



KENYATTA UNIVERSITY

SCHOOL OF LAW DEPARTMENT OF PRIVATE LAW SERVICE DELIVERY CHARTER

We are committed to Courtesy and Excellence in Service Delivery

SERVICES RENDERED	REQUIREMENTS	CHARGES	TIMELINE
Orientation of New Students	<ul style="list-style-type: none">• Orientation Programme	Free	<ul style="list-style-type: none">• Within the First Week of Reporting
Display of the Time Table and Units on Offer in a Semester	<ul style="list-style-type: none">• None	Free	<ul style="list-style-type: none">• The First Day of the Semester
Registration of Retakes, Special and Supplementary Examinations	<ul style="list-style-type: none">• Unit Registration Forms	Free	<ul style="list-style-type: none">• Within the Registration Timeline
Unit Adjustment	<ul style="list-style-type: none">• Unit Adjustment Form	Free	<ul style="list-style-type: none">• Within the Registration Timeline
Provision of Academic Advice	<ul style="list-style-type: none">• Appointment	Free	<ul style="list-style-type: none">• Within Five Days
Response to Examination Queries	<ul style="list-style-type: none">• Examination Query Form	Free	<ul style="list-style-type: none">• Within Five Days
Remarking of Examination	<ul style="list-style-type: none">• Remark Request Letter	Ksh. 2,000	<ul style="list-style-type: none">• Within Five Days Upon Receipt of Appointment Letter
Receiving and Resolving of Customer Complaints	<ul style="list-style-type: none">• Verbal or Written Complaint	Free	<ul style="list-style-type: none">• Within 5 Days
Clearance of the Students from the School	<ul style="list-style-type: none">• Clearance Forms	Free	<ul style="list-style-type: none">• Within 3 Days

In Case of Complaints or Compliments Regarding the Services Offered, Please Contact:

The Chairperson

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Transforming Higher Education... Enhancing Lives

Kenyatta University is ISO 9001: 2015

