



## KENYATTA UNIVERSITY

### OFFICE OF THE CHAIRMAN

#### DEPARTMENT OF MEDICAL MICROBIOLOGY AND PARASITOLOGY

## SERVICE DELIVERY CHARTER

***We are committed to courtesy and excellence in Service Delivery***

The Departments core functions: Teaching and Examination of Medical Microbiology and Parasitology to students in the School of Medicine

NO.	SERVICES RENDERED	REQUIREMENTS	CHARGES	TIMELINE
1.	Unit Registration	<ul style="list-style-type: none"><li>Student Unit Registration Form</li><li>Finance clearance</li></ul>	Free	Immediate
2.	Provision of lecture, C.A.T and Practicals schedules	University calendar		1 <sup>st</sup> day of each Semester
3.	<ul style="list-style-type: none"><li>Delivery of Lectures, Practicals, &amp; demonstrations</li><li>Administrations of C.A.Ts and Examinations</li></ul>	Bonafide student Registration status	-	As per the lecture schedule and Examination Timetable
4.	Release of Provisional CAT results	Student I/D	Free	21 days after sitting the CAT and 14 days before end of year Examination
5.	Result Queries on Semester C.A.T marks	<ul style="list-style-type: none"><li>Missing CAT marks form</li><li>Mark sheet</li></ul>	Free	Communicated same day to Exams Officer
6.	Responding to students written queries	<ul style="list-style-type: none"><li>Written communication from student</li></ul>	Free	1 day
7.	Responding to request from external stakeholders	Written communication from stakeholder	Free	1 week

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

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