



# KENYATTA UNIVERSITY

## DEPARTMENT OF MICROBIOLOGY

P. O. Box 43844, 00100 GPO, Nairobi, Kenya  
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### SERVICE DELIVERY CHARTER

S/NO.	SERVICE RENDERED	TIME LINE	ACTION BY
1	Provision of Information on courses offered by the department and their requirements	30 minutes	Chairman/Academic Advisor
2	Signing of registration forms for courses or for unit adjustment	10 minutes	Assigned Lecturers
3	Recommendation/Introductory letter/Attachment letters	3 hours	Chairman
4	Sorting out missing marks	3 Days	Examinations Coordinator/Concerned Lecturer
5	Clearance of students on completion of studies	30 minutes	Chairman/Chief Technician
6	Assessment of a proposal	Two weeks after submission	Chairman DBPS/Ass. Lecturers
7	Marking of CATs	2 weeks after the CAT is done	Lecturers Teaching Respective Units
8	Marking of Examination Scripts	2 weeks after the examination date	Lecturers Teaching Respective Units
9	Queries on either teaching or Examination timetables	30 minutes	Departmental Time-tableler/Lecturer
10	Forwarding a thesis for Examination of a corrected Thesis	1 day	Chairman
11	Arranging for a seminar for either proposal presentation or progress report	2 weeks from the booking date	Departmental Seminar Coordinator/Chairman DBPS

**In case of complaints and compliments regarding the services offered, please contact:**

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