



**KENYATTA UNIVERSITY**  
**SCHOOL OF AGRICULTURE AND ENTERPRISE DEVELOPMENT**  
**DEPARTMENT OF AGRICULTURAL SCIENCE & TECHNOLOGY**

## **SERVICE DELIVERY CHARTER**

<b>SERVICE RENDERED</b>	<b>REQUIREMENTS</b>	<b>CHARGES</b>	<b>TIMELINE</b>
Enquiries on departmental academic programmes and admission requirements	Enquiry from prospective students	Free	Immediate
Processing of self sponsored applications	Application documents forwarded from university admissions office	Free	3 days
Processing post graduate applications	Application documents forwarded from graduate school	Free	3 days
Registration of students	Student unit registration form; student ID	Free	Immediate upon arrival
Respond to examination results queries	Documented enquiry	Free	1 day
Process postgraduate student	As per graduate	Free	1 week

proposal	school requirements		
Process recommendations and references for scholarships, placements etc	Proven association with departments activities and programmes	Free	2 days
Processing recommendations for research grants	Collaborative proposal in areas of interest to the department	Free	2 days
Responding to enquiries from other clients	Documented request for service	Depend on service	5 days
Responding to complaints	Completed complain form	Free	immediate