



**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
Units Registration	<ul style="list-style-type: none">• Student unit registration form• Finance clearance	Free	Immediate
Units Adjustment	<ul style="list-style-type: none">• Unit adjustment form• Original unit registration form	Free	Immediate
Examination Results Queries	<ul style="list-style-type: none">• Missing mark form from the school	Free	1 Week
Assignment of Supervisors	<ul style="list-style-type: none">• Copy of synopsis• Clearance from the school	Free	1 Week
Recommendation Letter/Introduction Letter	<ul style="list-style-type: none">• Student's I.D.• Student's C.V.	Free	1 Day
Induction of New Employees	<ul style="list-style-type: none">• Appointment letter• Staff movement form	Free	1 day

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

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