



**KENYATTA UNIVERSITY  
SCHOOL OF BUSINESS  
DEPARTMENT OF BUSINESS ADMINISTRATION**

**SERVICE DELIVERY CHARTER**

<b>SERVICE RENDERED</b>	<b>REQUIREMENTS</b>	<b>CHARGES</b>	<b>TIMELINE</b>
Unit Registration	<ul style="list-style-type: none"><li>• Student unit registration form</li><li>• Finance clearance</li></ul>	Free	Immediate
Unit Adjustment	Unit adjustment	Free	Immediate
Confirmation of student unit registration data	Student I/D	Free	Immediate
Examinations result queries	Missing unit marks from	Free	2 weeks
Processing of Postgraduate Proposal/Thesis	Fulfillment of all requirements	Free	2 weeks/1 month
Allocation of supervisors	<ul style="list-style-type: none"><li>• Cleared course work</li><li>• Approved concept paper</li><li>• Finance clearance</li></ul>	Free	1 day
Introduction letters for attachment	Student I/D	Free	1 day
Recommendation letters to further education	<ul style="list-style-type: none"><li>• Request letter</li><li>• Degree Certified</li></ul>	Free	1 day
Teaching and learning	Registered semester units	As per university admission requirement	Semester weeks

In case of complaints or compliments regarding the service offered please contact:  
The Chairman, Department of Business Administration, Kenyatta University, P.O. Box 43844 - 00100 Nairobi,  
Tel, (020)8713820 Email, chairman-businessadministration@ku.ac.ke