



**KENYATTA UNIVERSITY
SCHOOL OF BUSINESS
DEPARTMENT OF BUSINESS ADMINISTRATION**

SERVICE DELIVERY CHARTER

SERVICE RENDERED	REQUIREMENTS	CHARGES	TIMELINE
Unit Registration	<ul style="list-style-type: none">• Student unit registration form• Finance clearance	Free	Immediate
Unit Adjustment	Unit adjustment	Free	Immediate
Confirmation of student unit registration data	Student I/D	Free	Immediate
Examinations result queries	Missing unit marks from	Free	2 weeks
Processing of Postgraduate Proposal/Thesis	Fulfillment of all requirements	Free	2 weeks/1 month
Allocation of supervisors	<ul style="list-style-type: none">• Cleared course work• Approved concept paper• Finance clearance	Free	1 day
Introduction letters for attachment	Student I/D	Free	1 day
Recommendation letters to further education	<ul style="list-style-type: none">• Request letter• Degree Certified	Free	1 day
Teaching and learning	Registered semester units	As per university admission requirement	Semester weeks

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