



**KENYATTA UNIVERSITY**

**SCHOOL OF LAW  
SERVICE DELIVERY CHARTER**

**We are committed to Courtesy and Excellence in Service Delivery**

SERVICES RENDERED	REQUIREMENTS	CHARGES	TIMELINE
Orientation of New Students	• Orientation Programme	Free	• Within the First Week of Reporting
Display of the Time Table and Units on Offer in a Semester	• None	Free	• The First Day of the Semester
Scheduling of Units on Offer in a Semester	• None	Free	• Within the First Week of the Semester
Registration of Retakes, Special and Supplementary Examinations	• Unit Registration Forms	Free	• Within the Registration Timeline
Unit Adjustment	• Unit Adjustment Form	Free	• Within the Registration Timeline
Provision of Academic Advice	• Appointment	Free	• Within Five Days
Response to Examination Queries	• Examination Query Form	Free	• Within Five Days
Remarking of Examination	• Remark Request Letter	Ksh. 2,000	• Within Five Days Upon Receipt of Appointment Letter
Issuance of a Recommendation/ Introductory Letter	• Verbal or Written Request	Free	• Within an Hour
Receiving and Resolving of Customer Complaints	• Verbal or Written Complaint	Free	• Within 5 Days
Classification of Finalists for Graduation	• Application for Graduation	Free	• Within a Month
Clearance of the Students from the School	• Clearance Forms	Free	• Within 3 Days

**In Case of Complaints or Compliments Regarding the Services Offered, Please Contact:**  
**The Dean, School of Law, Kenyatta University, Parklands Campus**  
**P.O. Box 43844 – 00100, Nairobi**  
**Tel. (020) 870 - 4800**  
**Mobile: 0715 385 684 or 0738 360 868**  
**Email: [dean-law@ku.ac.ke](mailto:dean-law@ku.ac.ke)**

*Transforming Higher Education... Enhancing Lives*

Kenyatta University is ISO 9001: 2015

