



**KENYATTA UNIVERSITY
OFFICE OF THE DEAN
SCHOOL OF PHARMACY**

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SERVICE DELIVERY CHARTER

We are committed to courtesy and excellence in Service Delivery

SERVICES RENDERED	REQUIREMENTS	CHARGES	TIMELINE
Course Registration	Student Unit registration Form	Free	Within a day
Unit Adjustment	Course Registration Adjustment Form	Free	Within a day
Confirmation of Student Unit Registration Data	Student I/D	Free	Within a day
Issue of Student Exam Cards	Student I/D	Free	Within a day
Release of Provisional Examination Results	Student I/D	Free	2 days after School Examination Board Approval
Issue of result Slips After Senate Approval	Student I/D	Free	Within a day
Examination Results Queries	<ul style="list-style-type: none"> • Missing Unit Marks Form • Result Slip 	Free	1 week
Classification/Award of Finalists For Graduation	<ul style="list-style-type: none"> • Application for Graduation form 	Free	2 days after Senate approval
Recommendation/Introductory Letters	<ul style="list-style-type: none"> • Student I/D • Request letter 	Free	1 day
Processing of Postgraduate Proposals/Theses/Notices of Submissions of Theses/Progress Reports	<ul style="list-style-type: none"> • Nil balance fees statement • Forwarding letter by respective Chairman of Departmental • Minutes of respective Departmental Board of Postgraduate Studies • Respective completed forms 	Free	Within 1 month
Processing of Research Grants and Scholarship Awards	<ul style="list-style-type: none"> • Application Letter • Recommendations 	Free	Within 1 month

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

The Dean, School of Pharmacy

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Gladys W. Mwangi
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