



KENYATTA UNIVERSITY
DEPARTMENT OF FASHION DESIGN AND MARKETING

SERVICE DELIVERY CHARTER

We are Committed to Courtesy and Excellence in Service Delivery

Services Rendered	Requirements	Charges	Timeline
Unit Registration	<ul style="list-style-type: none">• Student Unit Registration Form• Finance clearance	Free	As per University dates
Teaching	Learning materials	Free	As per Time table
Academic Counselling	Request from student/ poor performance	Free	Immediate
Examination	Identification documents	Free	As per Exam time table
Examinations Results queries	<ul style="list-style-type: none">• Missing unit Marks Form• Registration Forms	Free	1 Week
Processing of Postgraduate proposal/Thesis	<ul style="list-style-type: none">• Fulfilment of all requirements	Free	2 Weeks

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