



KENYATTA UNIVERSITY
DEPARTMENT OF PSYCHIATRY & MENTAL HEALTH
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	5 Days
Units adjustment	Unit adjustment form.	Free	Immediate
Preparation of timetable	University main timetable	Free	Immediate
Allocation of teaching load/Duties	Chairperson to allocate the units and duties.	Free	Immediate
Setting of examinations	-Lecturer to have covered the topics to be Examined. -Lecturer to Examine the unit taught.	Free	2 weeks
Marking of examinations	-Students write Reg. No -Students to have read and under the guidelines before answering any questions	Free	2 weeks
Processing of examinations	Marks from examiners	Free	1 week
Examinations results queries	Missing marks forms	Free	1 day
Recommendations	Students ID	Free	Immediate
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 Psychiatry & Mental Health
 Kenyatta University, P. O. Box 43844-00100 Nairobi,
 ISO 9001: 2008 CERTIFIED Tel. (020) 8703333, Ext: 3379/3380

APPROVED BY: _____ DATE: _____

DR. FRANCISCA ONGECHA
CHAIRPERSON DEPARTMENT OF PSYCHIATRY & MENTAL HEALTH