



**KENYATTA UNIVERSITY  
SCHOOL OF ECONOMICS  
DEPARTMENT OF APPLIED ECONOMICS**

**SERVICE DELIVERY CHARTER**

<b>Service rendered</b>	<b>Requirements</b>	<b>Charges</b>	<b>Timeline</b>
Unit registration	<ul style="list-style-type: none"><li>▪ Student unit Registration Form</li><li>▪ Clearance Form from Finance</li></ul>	Free	1 week
Units adjustment	<ul style="list-style-type: none"><li>▪ Unit adjustment Form</li></ul>	Free	Immediate
Confirmation of student unit registration	<ul style="list-style-type: none"><li>▪ Student ID</li></ul>	Free	Immediate
Marking examinations	<ul style="list-style-type: none"><li>▪ Availability of Examiners</li><li>▪ Marking Assistants</li></ul>	Free	Within 2 weeks after administration of examinations

*Committed to Creativity, Excellence & Self Reliance*

Discussion of examination results	<ul style="list-style-type: none"> <li>▪ Marksheets</li> <li>▪ Performance/Grades</li> </ul>	Free	3 <sup>rd</sup> week after administration of examinations
Entering examination results in the Unit Plus	<ul style="list-style-type: none"> <li>▪ Marksheets</li> </ul>	Free	2 days
Examination results queries	<ul style="list-style-type: none"> <li>▪ Examination marks query form</li> </ul>	Free	2 days
Answering internal/external memos	<ul style="list-style-type: none"> <li>▪ Internal memo</li> </ul>	Free	1 day
Clearing students who have completed their studies	<ul style="list-style-type: none"> <li>▪ Student clearance form</li> </ul>	Free	Immediate
Responding to customer complaints	<ul style="list-style-type: none"> <li>▪ Complaints form</li> </ul>	Free	1- 2 days
Teaching	<ul style="list-style-type: none"> <li>▪ Availability of students</li> <li>▪ Availability of Lecturer</li> <li>▪ Part-time Lecturers</li> </ul>	Free Free Ksh.1800 per hour	35 hours per unit
Assigning supervisors to postgraduate students	<ul style="list-style-type: none"> <li>▪ Have passed coursework</li> <li>▪ Concept paper</li> </ul>	Free	2 weeks

Processing of postgraduate proposals/projects/theses	▪ Proposal/projects/theses received	Free	2 weeks
Reference letters	▪ Request letter	Free	Immediate
Research	▪ Research funds	As per the agreement	Continuous
Recommendation letters	▪ Request letter	Free	Immediate
Career counseling	▪ Availability of students	Free	Immediate

**In case of complaints please contact:**

**The Chairman,**

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