



KENYATTA UNIVERSITY
SCHOOL OF BUSINESS
DEPARTMENT OF BUSINESS ADMINISTRATION
Chairman-busadmin@ku.ac.ke [Tel./Ext. 3820/21](tel:382021)

REF: KU/BUSAD/RMR/VOL.1/025

SERVICE DELIVERY CHARTER –YEAR 2022

SERVICE PROVIDED	CUSTOMER REQUIREMENTS	CHARGES/ COST (ksh.)	TIME	RESPONSIBILITY
Unit Registration	<ul style="list-style-type: none"> • Student Unit • Registration Form • Finance Clearance 	Free	Immediate	Examination Coordinators
Unit Adjustment	<ul style="list-style-type: none"> • Unit Adjustment Form 	Free	Immediate	Chairman
Examinations Results Queries	<ul style="list-style-type: none"> • Missing Marks • Marks Form 	Free	1 Week	Examination Coordinators
Processing of Postgraduate Proposal, Projects/Thesis	<ul style="list-style-type: none"> • Fulfillment of all requirements 	Free	2 Days	Examination Coordinators/ postgraduate students coordinator
Allocation of Supervisors	<ul style="list-style-type: none"> • Cleared Coursework • Approved Concept Paper • Finance Clearance 	Free	2 Weeks	Chairman

WE ARE COMMITTED 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:

The Head of Department
Business Administration
 Tel. +254 208703821
 Email chairman-busadmin@ku.ac.ke

The Vice-Chancellor
 Kenyatta University
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