



KENYATTA UNIVERSITY
SCHOOL OF PURE AND APPLIED SCIENCE
DEPARTMENT OF BIOCHEMISTRY AND BIOTECHNOLOGY

SERVICE DELIVERY CHARTER

Committed to efficient and Effective Service Delivery to all our Clients

S/No.	Service Rendered	Requirements	Charges	Timelines
1.	Unit registration	<ul style="list-style-type: none">• Correctly filled unit registration forms duly signed in duplicates	Free	On the spot
2.	Registration of eighth unit	<ul style="list-style-type: none">• Attachment of the most recent result slip	Free	On the spot
3.	Adjustment, Addition or Withdrawal of units	<ul style="list-style-type: none">• Correctly filled relevant unit registration forms	Free	On the spot
4.	Recommendation to call off a semester	<ul style="list-style-type: none">• Correctly addressed request letter.	Free	On the spot
5.	Request for un-posted marks	<ul style="list-style-type: none">• Requests recorded in a register and addressed by the Exam Co-ordinator	Free	2-3 days
6.	Credit waiver	<ul style="list-style-type: none">• Correctly filled request forms• Attachment of Syllabus from Institution that warded the credit to be waived.	Free	One week
7.	Time adjustments	<ul style="list-style-type: none">• Consent from all affected groups	Free	1-2 days
8.	Make-up CATS	<ul style="list-style-type: none">• Convincing documentary evidence that reasons for missing CAT are justified	Free	Make-up CATs to be offered before semester exams
9.	Career guidance	<ul style="list-style-type: none">• NONE	free	Immediately
10.	Recommendation letters	<ul style="list-style-type: none">• Details of contents, purpose of destination	Free	On the spot OR Not exceeding 2 days
11.	Remarking of failed units	<ul style="list-style-type: none">• Request letter from Registrar Academic which also has proof of payment.	Free	Maximum 2 weeks

In case of complaints and complements regarding the services offered please contact:

The Chairman, Department of Biochemistry and Biotechnology, Kenyatta University, P.O Box 43844 - 00100, NAIROBI

Telephone: 020-8710901-10 Ext. 3711/3712

Email: chairman-biochem@ku.ac.ke