



**KENYATTA UNIVERSITY
SCHOOL OF BUSINESS
DEPARTMENT OF MANAGEMENT SCIENCE**

SERVICE DELIVERY CHARTER

We are committed to courtesy and excellence in service Delivery

SERVICES RENDERED	REQUIREMENTS	CHARGES	TIMELINE
Curriculum Delivery and Examinations? Administration	<ul style="list-style-type: none">• Class and exams attendance	Free	1 Semester
Unit Registration	<ul style="list-style-type: none">• Unit registration form	Free	10 Minutes
Unposted mark	<ul style="list-style-type: none">• Query registration	Free	3 days
Development of a new programme	<ul style="list-style-type: none">• Industrial needs analysis report	Free	3 Months
Review of an existing academic programme	<ul style="list-style-type: none">• Programme's Expiry date	Free	3 Months
Masters Project supervision	<ul style="list-style-type: none">• Coursework completion	Free	5 Months
Phd Thesis Supervision	<ul style="list-style-type: none">• Coursework completion	Free	2 Years
Recommendation Letter	<ul style="list-style-type: none">• Student's I.D.• Coursework status	Free	1 Hour

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