



KENYATTA UNIVERSITY

**SCHOOL OF LAW
DEPARTMENT OF PUBLIC LAW
SERVICE DELIVERY CHARTER**

We are committed to Courtesy and Excellence in Service Delivery

| SERVICES RENDERED | REQUIREMENTS | CHARGES | TIMELINE |
|---|---|------------|---|
| Orientation of New Students | <ul style="list-style-type: none"> • Orientation Programme | Free | <ul style="list-style-type: none"> • Within the First Week of Reporting |
| Display of the Time Table and Units on Offer in a Semester | <ul style="list-style-type: none"> • None | Free | <ul style="list-style-type: none"> • The First Day of the Semester |
| Registration of Retakes, Special and Supplementary Examinations | <ul style="list-style-type: none"> • Unit Registration Forms | Free | <ul style="list-style-type: none"> • Within the Registration Timeline |
| Unit Adjustment | <ul style="list-style-type: none"> • Unit Adjustment Form | Free | <ul style="list-style-type: none"> • Within the Registration Timeline |
| Provision of Academic Advice | <ul style="list-style-type: none"> • Appointment | Free | <ul style="list-style-type: none"> • Within Five Days |
| Response to Examination Queries | <ul style="list-style-type: none"> • Examination Query Form | Free | <ul style="list-style-type: none"> • Within Five Days |
| Remarking of Examination | <ul style="list-style-type: none"> • Remark Request Letter | Ksh. 2,000 | <ul style="list-style-type: none"> • Within Five Days Upon Receipt of Appointment Letter |
| Receiving and Resolving of Customer Complaints | <ul style="list-style-type: none"> • Verbal or Written Complaint | Free | <ul style="list-style-type: none"> • Within 5 Days |
| Clearance of the Students from the School | <ul style="list-style-type: none"> • Clearance Forms | Free | <ul style="list-style-type: none"> • Within 3 Days |

In Case of Complaints or Compliments Regarding the Services Offered, Please Contact:

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