design, Development and Revision	Programmes documents	Free	Continuous	Chairperson (Prof. Monica Muna)/ Curriculum Development Committee
Public Relation, Customer Care		Free	Continuous	Chairperson/Secretary
Short listing of students applications for Admission	Fully completed application forms	Free	One week	Chairperson (Prof. Monica Muna)
Short listing of Applicants for Advertised Courses	Application Document	Free	One week	Chairperson (Prof. Monica Muna)
Unit Registration	Unit Registration Form	Free	Two weeks	Chairperson (Prof. Monica Muna)
Units Adjustment	Unit Adjustment Form	Free	One day	Chairperson (Prof. Monica Muna)
Examination Result Queries	Missing Marks Unit	Free	Two weeks	Exam Co-ord

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	Form			(Dr. Ezekiel Ndunda)
Students' proposal approval for Graduate School Registration	Developed proposal by the student and having defended at Department level	Free	One month	Chairperson (Prof. Monica Muna)/Departmental Post Graduate Board
Departmental Board Meeting	Academic staff members	Free	Semester Dates	Chairperson (Prof. Monica Muna)
Field Trips	Registered Students Lecturer/Lab Technician Transport Availability	Free	Once per semester	Dr. Geoffrey Macharia
Recommendation/Introductory Letters/Confirmation of Units covered	Student's request, Student's ID	Free	1-2 Days	Chairperson (Prof. Monica Muna)

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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