



**KENYATTA UNIVERSITY
PHYSICS DEPARTMENT**

Email: chairman-physics@ku.ac.ke Ext. 3735/36

SERVICE DELIVERY CHARTER

S.No	Service Provided	Customer Requirement	Charges (Kshs)	Time	Responsibility
1.	Response to phone calls (landline and any other official line)	Phone call	Free	15 seconds	Chairman/ Secretary
2.	Response to enquiry by walk-in clients	Walk-in and make the enquiry	Free	1 minute	Chairman/ Secretary
3.	Processing of request for information	Make a request for Information	Free	21 days	Chairman/ Secretary
4.	Access to information	Formal request	Free	Within 7 working days	Chairman
5.	Provision of information on courses offered by the department and their requirements	Verbal or written request	Free	On the spot	Chairman/ Academic Advisors
6.	Response to correspondence	Written correspondence (letters)	Free	5 working days	Chairman/ Secretary
7.	Recommendation/Introductory letters/Attachment letters	Request Form	Free	2 hours	Chairman
8.	Response to public complaints and grievances	Email	Free	1 working day	Chairman
9.	Resolution of complaints	Make a complaint	Free	14 working days	Chairman
10.	Sorting out missing marks	Request Form	Free	3 days	Exams Coordinator/ Concerned Lecturer
11.	Curriculum Delivery	Unit Registration	Free	As per teaching timetable	Chairman
12.	Signing of registration forms for courses or for unit adjustment	Registration Forms	Free	On the spot	Assigned Lecturers
13.	Clearance of student on completion of studies	Clearance form	Free	On the spot	Chairman/ Chief Technician
14.	Assessment of a proposal	Draft Proposal	Free	One week after submission	Chairman DBPS/Assigned Lecturers
15.	Marking of laboratory reports	Lab Report Books	Free	2 weeks after handing in	Assigned Lecturers/ Lab Directors
16.	Marking of CATs	Answer Sheets	Free	2 weeks after the CAT is done	Lecturers Teaching Respective Units
17.	Marking of examination scripts	Examination Script	Free	3 weeks after the examination date	Lecturers Teaching Respective Units
18.	Queries on either teaching or examination timetables	Request Form	Free	On the spot	Chairman
19.	Forwarding a thesis for examination or a corrected thesis	Signed copies of the Thesis	Free	On the spot	Chairman
20.	Arranging for a seminar for either proposal presentation or progress report	Email to Seminar Coordinator & Signed Abstract	Free	2 weeks from the booking date	Departmental Seminar Coordinator, Chairman, DBPS

WE ARE COMMITED 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:

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The Vice-Chancellor
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HUDUMA BORA NI HAKI YAKO