



KENYATTA UNIVERSITY

OFFICE OF THE DIRECTOR STUDENT AFFAIRS

SERVICE CHARTER

Our Mission Statement:

To effectively co-ordinate provision of quality welfare services in order to facilitate development of high moral values and sound life skills among the students

Our Vision Statement:

To be a dynamic caring center in the provision of relevant and timely support for students in need

Motto: “Providing Integral Support and Care”

Service	Requirements	Charges	Timeframe
Orientation	New students	Free	Orientation week
Signing HELB, CDF & External Bursary Forms	A) Deposit and collect Forms from DSA Rm 132	Free	Daily
	Registration of Clubs & Associations		
<ul style="list-style-type: none"> New Clubs 	<ul style="list-style-type: none"> - Constitution - List of new members - Patron – Staff member 	Kshs. 20/=	One Week
<ul style="list-style-type: none"> Renewal of Existing Clubs 	<ul style="list-style-type: none"> - Fill official form – DSA Rm 132 - Updated constitution - Submit whole year plan of action - Submit Annual Report 	Kshs 20/=	Beginning of every Academic year Three days to process
<ul style="list-style-type: none"> Booking of Meeting rooms for Internal use 	<ul style="list-style-type: none"> - Letter of request 	Free	One week
<ul style="list-style-type: none"> Invitation of External Guests 	<ul style="list-style-type: none"> - Letter of request by/through Patron 	Free	One week

	Requirements	Charges	Timeframe
<ul style="list-style-type: none"> • Club Outreach Programmes 	<ul style="list-style-type: none"> - Letter of request/through Patron 	Free	One week
<ul style="list-style-type: none"> • Signing of Certificates 	<ul style="list-style-type: none"> - Submit certificate of active club participation 	Free	One week
	<ul style="list-style-type: none"> - Certificates for approved events agreed upon by officials, patron and Dean. 	Free	One Week
<ul style="list-style-type: none"> • Seminars & Public Lectures 	<ul style="list-style-type: none"> - Letter of request - 2 per semester. 	Free	Two Weeks
<ul style="list-style-type: none"> • Local, National, Regional & International Competitions 	<ul style="list-style-type: none"> - Letter of request - Attach letter of invitation 	Free	One week
<ul style="list-style-type: none"> • Needy & Vulnerable Students • Internal bursary and support for vulnerable students. • External bursary 	<ul style="list-style-type: none"> - Online Internal bursary application Forms and consideration and approval by the internal bursary committee Rm 132	Free	One Semester
	<ul style="list-style-type: none"> -Letter of request to possible funders/sponsors -Student status confirmation letters 	Free	Immediate
Resource Centre			
<ul style="list-style-type: none"> • Orientation 	<ul style="list-style-type: none"> - Newly admitted students Assessment reports on Admission 	Free	2 Weeks
<ul style="list-style-type: none"> • Brailleing & Debrailing 	<ul style="list-style-type: none"> - Submission of CATS and Exam scripts - Registration at DSA-Resource Centre (BSSC 010) 	Free	2 Weeks
<ul style="list-style-type: none"> • Repair & Maintenance of Braille machines. 	<ul style="list-style-type: none"> - Machines that need repair 	Free	1 Week
<ul style="list-style-type: none"> • Provision of Braille papers 	-VI Bonafide students	Free	Once per Semester
<ul style="list-style-type: none"> • Chaplaincy Services 	<ul style="list-style-type: none"> - Visit Chaplains 	Free	Schedule/Program of Events

	- Attend Worship Services		
• Letters of Introduction	- NHIF	Free	1 day
• Arbitration of civil cases	- Student statement and recommendation from Directorate of Security	Free	One Week
• School Visits	- Request letters - Approval from Management.	Free	As per approval

In case of Complains or Compliments regarding the service, please contact:

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