



**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	<ul style="list-style-type: none"> <li>• Student unit registration form</li> </ul>	As per University tuition fee	1 <sup>st</sup> week of semester dates
Units adjustment	<ul style="list-style-type: none"> <li>• Student unit adjustment form</li> </ul>	“	On the spot
Co-ordination of teaching and training	<ul style="list-style-type: none"> <li>• Teaching/learning materials</li> <li>• Class attendance register</li> </ul>	“	14 weeks
Academic/General enquiries	<ul style="list-style-type: none"> <li>• Visit the Dean’s office reception</li> </ul>	“	On the spot
Release of students results	<ul style="list-style-type: none"> <li>• Observing University examination rules/regulations</li> </ul>	“	As per the University examination processing calendar
Printing/Issuing of official result slips	<ul style="list-style-type: none"> <li>• Students ID</li> </ul>	“	After the release of students results
Classification of finalists	<ul style="list-style-type: none"> <li>• Application for graduation form</li> </ul>	“	As per the university examination policy.

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