

KENYATTA UNIVERSITY
KISWAHILI DEPARTMENT
SERVICE CHARTER*

Service offered	Process/Activity	Standard Indicator	Duration	Charges	Action by
Students' unit registration	Guiding students, signing and stamping of unit registration forms	Signed unit registration forms	1 week	Free	Chairperson, Registration Committee
Processing examinations	Setting of examinations	Examination papers submitted to Examination Coordinator	1 week	Free	Examination Coordinator, Course lecturers
	Moderating examinations	Meeting called for moderation of examinations and minutes	1 week	Free	
	Marking examinations	Marks entered on marksheet and marked scripts	3 weeks after exam is done	Free	
	Entering marks online	Filling RAC 4 form	2 weeks	Free	
Postgraduate proposal processing	Writing concept paper	Copies of concept papers	Every 3 weeks depending on the numbers	Free	Chairperson, Postgraduate Committee
	Proposal defence	Meeting called for proposal defence and minutes	2 weeks after receipt of proposal	Free	

Processing credit waiver	Analyzing received requests	Making recommendations and dispatching	1 day	Free	Chairperson of Department
Processing postgraduate applications	Analyzing received requests	Making analysis and recommendations	2 days	Free	Chairperson of Department
Student academic advice	Advising students on academic matters	Meeting freshers	1 meeting at the beginning of year	Free	Chairperson, UG Advising Committee
		Meeting Postgraduate students	1 meeting at the beginning of year	Free	Chairperson, Postgraduate Committee
		Meeting Continuing students	Ones a week as stipulated in the lecturer's course outline. Each student – 10 min.	Free	All Lecturers

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