



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

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

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

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