



**KENYATTA UNIVERSITY**  
**SERVICE DELIVERY CHARTER**

**NAKURU CAMPUS**

**OUR VISION STATEMENT**

A dynamic, inclusive and globally competitive centre of excellence in Teaching, research and service to humanity.

**OUR MISSION STATEMENT**

To provide quality education and training and promote scholarship and community service for sustainable development

No.	Service Provided	Requirements	Charges	Time
1	Admission of self sponsored students	Completed Admission form	Ksh. 2000/- For East African Students Ksh. 4000/- For others	September, January and May every Year
2	Unit Registration	Payment full Fees	Free	Within a month after commencement of Semester
3	Curriculum Delivery	Unit Registration	Free	As per the timetable
4	Library Services	Registered library patrons	Free	As per library opening hours
5	Issuance of transcripts	Application Forms Student ID	Ksh. 200/- per copy One set free after graduation	Within 5 working days
6	Graduation	Classification Fees Clearance	Ksh 5,500 / - for Diploma and Certificate Ksh. 6,000/- for Bachelor Degrees Ksh. 6,500 for Masters Degree Ksh. 7,000/- for PhD	July and December every year
7	Issuance of Certificate	University Clearance National ID	Free	Within a month after graduation
8	Health Services at the Health Unit	Registered Students	Free	Within 2 hours
9	Response to enquiries	Request	Free	Within 10 minutes
1	Response to correspondence	Written Correspondences	Free	Within 7 working days
1	Access to information	Formal Request	Free	Within 7 working days

**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 to courtesy and excellence in service delivery should be reported to:

The Vice Chancellor, Kenyatta University  
P.O Box 43844- 00100 Nairobi  
Tel. +254 208703658

The Commission Secretary / CEO  
Commission of Administrative Justice  
West End Towers, Waiyaki Way

Mobile. +254 710890005  
Email: [complaints@ku.ac.ke](mailto:complaints@ku.ac.ke)  
[Director-complaints@ku.ac.ke](mailto:Director-complaints@ku.ac.ke)

P.O Box 20414 – 00200 Nairobi  
Tel. + 254 20, 2270000, 2303000  
Email: [complain@ombudsman.go.ke](mailto:complain@ombudsman.go.ke)