



**KENYATTA UNIVERSITY**  
**SCHOOL OF PURE AND APPLIED SCIENCE**  
**DEPARTMENT OF BIOCHEMISTRY AND BIOTECHNOLOGY**

**SERVICE DELIVERY CHARTER**

Committed to efficient and Effective Service Delivery to all our Clients

| <b>S/No.</b> | <b>Service Rendered</b>                     | <b>Requirements</b>  | <b>Charges</b> | <b>Timelines</b>                                 |
|--------------|---|--|----------------|--|
| 1.           | Unit registration                           | <ul style="list-style-type: none"> <li>Correctly filled unit registration forms duly signed in duplicates</li> </ul>   | Free           | On the spot                                      |
| 2.           | Registration of eighth unit                 | <ul style="list-style-type: none"> <li>Attachment of the most recent result slip</li> </ul>  | Free           | On the spot                                      |
| 3.           | Adjustment, Addition or Withdrawal of units | <ul style="list-style-type: none"> <li>Correctly filled relevant unit registration forms</li> </ul>  | Free           | On the spot                                      |
| 4.           | Recommendation to call off a semester       | <ul style="list-style-type: none"> <li>Correctly addressed request letter.</li> </ul>  | Free           | On the spot                                      |
| 5.           | Request for un-posted marks                 | <ul style="list-style-type: none"> <li>Requests recorded in a register and addressed by the Exam Co-ordinator</li> </ul>   | Free           | 2-3 days   |
| 6.           | Credit waiver                               | <ul style="list-style-type: none"> <li>Correctly filled request forms</li> <li>Attachment of Syllabus from Institution that warded the credit to be waived.</li> </ul> | Free           | One week   |
| 7.           | Time adjustments                            | <ul style="list-style-type: none"> <li>Consent from all affected groups</li> </ul>   | Free           | 1-2 days   |
| 8.           | Make-up CATS                                | <ul style="list-style-type: none"> <li>Convincing documentary evidence that reasons for missing CAT are justified</li> </ul>   | Free           | Make-up CATs to be offered before semester exams |
| 9.           | Career guidance                             | <ul style="list-style-type: none"> <li>NONE</li> </ul>   | free           | Immediately                                      |
| 10.          | Recommendation letters                      | <ul style="list-style-type: none"> <li>Details of contents, purpose of destination</li> </ul>  | Free           | On the spot OR Not exceeding 2 days              |
| 11.          | Remarking of failed units                   | <ul style="list-style-type: none"> <li>Request letter from Registrar Academic which also has proof of payment.</li> </ul>  | Free           | Maximum 2 weeks                                  |

In case of complaints and complements regarding the services offered please contact:

The Chairman, Department of Biochemistry and Biotechnology, Kenyatta University, P.O Box 43844 - 00100, NAIROBI

Telephone: 020-8710901-10 Ext. 3711/3712

Email: chairman-biochem@ku.ac.ke