



**KENYATTA UNIVERSITY**  
**DEPARTMENT OF FINE ART AND DESIGN**

## SERVICE DELIVERY CHARTER

*Email: chairman-fineart@ku.ac.ke Tel/Ext: 3573*

SERVICES PROVIDED	CUSTOMER REQUIREMENTS	CHARGES/ COST (Kshs.)	TIMELINE	RESPONSIBILITY
Processing Admission applications	<ul style="list-style-type: none"> <li>• Be eligible to apply</li> <li>• Interview (If applicable)</li> <li>• Admission Analysis form</li> </ul>	Free	1 Week	<u>Undergraduate:</u> Head, Departmental Academic Audit Committee  <u>Postgraduate:</u> Head, Departmental Postgraduate Committee
Unit Registration	<ul style="list-style-type: none"> <li>• Student I/D</li> <li>• Unit Registration Form</li> </ul>	Free	1 Day	Head, Academic Audit Committee
Units Adjustment	<ul style="list-style-type: none"> <li>• Student I/D</li> <li>• Request Letter</li> <li>• Unit Adjustment Form</li> </ul>	Free	1 Day	Head, Academic Audit Committee
Examinations Result Queries	<ul style="list-style-type: none"> <li>• Student I/D</li> <li>• Request Letter</li> <li>• Result Slip</li> </ul>	Free	1 Week	Exams Coordinator
Processing of Postgraduate Proposal/Project Report/Thesis	<ul style="list-style-type: none"> <li>• Fulfilment of all requirements</li> </ul>	Free	1 Month	Head, Postgraduate Committee
Recommendation/Introductory Letters/Confirmation of Units covered	<ul style="list-style-type: none"> <li>• Student I/D</li> <li>• Request letter</li> </ul>	Free	1 Day	Chairperson
Student General Request/Report	<ul style="list-style-type: none"> <li>• Department Request/Report Form</li> </ul>	Free	1 Day	Chairperson
Student Advisory/Mentorship	<ul style="list-style-type: none"> <li>• Student I/D</li> <li>• Request letter</li> <li>• Department Request/Report form</li> </ul>	Free	1 Week	Head, Academic Advisory Committee

## **We are committed to courtesy and excellence in service delivery**

Any services rendered that does not conform to the above service standards or any officer who does not live up to the commitment of courtesy and excellence in service delivery should be reported to:

The Head,  
Department of Fine Art & Design  
P.O Box 4384-00100 Nairobi.  
Tel.+254 20 8703573  
Email: chairman-fineart@ku.ac.ke

The Vice-Chancellor  
Kenyatta University  
P.O Box 4384-00100 Nairobi.  
Tel.+254 20 8703858  
Mobile: +254710890005  
Email: complaints@ku.ac.ke  
director-complaints@ku.ac.ke

**HUDUMA BORA NI HAKI YAKO**