



KENYATTA UNIVERSITY
OFFICE OF THE DEAN
SCHOOL OF APPLIED HUMAN SCIENCES
SERVICE DELIVERY CHARTER

We are committed to courtesy and excellence in service delivery:

S/No.	Services rendered	Requirements	Charges	Timeline
1.	Unit Registration	1. Completed Unit Registration form. 2. Finance Clearance	Free	1 week
2.	Units Adjustment	Completed Unit Adjustment Form	Free	Immediately
3.	Release of Provisional Results	Nil	Free	Immediately after School Board meeting
4.	Processing of Postgraduate Proposal/Thesis	Fulfillment of all requirements	Free	2 Weeks
5	Processing of Scholarship awards & Research Grants	1. Application letter/Form 2. Recommendation	Free	1 Month
6	Recommendation/Introductory Letters/ Confirmation of Units covered	Student ID	Free	Immediately
7	Issuance of Exam Cards	Student ID- Only for those who have met all admission requirements during the semester	Free	Immediately
8	Classification of Finalists for Graduation	Application Form	Free	Immediately after Senate Approval
9	Issuance of Graduation Gowns	1. Student ID 2. Receipt for Graduation Fee 3. Finance Clearance	Free	1 week before Graduation date

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

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