



KENYATTA UNIVERSITY
DEPARTMENT OF STATISTICS AND ACTUARIAL SCIENCE

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	Immediately	Chairman/Academic Advisor
2	Signing of registration forms for courses or for unit adjustment	Immediately	Assigned Lecturers
3	Recommendation/Introductory letter/Attachment letters	One (1) day	Chairman
4	Sorting out missing marks	Three (3) Days	Examinations Coordinator/Lecturer Concerned
5	Clearance of students on completion of studies	One (1) day	Chairman
6	Assessment of a Research Proposal	Three (3) weeks after submission	Chairman DBPS/Lecturers
7	Marking of CATs	Two (2) weeks after the CAT is done	Lecturers Teaching Respective Units
8	Marking of Examination Scripts	Three (3) weeks after the examination date	Lecturers Teaching Respective Units
9	Queries on either teaching or Examination timetables	Immediately	Departmental Time-tabler/Lecturer
10	Forwarding a thesis for Examination of a corrected Thesis or Project	Immediately	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:

The Chairman, Department of Statistics and Actuarial Science

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SCHOOL OF PURE & APPLIED SCIENCES

Service Delivery Charter

Committed to offering service that goes beyond customer expectation

S/No	Service	Requirements/involvements	Time Line	Action By
1	Communication	Information form: <ul style="list-style-type: none"> University administration Other schools & sections Departments 	Immediate	Dean Administrators Secretaries
2	Administration	Knowledge of <ul style="list-style-type: none"> University procedures & policy. Advising customers/students on programmes. Facilitating meetings Coordinating departments 	Immediate and as soon as required.	Dean Administrators
3	Record keeping	<ul style="list-style-type: none"> Various communication Minutes Official documents 	Immediate.	Secretaries Registry Clerks
4	Examination processing	<ul style="list-style-type: none"> Examination data 	2 weeks	Examination officer Data Entry Clerks
		<ul style="list-style-type: none"> Relevant forms 	3 days	
		<ul style="list-style-type: none"> Examination complaints 	3 days	
		<ul style="list-style-type: none"> Result slips 	One week	
5	Student registration	<ul style="list-style-type: none"> Registration forms List of units being offered. 	Immediate	Administrators Clerks
6	Customer complaint/compliments	Customer complaints/ compliments forms.	Monthly	Dean Administrators
7	Issuing result slips	Result slips	Immediate	Data Entry Clerks Registry Clerks
8	Purchasing	<ul style="list-style-type: none"> Reviewing departmental requirements. 	Immediate	Chairmen of Depts. Technicians Purchasing Office
		<ul style="list-style-type: none"> Following up of purchases 	1 month	
9	Advisory	<ul style="list-style-type: none"> Student/customer queries. 	Immediate	Dean Administrators