



**KENYATTA UNIVERSITY**  
**DEPARTMENT OF PSYCHIATRY & MENTAL HEALTH**

**SERVICE DELIVERY CHARTER**

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

**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 uphold the commitment of the courtesy and excellence in service delivery should be reported to:

The Head of Department  
Department of Psychiatry & Mental Health  
Tel. +254 208703379/3380

Email: [chair-psychmenthealth@ku.ac.ke](mailto:chair-psychmenthealth@ku.ac.ke)

The Vice-Chancellor  
Kenya University  
P.O. Box 43844-00100  
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Tel. +254208703858

Mobile +254710890005  
Email [complaints@ku.ac.ke](mailto:complaints@ku.ac.ke)  
[Director-complaints@ku.ac.ke](mailto:Director-complaints@ku.ac.ke)

**HUDUMA BORA NI HAKI YAKO**

**APPROVED BY: \_\_\_\_\_ DATE: \_\_\_\_\_**

**DR. DAVID K. WAIROTO**  
**CHAIRMAN, DEPARTMENT OF PSYCHIATRY & MENTAL HEALTH**