



**KENYATTA UNIVERSITY**  
**DEPARTMENT OF FINE ART AND DESIGN**  
**SERVICE DELIVERY CHARTER**

*Email: chairman-fineart@ku.ac.ke Tel/Ext: 3573*

SERVICES PROVIDED	CUSTOMER REQUIREMENTS	CHARGES /COST	TIME LINE	RESPONSIBILITY
Processing Admission Applications	- Be eligible to apply - Interview (If applicable) - Admission Analysis form	Free	1 Week	<u>Diploma &amp; Undergraduate</u> - Head, Departmental Academic Audit Committee  <u>Postgraduate:</u> Head, Departmental Postgraduate Committee
Unit Registration	- Student I/D - Unit Registration form	Free	1 Day	Head, Departmental Academic Audit Committee
Units Adjustment	-Student I/D -Request Letter - Unit Adjustment form	Free	1 Day	Departmental Academic Audit Committee
Examinations Result Queries	-Student I/D -Request Letter -Result Slip	Free	1 Week	Examinations Officer
Processing of Postgraduate Proposal/Project Report/Thesis	- Fulfilment of all requirements	Free	1 Month	Head, Postgraduate Committee
Recommendation/Introductory Letters/Confirmation of Units covered	- Student I/D - Request letter	Free	1 Day	Chairman of Department
Student General Request/Report	Department Request/Report Form	Free	1 Day	Chairman of Department
Student Advisory/Mentorship	Student I/D Request letter Department Request/Report form	Free	Week	Head, Academic Advisory Committee
Response to phone calls (landline and any other official line)	Phone Call	Free	15 seconds	Departmental Secretary
Response to enquiry by walk-in clients	Walk-in and make the enquiry	Free	1 minute	Departmental Secretary

SERVICES PROVIDED	CUSTOMER REQUIREMENTS	CHARGES /COST	TIME LINE	RESPONSIBILITY
Response to correspondence	Written correspondence (letters)	Free	5 working days	Departmental Secretary
Response to correspondence	Email and social media (Twitter, Facebook & YouTube)	Free	1 working day	Departmental Secretary
Response to public complaints and grievances	Make a complaint	Free	1 working day	Chairman of Department
Resolution of complaints	Make a verbal or written complaint	Free	14 working days	Chairman of Department
Curriculum Delivery	Unit registration	Free	As per teaching timetable	Head, Departmental Curriculum Committee
Access to information	Formal request	Free	Within 7 working days	Chairman of Department

### **We are committed to courtesy and excellence in service delivery**

Any services rendered that does not conform to the above service standards or any officer who does not live up to the commitment of courtesy and excellence in service delivery should be reported to:

**The Vice-Chancellor**

Kenyatta University  
P.O Box 43844-00100  
Nairobi  
Tel. +254 20 8703858  
Mobile +254 710890005  
Email [complaints@ku.ac.ke](mailto:complaints@ku.ac.ke)

**The Commission Secretary/CEO**

Commission on Administrative Justice,  
West End Towers, Waiyaki Way,  
P.O. Box 20414 – 00200  
Nairobi  
Tel. +254 20, 2270000, 2303000  
Email. [complain@ombudsman@go.ke](mailto:complain@ombudsman.go.ke)

### **HUDUMA BORA NI HAKI YAKO**