



**KENYATTA UNIVERSITY**  
**DEPARTMENT OF CHEMISTRY**

Email: [chemchair@ku.ac.ke](mailto:chemchair@ku.ac.ke)

**SERVICE DELIVERY CHARTER**

We are committed to efficient and quality service delivery

<b>S/No</b>	<b>Service</b>	<b>Requirements</b>	<b>Timeline</b>	<b>Action By</b>
1.	Facilitation of Unit Registration	Academic Grades Filled registration forms	Immediately	Academic Advisors
2.	Academic Advisory Services	Request by Students	Academic Advisor's Consultation Hours	Academic Advisors
3.	Teaching	Registered Students	Teaching Timetable	Lecturers
4.	Supervision of Lab Sessions	Registered Students	Time Table	Lecturer/ Technicians
5.	Administration and Processing of Exams	Registered Students	per University Calendar	Lecturers & Exam Coord.
6.	Facilitating Credit Waivers	Filled Application Forms	2 days	Chairman & Exam Coord.
7.	Facilitating Graduate students admission	Filled Application Forms	2 days	Chairman & DBPS-Chair
8.	Assessing and Grading Undergraduate Projects	Completion of project	2 weeks	Supervisor & Lecturer Assigned
9.	Supervising Graduate Projects	Registered Students / Course Work Completion	per University Calendar	Supervisors & DBPS-Chair
10.	Forwarding Theses	Fulfillment of All Requirements	1 day	Chairman & DBPS-Chair
11.	Attending Exam Queries	Filled Exam Forms	Exam Office Consultation Hours	Exam Coordinator
12.	Scheduling Departmental Graduate Seminars	Filled Seminar Request Form	per Seminar dates	DBPS-Chair & Supervisors
13.	Assessing/Grading Field Attachment	Registered Students	Semester dates	Field/ Attachment-Chair
14.	Time-Tabling Graduate Classes	Registered Students	First Day of The Semester	Departmental Time Tabler
15.	Facilitating/Forwarding Undergraduate Timetable (Same Year) Clash Complains	Complain by Affected Students	Immediately	Departmental Time Tabler