



## KENYATTA UNIVERSITY

SCHOOL OF LAW, ARTS AND SOCIAL SCIENCES  
DEPARTMENT OF SECURITY, DIPLOMACY AND PEACE STUDIES

[chairperson-ircss@ku.ac.ke](mailto:chairperson-ircss@ku.ac.ke) Tel/Ext: 4540

### SERVICE DELIVERY CHARTER

S/N.	SERVICE PROVIDED	CUSTOMER REQUIREMENT	CHARGES	TIME
1.	Signing of Unit Registration forms	<ul style="list-style-type: none"><li>Registration Forms</li><li>Finance clearance</li></ul>	Free	10 Minutes
2.	Signing of Unit Adjustment Forms	<ul style="list-style-type: none"><li>Adjustment Forms</li></ul>	Free	10 Minutes
3.	Processing of Provisional Transcript	<ul style="list-style-type: none"><li>Application Letter</li></ul>	Free	1 day
4.	Responding to Examinations Results Queries	<ul style="list-style-type: none"><li>Missing Unit marks form</li></ul>	Free	2 weeks
5.	Processing of Postgraduate Proposal/Project/Thesis	<ul style="list-style-type: none"><li>Copies of the proposal/project/Thesis signed by student, supervisor(s), Departmental Chair and Departmental postgraduate Chair</li></ul>	Free	2 weeks
6.	Clearing of Clearance forms for students after graduation	<ul style="list-style-type: none"><li>Student ID Card</li></ul>	Free	10 minutes
7.	Allocation of Supervisors	<ul style="list-style-type: none"><li>Cleared Course Work</li><li>Approved Concept paper</li></ul>	Free	2 weeks
8.	Issuance of Recommendation letter to students	<ul style="list-style-type: none"><li>Request letter</li></ul>	Free	Continuous
9.	Responding to queries by potential students	<ul style="list-style-type: none"><li>Identification by potential students</li></ul>	Free	10 minutes

### **WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY**

Any service 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 Chairman, Department of Security, Diplomacy and Peace Studies  
Kenyatta University  
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Email: [chairperson-ircss@ku.ac.ke](mailto:chairperson-ircss@ku.ac.ke)

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[director-complaints@ku.ac.ke](mailto:director-complaints@ku.ac.ke)

**HUDUMA BORA NI HAKI YAKO**

*Transforming Higher Education... Enhancing Lives*

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