



**KENYATTA UNIVERSITY
SCHOOL OF ECONOMICS
SERVICE DELIVERY CHARTER**


We are committed to courtesy and excellence in service delivery

SERVICES RENDERED	REQUIREMENTS	TIMELINE
Unit Registration	<ul style="list-style-type: none"> • Download Unit Registration Form from KU website • Finance clearance 	10 minutes
Units Adjustment	Unit Adjustment Form	10 minutes
Confirmation of student unit registration data	Student ID	5 minutes
Issue of Provisional result slips.	Student ID	5 minutes
Incomplete examinations query clearance	Caption approved by Senate	5 minutes
Processing of Postgraduate Proposal	2 Copies of proposal (Loosely bound). Fee Statement. Supervision tracking record. Minutes of department/School defence meeting. Forwarding letter from the Chairman of Department. Plagiarism Report Declaration of originality form.	3 days
Processing of PhD Thesis	4 copies of thesis (Loosely bound). Forwarding letter to Graduate School. Plagiarism report. Declaration of originality form. Supervision tracking record.	3 days
Processing Scholarship awards	Application Letter/ Form Fulfilment of the requirements of the specific scholarship. Result slips/Certificate	1 day
Processing Research Grants	Application Letter/ Form Recommendations Result slips/Certificate Research budget, Graduate School clearance, Progress report from Supervisor	3 days
Recommendation/ Introductory Letters for International students	Request letter from Employer/Sponsor/Student Student ID	1 day
Confirmation of student academic status	Student ID/Registration No.	10 minutes
Classification of Finalists for graduation	On line Application graduation Form	1 month
Issuance of Inter/Intra School transfer letters	Student ID Original student admission letter	5 minutes
Gown issuance	Student ID/Registration No. Clearance from Finance	10 minutes
Gown receiving	Student ID/Registration No.	5 minutes

	Confirmation of details in the system	
Issuance of examination cards	Student ID Lecturer evaluation key	10 minutes
Changing student status to 'graduated'	Graduation List	5 minutes
Updating student academic records	Student ID/Registration number	5 minutes
Mentorship/career Counselling	Student request	Continuous

NB: All the services are offered free of charge.

In case of complaints or compliments regarding the services offered please contact:
The Dean, School of Economics, Kenyatta University, P. O. Box 43844-00100 Nairobi,
 Tel. (020) 8710901, Ext: **3612** Email: dean-economics@ku.ac.ke

Name: Dr. P. Onono Signature:  Date Reviewed 12/01/2021

