



**KENYATTA UNIVERSITY
PLANT SCIENCES DEPARTMENT**

Title:	SERVICE DELIVERY CHARTER	Page 1 of 1	
		Reference	KU/PS/SDC/05-10
		Issue/Rev.	1/1

S.No.	Service rendered	Requirements	Charges	Timelines
		✓		
1.	Checking on missing marks	Form from the School listing the missing marks	Free	2 days
2.	Orientation of new students	Invitation to the new students and departmental staff	Free	3 rd week after the beginning of the semester
OTHER SERVICES OFFERED BY THE DEPARTMENT				
3.	Clearance in the department	<ul style="list-style-type: none"> ✓ Students identification card ✓ Clearance forms 	Free	1 day
4.	Recommendation letters	<ul style="list-style-type: none"> ✓ Students ID card ✓ Request letter ✓ Copies of transcript if the student has already graduated 	Free	1 day
5.	Registration for units in the department	Filled registration forms	Free	1 day
6.	Provision of advisory services on academic matters	<ul style="list-style-type: none"> ✓ Person making the enquiry ✓ Appointment with the academic Advisor ✓ Chairman, DPS committee ✓ Email enquiry 	Free	Depends on the lecturer concern
7.	Preparation and sale of slides for use by secondary schools for practical sessions.	Orders for particular slides to be prepared	Charges depend on the slide required	2 weeks after receiving the order
8.	Preparation of timetables	University main timetable	Free	1 week after receipt of master timetable

APPROVAL AND DATE OF ISSUE

Approved by:
Chairman, Plant Sciences Department

Date: 02 February 2015