



**KENYATTA UNIVERSITY**

**OFFICE OF THE DEAN  
SCHOOL OF PHARMACY**

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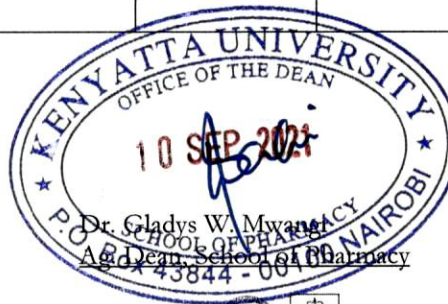
**SERVICE DELIVERY CHARTER**

**We are committed to courtesy and excellence in Service Delivery**

SERVICES RENDERED	REQUIREMENTS	CHARGES	TIMELINE
Course Registration	Student Unit registration Form	Free	Within a day
Unit Adjustment	Course Registration Adjustment Form	Free	Within a day
Confirmation of Student Unit Registration Data	Student I/D	Free	Within a day
Issue of Student Exam Cards	Student I/D	Free	Within a day
Release of Provisional Examination Results	Student I/D	Free	2 days after School Examination Board Approval
Issue of result Slips After Senate Approval	Student I/D	Free	Within a day
Examination Results Queries	<ul style="list-style-type: none"><li>• Missing Unit Marks Form</li><li>• Result Slip</li></ul>	Free	1 week
Classification/Award of Finalists For Graduation	<ul style="list-style-type: none"><li>• Application for Graduation form</li></ul>	Free	2 days after Senate approval
Introductory Letters	<ul style="list-style-type: none"><li>• Student I/D</li><li>• Request letter detailing the expectations of the recipient.</li></ul>	Free	1 day
Recommendation Letter	<ul style="list-style-type: none"><li>• Student I/D</li><li>• Request letter with the following information:<ul style="list-style-type: none"><li>-Details of recipient</li><li>- Attach call of application</li><li>- Indicate mode of delivery</li></ul></li></ul>	Free	1week
Processing of Postgraduate Proposals/Theses/Notices of Submissions of Theses/Progress Reports	<ul style="list-style-type: none"><li>• Nil balance fees statement</li><li>• Forwarding letter by respective Chairman of Departmental</li><li>• Minutes of respective Departmental Board of Postgraduate Studies</li><li>• Respective completed forms</li></ul>	Free	Within 1 month
Processing of Research Grants and Scholarship Awards	<ul style="list-style-type: none"><li>• Application Letter</li><li>• Recommendations</li></ul>	Free	Within 1 month

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

**The Dean, School of Pharmacy**  
**P. O. Box 43844 – 00100, Nairobi, Kenya**  
**E-mail: [dean-pharmacy@ku.ac.ke](mailto:dean-pharmacy@ku.ac.ke)**



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Kenyatta University is ISO 9001: 2015 Certified

