



**KENYATTA UNIVERSITY
CITY CAMPUS**

SERVICE DELIVERY CHARTER

We are committed to Courtesy and Excellence in service delivery

S/NO	SERVICE	REQUIREMENTS	CHARGES	TIMELINE
1	Respond to enquiries on programmes/services	<ul style="list-style-type: none">• Specific enquiry by customer	Free	Immediately
2	Issuance and receipt of application forms for admissions	<ul style="list-style-type: none">• Application fee receipt• Copies of certificates and transcripts	Application fee of: Ksh. 2,000 – East Africans Ksh. 4,000 – Non East African	Immediately
3	Dispatch of application forms to Main Campus	<ul style="list-style-type: none">• Filled application forms with attached documents	Free	Weekly
4	Registration of students	<ul style="list-style-type: none">• Original National ID• Original letter of admission• Original certificates and transcripts• Fees payment	Applicable fee for individual programme	As per semester dates/deadline
5	Orientation of new students	Registered students	Free	As per orientation programme
6	Teaching, assessment and supervision	Registered students	Free	As per individual programme contact hours/semester dates
7	Registration of Library users	<ul style="list-style-type: none">• Student smart card• Staff ID and introductory letter from department	Free	One day
8	Lending and receiving Library books	<ul style="list-style-type: none">• Bar-coded Smart card• Bar-coded staff ID	Free	Immediately
9	Provision of ICT services	<ul style="list-style-type: none">• Student Smart Card	Free	Immediately
10	Provision of Car Stickers to members of staff at City Campus	<ul style="list-style-type: none">• Copy of Log Book• Parking application form duly signed	Free	One day
11	Issuance of Projectors to teaching staff	<ul style="list-style-type: none">• Staff ID/Letter of appointment	Free	Immediately

In case of complaints or compliments regarding the services offered, please contact:

The Director, City Campus
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E-mail: citycampus@ku.ac.ke