



KENYATTA UNIVERSITY

**OFFICE OF THE EXECUTIVE DEAN
SCHOOL OF HEALTH SCIENCES**

Email: dean-healthsciences@ku.ac.ke Tel/Ext: 3300

SERVICE DELIVERY CHARTER

We are committed to courtesy and excellence in Service Delivery

SERVICES RENDERED	REQUIREMENTS	CHARGES	TIMELINE	RESPONSIBILITY
Course Registration	Student Unit Registration Form	Free	Within a day	Clerks Administrators
Unit Adjustment	Course Registration Adjustment Form	Free	Within a day	Clerks Administrators
Confirmation of Student Unit Registration Data	Student I/D	Free	Within a day	Clerks Administrators
Issue of Student Exam Cards	Student I/D	Free	Within a day	Clerks Administrators
Examination Result Queries	Missing marks request form	Free	1 week	Examination Coordinators
Release of Provisional Examination Results	Student I/D	Free	2 days after School Examination Board Approval	Deputy Executive Dean
Issue of result Slips After Senate Approval	Student I/D	Free	Within a day	Deputy Executive Dean Administrators
Examination Results Queries	<ul style="list-style-type: none"> • Missing Unit Marks Form • Result Slip 	Free	1 week	School Examination Coordinators
Classification/Award of Finalists For Graduation	<ul style="list-style-type: none"> • Online Application for Graduation 	Free	1 week	School Examination Coordinators
Recommendation Letter	<ul style="list-style-type: none"> • Student I/D • Request letter with the following information: <ul style="list-style-type: none"> - Details of recipient - Attach call of application 	Free	1week	Executive Dean





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	- Indicate mode of delivery			
Processing of Postgraduate Proposals/Theses/Notices of Submissions of Theses/Progress Reports	<ul style="list-style-type: none">• Nil balance fees statement• Forwarding letter by respective Chairman of Departmental• Minutes of respective Departmental Board of Postgraduate Studies• Respective completed forms	Free	Within 1 month	Deputy Executive Dean
Processing of Research Grants and Scholarship Awards	<ul style="list-style-type: none">• Application Letter• Recommendations	Free	Within 1 month	Executive Dean

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 live up to the commitment of courtesy and excellence in service delivery should be reported to:

Executive Dean, School of Health Sciences
Tel. +254 20 8703300

Email: dean-healthsciences@ku.ac.ke

The Vice-Chancellor
Kenyatta University
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Tel. +254 20 8703858

Mobile +254 710890005
Email complaints@ku.ac.ke
director-complaints@ku.ac.ke

HUDUMA BORA NI HAKI YAKO

