



**KENYATTA UNIVERSITY
CITY CAMPUS**

SERVICE DELIVERY CHARTER

We are committed to Courtesy and Excellence in service delivery.

S/NO	SERVICE	REQUIREMENTS	CHARGES	TIMELINE
1	Respond to enquiries	<ul style="list-style-type: none"> Specific enquiry by customer 	Free	Within five (5) minutes
2	Issuance and receipt of application forms for admission.	<ul style="list-style-type: none"> Application fee receipt Copies of certificates and transcripts 	Application fee of: Ksh. 2,000 – East Africans Ksh. 4,000 – Non East African	Within ten (10) minutes
3	Dispatch of application forms to Main Campus	<ul style="list-style-type: none"> Filled application forms with attached documents 	Free	Within one (1) week
4	Registration of students	<ul style="list-style-type: none"> Original National ID & letter of admission Original Certificates and Transcripts Fees payment 	Applicable fee for individual programme	Within one (1) day
5	Orientation of new students	Registered students	Free	During the 2 nd week of the semester
6	Registration of Library users	<ul style="list-style-type: none"> Student smart card Staff ID and introductory letter from department 	Free	Within thirty (30) minutes
7	Lending and receiving Library books	<ul style="list-style-type: none"> Bar-coded Smart card Bar-coded staff ID 	Free	Within five (5) minutes
8	Provision of ICT services	<ul style="list-style-type: none"> Student Smart Card/ID Staff ID 	Free	Within ten (10) minutes
9	Provision of Car Stickers to members of staff at City Campus	<ul style="list-style-type: none"> Copy of Log Book Parking application form duly signed 	Free	Within one (1) day
10	Issuance of Projectors to teaching staff	<ul style="list-style-type: none"> Staff ID/Letter of appointment 	Free	Within five (5) minutes
11	Display teaching time-tables	<ul style="list-style-type: none"> Units from Department 	Free	Within 1 week before commencement of semester
12	Display exams time-table	<ul style="list-style-type: none"> Harmonized time-table from Main 	Free	Within 1 week after receipt from Main
13	Issuance of exam cards	<ul style="list-style-type: none"> Student ID 	Free	Within 5 minutes
14	Issuance of: <ul style="list-style-type: none"> Student clearance and Graduation application forms. 	<ul style="list-style-type: none"> Student ID 	Free	Within 2 minutes

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

Director, City Campus – Tel: 020 8704700/3/7/13/20, E-mail: citycampus@ku.ac.ke