



KENYATTA UNIVERSITY
DEPARTMENT OF MEDICAL MICROBIOLOGY AND PARASITOLOGY
SERVICE DELIVERY CHARTER

Email: chairman-medmicropar@ku.ac.ke

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We are committed to courtesy and excellence in Service Delivery

The Departments core functions: Teaching and Examination of Medical Microbiology and Parasitology to students in the School of Health Sciences.

S/NO.	SERVICES RENDERED	REQUIREMENTS	CHARGES	TIME
1.	Response to phone calls (landline and any other official line)	Phone call	Free	15 seconds
2.	Response to enquiry by walk-in clients	Walk-in and make the enquiry	Free	1 minute
3.	Response to correspondence	Written correspondence (letters)	Free	5 working days
		Email and social media (Twitter, Facebook & YouTube)	Free	1 working day
4.	Response to public complaints and grievances	Make a complaint	Free	1 working day
5.	Resolution of complaints	Make a verbal or written complaint	Free	14 working days
6.	Provision of lecture, C.A.T and Practicals schedules	University calendar	Free	1 st day of each Semester
7.	Delivery of Lectures, Practicals, & demonstrations	<i>Bonafide</i> student Registration status	Free	As per the lecture schedule
8.	Administration of C.A.T's	<i>Bonafide</i> student Registration status	Free	As per the Examination Timetable
9.	Administrations of Examinations	<i>Bonafide</i> student Registration status	Free	As per the Schedule of Academic Activities
10.	Release of Provisional CAT results	Student I/D	Free	21 days after sitting the CAT and 14 days before end of year Examination
11.	Result Queries on Semester C.A.T marks	<ul style="list-style-type: none"> ▪ Missing CAT marks form ▪ Mark sheet 	Free	Communicated same day to Exams Officer
12.	Responding to students written queries	Written communication from student	Free	1 day
13.	Preparation of Departmental Adverts	Formal request/advice from relevant unit section	Free	1 week
14.	Responding to request from external stakeholders	Written communication from stakeholder	Free	1 week

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:

The Head of Department
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 E-mail: chairman-medmicropar@ku.ac.ke

The Vice-Chancellor
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 Email: complaints@ku.ac.ke
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HUDUMA BORA NI HAKI YAKO