



**KENYATTA UNIVERSITY**  
**DEPARTMENT OF HUMAN ANATOMY**  
**SERVICE DELIVERY CHARTER**

SERVICES RENDERED	REQUIRMENTS	CHARGES	TIMELINE
Units Registration	Students unit registration	Free	1 week
Units Adjustments	Units adjustment form	Free	N/A
Preparation of lecture/timetable	University main timetable	Free	1 week
Allocation of Teaching Load/duties	-	Free	1 week
Sourcing of Part-time lecturers	-	Free	2 weeks
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 mark forms	Free	3 days
Curriculum Development and Review	Curriculum committee	Free	3 months
Departmental Budget preparation	University format	Free	2 weeks
Maintenance & Care of Equipments & Apparatus	Report to Relevant department	Free	2 weeks
Recommendation/Introductory/Letters /Confirmation of Units Covered	<ul style="list-style-type: none"><li>▪ Students ID</li><li>▪ Request letter</li></ul>	Free	2 days

Incase of complaints or compliments regarding the service offered please contact:

Chairman, Human anatomy,  
Kenyatta University,  
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Tel: 8710901, Ext.3325

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