



KENYATTA UNIVERSITY
DEPARTMENT OF MEDICAL LABORATORY SCIENCES

Title:	SERVICE DELIVERY CHARTER	Page1 of 1	
		Reference	KU/MLS/QMS/49 (18)
		Issue/Rev.	2/1

S/ No	SERVICES RENDERED	REQUIREMENTS	CHARGES	TIMELINE
1.	Registration of students	-Student unit registration forms -Finance clearance	Free	Immediately as per the university deadline.
2.	Teaching	-Lecturer and registered students -Teaching / learning materials	Free	As per timetable.
3.	Laboratory practical / demonstrations/field trips	-Lecturer and students -Laboratory space -Teaching / learning materials	Free	As per timetable.
4.	Examination Results processing	-Communication from Deans	Free	Immediately as per the university deadline.
5.	Supervision of Postgraduate students	-Registered Postgraduate student -Student ID	Free	2-3 years As per schedule of Graduate school.
6.	Recommendation/Introductory letter/Confirmation of Units covered	-Student ID -Request letter	Free	48 hours.
7.	Clearance in the department	-Students ID -Clearance forms	Free	Immediate.
8.	Checking on missing marks	-Form from the school listing the missing marks	Free	1 week.
9.	Preparation of departmental time table	-University main timetable	Free	2 days.
10.	Supervision of students on hospital attachment	-Confirmation from relevant hospitals	Free	As per schedule.
11.	Provision of academic advice	-Enquirer -Appointment with academic adviser -Email enquiry	Free	Immediate.
12.	Orientation of new students	-Invitations to new students and staff	Free	2 nd week after the beginning of the year.
13.	Response to phone call (landline and any other official line)	-Phone call	Free	15 seconds.
14.	Response to enquiry by walk-in clients	-Walk –in and make the enquiry	Free	1 minute.
15.	Response to correspondence	-Written correspondence(Letters)	Free	5 working day.

		-Email and social media(Twitter, Face book & YouTube)	Free	1 working day.
16.	Response to public complains and grievances	-Make a complaint	Free	1 working day.
17.	Resolution of complaints	-Make a verbal or written complaint	Free	14 working days.
18.	Dispose of obsolete stores	-Submission of bids	Free	60 days from the date of advertisement.
19.	Processing of request for information	-Make a request for information	Free	21 days
20.	Admission of self-sponsored students	-Completed admission letter	-Ksh. 2,000 for undergraduate EA -Ksh. 3,000 for post graduate EA - 50USD for others	September, January and May every year.
21.	Curriculum delivery	-Unit registration	Free	As per the teaching timetable.
22.	Response to correspondence	-Written information	Free	Within 7 working days.
23.	Access to information	-Formal request	Free	Within 7 working days.

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service rendered that does not confirm 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:

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Approved by: **DR. NELSON MENZA**

23/01/2024

Website Link: <http://www.ku.ac.ke/schools/medicine/index.php/department/medical-laboratory>