

**SCHOOL OF PURE & APPLIED SCIENCES**  
**Service Delivery Charter**

Committed to offering service that goes beyond customer expectation

S/No	Service	Requirements/involvements	Time Line	Review Dates	Action By	Evaluation Comments
1	Communication	Information form: <ul style="list-style-type: none"> <li>• University administration</li> <li>• Other schools &amp; sections</li> <li>• Departments</li> </ul>	Immediate	30/01/2021	Dean Administrators Secretaries	95%
2	Administration	Knowledge of <ul style="list-style-type: none"> <li>• University procedures &amp; policy.</li> <li>• Advising customers/students on programmes.</li> <li>• Facilitating meetings</li> <li>• Coordinating departments</li> </ul>	Immediate and as soon as required.		Dean Administrators	
3	Record keeping	<ul style="list-style-type: none"> <li>• Various communication</li> <li>• Minutes/memos</li> <li>• Official documents</li> </ul>	Two days	30/01/2021	Secretaries Registry Clerks	99%
4	Examination processing	<ul style="list-style-type: none"> <li>• Examination data</li> </ul>	2 weeks	30/01/2021	Examination officer Data Entry Clerks	
		<ul style="list-style-type: none"> <li>• Relevant forms</li> </ul>	3 days			
		<ul style="list-style-type: none"> <li>• Examination complaints</li> </ul>	3 days			
		<ul style="list-style-type: none"> <li>• Result slips</li> </ul>	One week			
5	Student registration	<ul style="list-style-type: none"> <li>• Registration forms</li> <li>• List of units being offered.</li> </ul>	immediately	30/01/2021	Administrators Clerks	100%
6	Customer complaint/	Customer complaints/ compliments forms.	2 days	30/01/2021	Dean Administrators	100%

	compliments					
7	Issuing result slips	Result slips Student's ID card	Immediate	30/01/2021	Data Entry Clerks Registry Clerks	100%
8	Purchasing	• Reviewing departmental requirements.	Immediate		Chairmen of Depts. Technicians Purchasing Office	
		• Following up of purchases	1 month	30/01/2021		70%

*For further information on our services contact:*

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