



KENYATTA UNIVERSITY
OFFICE OF THE CHAIRMAN
DEPARTMENT OF GENERAL SURGERY
Email: chairman-surgery@ku.ac.ke Ext.3330

SERVICE DELIVERY CHARTER

S/NO.	SERVICES RENDERED	REQUIREMENTS	CHARGES	TIMELINE
1.	Unit Registration	<ul style="list-style-type: none"> • Students Unit registration form • Finance Clearance 	Free	1 Month
2.	Units Adjustments	Unit Adjustment form	Free	3 days
3.	Confirmation of student Unit registration data	Student ID	Free	Immediate
4.	Examination Result Queries	<ul style="list-style-type: none"> • Missing Unit marks form • Result slip 	Free	1 week
5.	Recommendation/introductory Letters/confirmation of units covered	<ul style="list-style-type: none"> • Student ID • Request letter 	Free	1 day

In case of complaints or compliments regarding the services offered, please contact:-
The Chairman, Department of General Surgery Kenya University. P.O. Box 43844-00100 Nairobi.
Tel: 8710901, 3330. Email: chairman-surgery@ku.ac.ke