



KENYATTA UNIVERSITY
DEPARTMENT OF INTERNAL MEDICINE AND THERAPEUTICS
SERVICE DELIVERY CHARTER

“We are committed to courtesy and excellence in service delivery”

SERVICES RENDERED	REQUIREMENTS	CHARGES	TIMELINE
Units registration	Student unit registration form Finance clearance	Free	1 Week
Units adjustment	Unit adjustment form	Free	Immediate
Preparation of timetable	University main timetable	Free	Immediate
Allocation of teaching load/duties	-	Free	Immediate
Setting of examinations	-	Free	2 weeks
Marking of examinations	-	Free	2 weeks
Processing of examinations	Marks from examiners	Free	1 week
Examinations results queries	Missing marks forms	Free	1 day
Shortlisting of job applicants	Application letters, CVs	Free	Immediate
Responding to request from external stakeholders	Written communication from stakeholder	Free	1 week
Recommendation/Introductory/ letters/confirmation of units covered	Students ID	Free	Immediate

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

The **Chairman, Department of Internal Medicine and Therapeutics**
Kenyatta University, P. O. Box 43844-00100 Nairobi, Tel. (020) 8703333, Ext: **3333**
Email: chairperson-medicine@ku.ac.ke