



KENYATTA UNIVERSITY
SCHOOL OF HUMANITIES AND SOCIAL SCIENCES
DEPARTMENT OF LITERATURE - SERVICE DELIVERY CHARTER

Activity/Service Offered	Requirements	Responsible officer	Timeline
Unit Registration	Registration forms	Assigned lecturer(s)	Immediately during registration days at the graduation square. Afterwards during the hours and at the place posted on the department notice board. Closure date is announced by the university.
Interdepartmental transfers	Transfer forms obtained from your School	Chairman through the secretary	Within 24 hours.
Orientation into the department	Attendance	Chairman and academic staff	First week of class in first year, first semester.
Examination Result Queries	Print out of results slip; Missing marks form.	Department Examinations Coordinator through the department secretary	One day to one week.
Clearance from the department	University Clearance Form	Chairman through the secretary	Immediately, during normal working hours.

Letters of recommendation/ introduction	Presentation of need, preferably in writing	Academic staff who knows the individual well enough/ has taught them.	Within 48 hours of receipt of request.
Issuance of course outlines	Presence in class	Unit coordinator/ lecturer on University Website	First day of class.
Issuance of department teaching time-table	----	Department Time-tabling Officer	Within 24 hours of receipt from University time-tabler.
Issuance of department examinations time-table	----	Department Examinations Coordinator	Within 24 hours of receipt from University time-tabler.
Provision of CAT grades	Timely submission of CAT work	Course lecturer/tutor	Minimum two weeks, depending on size of class and nature of assignment.
Posting of examination grades	Fulfilment of requirements	Course lecturer/tutor	Within deadline set by Registrar (Academic).
Processing of applications for postgraduate studies	Application forms from Registrar Academic	Chairman Postgraduate Studies Committee	Two (2) days
Scheduling of presentation of concept	Receipt of concept paper/proposal (duly proofread	Secretary on behalf of Postgraduate Studies Committee	Periodically according to schedule of activities.

papers/research proposals	and edited)		
Issuing of minutes of proposal presentations to PG students	Receipt of the minutes after the presentations meeting	Secretary of the department	Two to three working days.
Guidance on registration of proposals	Two spiral bound copies of proposal signed by supervisor(s), fee statement, photocopy of minutes of defence meeting, filling of three copies of Proposal Tracking Instrument Form	Department secretary and Chairman of Department	One working day
Academic advising/counseling	Student registration	Assigned academic advisors/course lecturers	Office hours as shown, by appointment or when available in office.
Use of Resource Centre facilities	Postgraduate student registration	Resource Centre , Chairman, Postgraduate Studies Committee through the Secretary	Normal working hours
Review of department	Syllabus documents	Curriculum committee and all staff. Suggestions	Continuous

curriculum		from students considered.	
Supervision of post graduate theses	Registration; requests by students for guidance, assignment by department to supervisor(s)	Supervisor or other staff who can assist	As per agreed schedule between student and supervisor or upon request.
Supervision of undergraduate projects/creative writing	Course registration in ALT 206/ ALT 418.	Course lecturer.	As per agreed schedule or upon request.