



KENYATTA UNIVERSITY
SCHOOL OF EDUCATION
DEPARTMENT OF EDUCATIONAL PSYCHOLOGY

SERVICE DELIVERY CHARTER

We are committed to courtesy and excellence in Service Delivery

SERVICES RENDERED	REQUIREMENTS	CHARGES	TIMELINE
Unit registration	<ul style="list-style-type: none">• Student Unit registration form	Free	1 Day
Class Instruction as Per time Schedule	<ul style="list-style-type: none">• Students' presence	Free	In line with the teaching schedule
Units adjustment Verification	<ul style="list-style-type: none">• Unit adjustment form	Free	1 Day
Examination Result Queries	<ul style="list-style-type: none">• Missing unit marks form• Unit registration form	Free	1 Week
Processing of MA/ Ph.D proposals/Thesis	<ul style="list-style-type: none">• Fulfillment of all requirements	Free	2 Weeks
Recommendation/Introduction letters	<ul style="list-style-type: none">• Student ID• Request Letter	Free	1 Day
Departmental Reference Library	<ul style="list-style-type: none">• Registered University student Undertaking relevant courses at the department	Free	Immediate

SIGNATURE:

DATE: 9/6/2021

NAME: DR. DAVID KARIUKI

DESIGNATION: CHAIRMAN

CONTACT FOR FURTHER ASSISTANCE: **020-8704180**