



KENYATTA UNIVERSITY
SCHOOL OF ENGINEERING & TECHNOLOGY

CUSTOMER SERVICE DELIVERY CHARTER

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

Service Rendered	Requirements	User charges	Time line
Co-ordination of teaching and training	<ul style="list-style-type: none">• Timetable• Teaching/learning• materials• Class attendance register	Free	16 weeks
Academic/General enquires	Visit the Dean's Office reception	Free	Immediate
Unit Registration	Student unit registration form	Free	Immediate
Units adjustment	Student unit adjustment form	Free	Immediate
Release of students results	Observing university examinations rules/regulations	Free	As per the university examination processing calendar
Printing/issuing of official result slips	Student ID	Free	Immediate
Classification of finalists for graduation	Online Application	Free	As per the university examinations policy.
Recommendation / Introductory Letters	Fulfillment of all requirements	Free	2 days
Processing Scholarship Awards & Research Grants	Application form	Free	1 week

N/B.: Incase the services rendered do not conform to the standards above direct your complaints and queries to; The Dean, School of Engineering & Technology – Kenyatta University.