



**KENYATTA UNIVERSITY**  
**SCHOOL OF PURE AND APPLIED SCIENCES**  
**PLANT SCIENCES DEPARTMENT**  
**SERVICE DELIVERY CHARTER**

S. No.	Service rendered	Requirements	Charges	Timelines	Action by
1.	Clearance in the department	<ul style="list-style-type: none"> <li>✓ Students identification card</li> <li>✓ Clearance forms</li> </ul>	Free	1 hour	Chief technician
2.	Resolving issues on missing marks	Form from the School listing the missing marks	Free	3 days	Examinations Coordinator
3.	Recommendation letters	<ul style="list-style-type: none"> <li>✓ Students ID card</li> <li>✓ Request letter</li> <li>✓ Copies of transcript if the student has already graduated.</li> </ul>	Free	1 Day	Relevant staff member, HOD
4.	Registration for units in the department	Filled registration forms	Free	30 Min	Chief Technician HOD
5.	Provision of advisory services on academic matters	<ul style="list-style-type: none"> <li>✓ Person presents issues to Academic Advisor</li> </ul>	Free	1 hour	Academic advisor HOD
6.	Allocation of teaching units.	University main timetable	Free	1 week	HOD
7.	Orientation of new students	Invitation to the new students and departmental staff	Free	3 <sup>rd</sup> week after the beginning of the semester	HOOD
8.	Examination processing	Revised Semester dates Correspondence from Registrar (Academic) Examinations timetable	Free	As per university timelines	Examinations Coordinator
9.	Preparation of teaching time table	University Master time table	Free	Within 5 days of receipt to master time table	Chair – time tabling committee
10.	Orientation of new member of staff	Appointment letter	Free	Within a week from reporting	HOD

In case of complaints and compliments regarding the services offered, please contact:

The Chairman, Department of Plant Sciences  
 Kenyatta University, P.O. Box 43844, 00100, **NAIROBI, KENYA**  
 Tel 020-8704420, Email: [chaiman-pms@ku.ac.ke](mailto:chaiman-pms@ku.ac.ke)

Website: [www.ku.ac.ke](http://www.ku.ac.ke)

**KENYATTA UNIVERSITY**  
 P.O. BOX 43844 - 00100 NAIROBI  
  
**15 MAR 2023**  
  
 DEPARTMENT OF  
 PLANT SCIENCES

Signed.....

Date..... 15<sup>th</sup> March, 2023....