



KENYATTA UNIVERSITY
DEPARTMENT OF GENDER & DEVELOPMENT STUDIES
P.O. BOX 43844-00100
NAIROBI
SERVICE DELIVERY CHARTER

Services Offered

1. Registration of units
2. Teaching. (All Lecturers)
3. Clearance of students
4. Reference letters
5. Recruitment of Part timers/Tutorial Fellows

Services Rendered	Requirement	Duration	Action by	Cost of Service
A. Registration of Units				
(i) Presentation of the signed registration documents (ii) Teaching	(a) Registration form(s) (b) Result slips (c) Certificates (d) Timetable (e) Allocation of Workload (f) Student Evaluation Forms (g) Record of Students attendance list	Immediate	Head of Department Dept. Timetabler Head/Committee Class Reps/HoD Individual Lecturers	Nil
B. Processing of Exams (Missing marks)				
(i) Processing Exams <ul style="list-style-type: none"> • Exam Setting • Moderation of Exams • Proof reading of Exams • Administration of exams • Exam marking-marks moderation & entry of (ii) Receiving of missing mark query from either: <ul style="list-style-type: none"> • Student • School Exam's Coordinators • University Exam's Office 	<ul style="list-style-type: none"> • Examination Card • Student's I.D Departmental missing marks' sheet School's Missing mark query form	As soon as Query form is received at the department	Head of Department	Nil
		Feedback given within 7 days	Exam coordinators	Nil
C. Clearance of Students in the Department				
Student presents clearance forms to the Department	Clearance forms signed	Immediately	Head of Department	Nil
D. Reference Letter				
Student presents request for reference	Document to support request Reference letter issued	Immediately	Head of Department	Nil
E. Recruitment of part timers				
Applicant presents request	Documents to support request	14 days	Head of Department	Nil

Contact Person:
Dr. Mildred J. Lodiaga
Head of Department:
Email: chairperson-gender@ku.ac.ke or mjalke@yahoo.com
Office Tel: 8710901 Ext. 3501, Mobile: 0721469815