



KENYATTA UNIVERSITY

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

SERVICE DELIVERY CHARTER

SERVICE RENDERED	REQUIREMENTS	CHARGES	TIMELINE
Unit Registration	Student Unit Registration Form Finance Clearance	Free	1 Week
Units Adjustment	Unit Adjustment Form	Free	Immediate
Inter/Intra School/departmental transfers	Transfer forms	Free	Deadline memo from Registrar Academic
Confirmation of student unit registration data	Student I/D	Free	Immediate
Release of Provisional Result	Student I/D	Free	Immediate
Issue of result slips after Senate Approval	Student I/D	Free	Immediate
Replacement of lost Result Slips	Student I/D	free	1 Day
Examinations Result Queries	Missing Unit Marks Form	Free	1 Week
Processing of Postgraduate Proposals/Thesis	Fulfilment of all requirements	Free	2 Weeks/ 1 Month
Processing Scholarship awards & Research Grants	Application Letter/Form Recommendation	Free	1 Month
Analysis of new departmental programmes	Fulfilment of all requirements	Free	1 month
Recommendation/Introductory Letters/Confirmation of Units covered	Student I/D Request letter	Free	Immediate
Classification of Finalists for graduation	Application Form Result Slips	Free	2 Weeks after Senate Approval

In case of complaints regarding the services offered please contact

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Committed to Creativity, Excellence & Self Reliance