



# KENYATTA UNIVERSITY

## DEPARTMENT OF SPECIAL SURGERIES

### SERVICE DELIVERY CHARTER

*“We are committed to courtesy and excellence in service delivery”*

SERVICES RENDERED	REQUIREMENTS	CHARGES	TIMELINE
Units registration	Student unit Registration form Finance clearance	Free	1 Week
Units adjustment	Unit adjustment form	Free	Immediate
Preparation of timetable	University main timetable	Free	Immediate
Allocation of teaching load/duties	-	Free	Immediate
Setting of examinations	-	Free	2 weeks
Marking of examinations	-	Free	2 weeks
Processing of examinations	Marks from examiners	Free	1 week
Examinations results queries	Missing marks forms	Free	1 day
Shortlisting of job applicants	Application letters, CVs	Free	Immediate
Recommendation/Introductory/ letters/confirmation of units covered	Students ID	Free	Immediate

In case of complaints or compliments regarding the services offered please contact:

The Chairman, Special Surgeries  
Kenyatta University, P. O. Box 43844-00100 Nairobi,  
ISO 9001: 2008 CERTIFIED Tel. (020) 8703333, Ext: 3385/3386