

SCHOOL OF PURE & APPLIED SCIENCES
Service Delivery Charter

Committed to offering service that goes beyond customer expectation

S/No	Service	Requirements/involvements	Time Line	Action By
1	Communication	Information form: <ul style="list-style-type: none"> • University administration • Other schools & sections • Departments 	Immediate	Dean Administrators Secretaries
2	Administration	Knowledge of <ul style="list-style-type: none"> • University procedures & policy. • Advising customers/students on programmes. • Facilitating meetings • Coordinating departments 	Immediate and as soon as required.	Dean Administrators
3	Record keeping	<ul style="list-style-type: none"> • Various communication • Minutes • Official documents 	Immediate.	Secretaries Registry Clerks
4	Examination processing	<ul style="list-style-type: none"> • Examination data 	2 weeks	Examination officer Data Entry Clerks
		<ul style="list-style-type: none"> • Relevant forms 	3 days	
		<ul style="list-style-type: none"> • Examination complaints 	3 days	
		<ul style="list-style-type: none"> • Result slips 	One week	
5	Student registration	<ul style="list-style-type: none"> • Registration forms • List of units being offered. 	Immediate	Administrators Clerks
6	Customer complaint/ compliments	Customer complaints/ compliments forms.	Monthly	Dean Administrators
7	Issuing result slips	Result slips	Immediate	Data Entry Clerks Registry Clerks
8	Purchasing	<ul style="list-style-type: none"> • Reviewing departmental requirements. 	Immediate	Chairmen of Depts. Technicians Purchasing Office
		<ul style="list-style-type: none"> • Following up of purchases 	1 month	
9	Advisory	<ul style="list-style-type: none"> • Student/customer queries. 	Immediate	Dean Administrators

For further information on our services contact:

The Dean

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