

Departmental Service Chapter:



**KENYATTA UNIVERSITY**

**SCHOOL OF HUMANITIES AND SOCIAL SCIENCES**

**DEPARTMENT OF ENGLISH AND LINGUISTICS**

**SERVICE DELIVERY CHARTER**

**We are committed to courtesy and excellence in Service Delivery**

<b>SERVICES RENDERED</b>	<b>REQUIREMENTS</b>	<b>USER CHARGES</b>	<b>TIMELINE</b>
Unit registration	Student unit registration form	Free	Immediate
Units adjustment	Unit adjustment form	Free	Immediate
Examination Result Queries	Filling missing marks form. Provisional Results slip	Free	1 week
Processing of MA/PhD proposals/Theses	Fulfillment of all requirements	Free	2 weeks
Recommendation/ Introductory letters	Student ID Request Letter	Free	1 day
Job Placement	Request to Department	Free	As per Employer's Schedule
Reference Library	Teaching members of staff. Registered University student. Letter of introduction if student is from other university.	Free	Immediate

Date: \_\_\_\_\_

DR. PHYLLIS W. MWANGI

CHAIRMAN, DEPARTMENT OF ENGLISH AND LINGUISTICS

KENYATTA UNIVERSITY

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