



KENYATTA UNIVERSITY

OFFICE OF THE DEAN SCHOOL OF AGRICULTURE & ENTERPRISE DEVELOPMENT

CUSTOMER SERVICE DELIVERY CHARTER

We are committed to provide excellent training through teaching and research at both undergraduate and postgraduate level, thus contributing utmost to development of our country Kenya.

Service Rendered	Requirement	User Charges (KShs.)	Time-line
Online registration of units	-Student unit registration form	As per University tuition fee	1 st week of semester dates
Units adjustment	Student unit adjustment form	“	On the spot
Co-ordination of teaching and training	-Teaching/learning materials -Class attendance register	“	14 weeks
Academic/General enquiries	Visit the Dean’s office reception	“	On the spot
Release of students results	-Observing University examination rules/regulations	“	Immediately after the results have been adopted by UBE.
Printing/Issuing of official result slips	-Students ID	“	Within one day of request.
Examination Card Issuance	-Request for missing students examination cards. -Correction of errors on students examination cards	“	Within one day from error identification.
Classification of finalists	-On line Application to graduate.	“	Names of qualified applicants tabled in UBE prior to the material Graduation Ceremony for approval.

N.B: In case the services rendered do not conform to the standards above, direct your complaints and queries to: The Dean, School of Agriculture and Enterprise Development – Kenyatta University