



**KENYATTA UNIVERSITY  
PHYSICS DEPARTMENT**

*Email: chairman-physics@ku.ac.ke Ext. 3735/36*

**SERVICE DELIVERY CHARTER**

S.N	Service Provided	Customer Requirement	Charges (Kshs)	Time	Responsibility
1.	Provision of information on courses offered by the department and their requirements	Verbal or written request	Free	On the spot	Chairman/ Academic Advisors
2.	Signing of registration forms for courses or for unit adjustment	Registration Forms	Free	On the spot	Assigned Lecturers
3.	Recommendation/Introductory letters/ Attachment letters	Request Form	Free	2 hours	Chairman
4.	Sorting out missing marks	Request Form	Free	3 days	Exams Coordinator/ Concerned Lecturer
5.	Clearance of student on completion of studies	Clearance form	Free	On the spot	Chairman/Chief Technician
6.	Assessment of a proposal	Draft Proposal	Free	One week after submission	Chairman DBPS/Assigned Lecturers
7.	Marking of laboratory reports	Lab Report Books	Free	2 weeks after handing in	Assigned Lecturers/Lab Directors
8.	Marking of CATs	Answer Sheets	Free	2 weeks after the CAT is done	Lecturers Teaching Respective Units
9.	Marking of examination scripts	Examination Script	Free	3 weeks after the examination date	Lecturers Teaching Respective Units
10.	Queries on either teaching or examination timetables	Request Form	Free	On the spot	Chairman
11.	Forwarding a thesis for examination or a corrected thesis	Signed copies of the Thesis	Free	On the spot	Chairman
12.	Arranging for a seminar for either proposal presentation or progress report	Email to Seminar Coordinator & Signed Abstract	Free	2 weeks from the booking date	Departmental Seminar Coordinator, Chairman, DBPS

**WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY**

Any service rendered that does not conform to the above service standards or any officer who does not live up to the commitment of courtesy and excellence in service delivery should be reported to:

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**Tel.** +254 20 8703736  
**Email:** [chairman-physics@ku.ac.ke](mailto:chairman-physics@ku.ac.ke)

The Vice-Chancellor  
 Kenyatta University  
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