



**KENYATTA UNIVERSITY**

**DEPARTMENT OF HISTORY, ARCHAEOLOGY AND POLITICAL STUDIES**

**SERVICE DELIVERY CHARTER**

*Email: [chairman-history@ku.ac.ke](mailto:chairman-history@ku.ac.ke) Tel. Ext:4164/4165*

S/NO	SERVICES PROVIDED	REQUIREMENTS	CHARGES	TIME
1.	Response to phone calls (landline and any other official line)	Phone call	Free	15 seconds
2.	Response to enquiry by walk-in clients	Walk-in and make the enquiry	Free	1 minute
3.	Response to correspondence	Written correspondence (letters)	Free	2 working days
		Email	Free	1 working day
4.	Response to public complaints and grievances	Make a complaint	Free	1 working day
5.	Resolution of complaints	Make a verbal or written complaint	Free	7 working days
6.	Orientation of new students	Invitations to new students and staff	Free	2 <sup>nd</sup> week after the beginning of the Academic Year
7.	Teaching	Record of Lecturers and registered students	Free	As per Semester dates and the timetable
		Teaching/Learning materials		
8.	Examination Processing (Exams results)	Communication from the Registrar (Academic)	Free	Immediately as per the University deadlines
		Communication from the Dean of the School		
9.	Provision of academic advice	Enquirer	Free	Within 2 hours with appointment 4 hours without appointment
		Appointment with academic adviser		
		Email/letter enquiry		
10.	Recommendation/ Introduction letter/ Confirmation of unit(s) covered	Student ID	Free	Within 48 hours
		Request letter		

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11.	Clearance from the Department	Online request forms	Free	Within two hours
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**WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY**

Any service rendered that does not conform to the above service standards or any officer who does not live up to the commitment of courtesy and excellence in service delivery should be reported to:

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*Chairman,*  
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*Political S*  
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Email [chairman-history@ku.ac.ke](mailto:chairman-history@ku.ac.ke)

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Email [complaints@ku.ac.ke](mailto:complaints@ku.ac.ke)

**HUDUMA BORA NI HAKI YAKO**