



KENYATTA UNIVERSITY
Department of Zoological Sciences
Email: chairman-zoological@ku.ac.ke

SERVICE DELIVERY CHARTER

We are committed to efficient and effective service delivery.

S/N	Service Rendered	Requirements	Charges	Timelines
1.	Preparation of teaching timetable	Draft time-table from University Timetabler	Free	1 week before student registration
2.	Unit registration	Unit registration form	Free	Immediate
3.	Unit adjustments	Unit adjustment form	Free	Immediate
4.	Orientation and welcoming all series/groups of students	Departmental information booklet	Free	1 – 4 days
5.	Commencing of teaching, practicals and field course	Schedule in University Calendar	Free	Immediate
6.	CAT 1 & 2	<ul style="list-style-type: none">- Class list- Writing materials	Free	1 hour
7.	Setting and moderation of semester exams	<ul style="list-style-type: none">- Lecturer- Moderation committee	Free	1 hour
8.	Provision of template exam time table	Provisional timetable from University Timetabler	Free	1 week
9.	Clashes and Omissions of missing units in examination time table	Letter by the affected students	Free	1 week

10.	Proof reading of draft examination	Lecturer	Free	1 week
11.	Examinations Administration	Examination Card & Student ID	Free	2 weeks
12.	Processing of Postgraduate proposals and thesis	Draft proposal	Free	1 month
13.	Recommendation & Introduction letters	Student ID	Free	One day
14.	Clearance from department	- Student ID - Clearance Form	Free	On the spot
15.	Examination queries	Fill departmental missing marks form	Free	1 – 2 days
16.	Undergraduate/Postgraduate seminar	Progress report form	Free	On request once every month.
17.	Provision of advisory services on academic matters	- Person making the enquiry - Appointment with the Academic Advisor - Chairman, DPS Committee - Email enquiry	Free	Immediate

In case of complaints and compliments regarding the service offered please contact:

Dr. Rekha Sharma

The Chairman, Department of Zoological Sciences

