



KENYATTA UNIVERSITY
DEPARTMENT OF FOREIGN LANGUAGES
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NAIROBI
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SERVICE DELIVERY CHARTER

We are committed to courtesy and excellence in Service Delivery

SERVICE RENDERED	REQUIREMENTS	CHARGES	TIMELINE
Unit Registration	Student Unit Registration Form filled with the units to be taken	Free	Registration Period
Units Adjustment	Unit Adjustment Form with the units to be adjusted	Free	Registration Period
Entering Marks	Marked Scripts and Marksheets	Free	Two days
Examinations Result Queries	Missing Marks Form from School	Free	One day
Processing of Postgraduate Proposal/Thesis	Fulfillment of all requirement e.g. Binding, Progress Report, Tracking Device Forms, Fees Statement, Notice of Submission	Free	1 week/2 weeks
Recommendation/Introductory Letters/Confirmation of Units covered	<ul style="list-style-type: none"> • Request letter • Transcripts 	Free	1 day
Teaching	Registered students	Fees	One Semester
Student Advisory	Personal/Enquiry written	Free	One day
Student supervision	Registration Fee Payment Concept	As per university regulations	As per course M.A. (2 years)

N.B. In case of complaints or compliments about services offered, please contact
 The Chairman
 Foreign Language Department
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