



**KENYATTA UNIVERSITY**

**DEPARTMENT OF AGRICULTURAL RESOURCE MANAGEMENT  
SCHOOL OF AGRICULTURE AND ENTERPRISE DEVELOPMENT  
SERVICE DELIVERY CHARTER**

We are committed to Courtesy and excellence in Service delivery

| <b>SERVICES RENDERED</b>        | <b>REQUIREMENTS</b>  | <b>CHARGES</b> | <b>TIMELINE</b>         |
|---------------------------------|--|----------------|-------------------------|
| <b>Admissions processing</b>    | <ul style="list-style-type: none"><li>- <b>Application forms &amp; relevant documents</b></li><li>- <b>Application fee receipt</b></li></ul> | <b>Free</b>    | <b>Immediate</b>        |
| <b>Registration of students</b> | <ul style="list-style-type: none"><li>- <b>Student unit registration forms</b></li><li>- <b>Finance clearance</b></li></ul>                  | <b>Free</b>    | <b>Immediate</b>        |
| <b>Teaching</b>                 | <ul style="list-style-type: none"><li>- <b>Lecturer and registered students</b></li><li>- <b>Teaching / learning materials</b></li></ul>     | <b>Free</b>    | <b>As per timetable</b> |

|  |   |             |   |
|--|---|-------------|---|
| <b>Laboratory practical's / demonstrations</b>                           | <ul style="list-style-type: none"> <li>- <b>Lecturer and students</b></li> <li>- <b>Laboratory space</b></li> <li>- <b>Teaching / learning materials</b></li> </ul> | <b>Free</b> | <b>As per timetable</b>                                       |
| <b>Examination Results processing</b>                                    | <ul style="list-style-type: none"> <li>- <b>Student ID</b></li> </ul>   | <b>Free</b> | <b>immediate</b>  |
| <b>Supervision of Postgraduate</b>                                       | <ul style="list-style-type: none"> <li>- <b>Registered Postgraduate student</b></li> <li>- <b>Student ID</b></li> </ul>   | <b>Free</b> | <b>2-3 years</b><br><b>As per schedule of Graduate school</b> |
| <b>Recommendation/ Introductory letter/Confirmation of Units covered</b> | <ul style="list-style-type: none"> <li>- <b>Student ID</b></li> <li>- <b>Request letter</b></li> </ul>  | <b>Free</b> | <b>Immediate</b>  |

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

**The Chairman, Agricultural Resource Management**

**Art Complex 2nd BL 3<sup>rd</sup> FL. Room 3025 EXT 3646**

**Email: [Chairman-agricresource@ku.ac.ke](mailto:Chairman-agricresource@ku.ac.ke)**