



KENYATTA UNIVERSITY
OFFICE OF THE DEAN
SCHOOL OF ARCHITECTURE AND THE BUILT ENVIRONMENT (SABE)
(RUIRU CAMPUS)

SERVICE DELIVERY CHARTER

(Revised May, 2018)

SABE is committed to courtesy and excellent in Service Delivery

SERVICES RENDERED	REQUIREMENTS	CHARGES	TIMELINES
Unit Registration Outline registration of units	<ul style="list-style-type: none"> • Finance Clearance • Unit Registration form 	Free As per university	Immediate 1 st week of the Semester Dates
Co-coordinator of teaching And training	<ul style="list-style-type: none"> • Teaching learning Materials • Class attendance register 	Free As per university Tuition fee	As per University Semester Dates
Release of Students Results	<ul style="list-style-type: none"> • Observing university Examination rules and Regulations 	Free	As per the University Examination Processing polices
Printing and issuing of Official result slips	<ul style="list-style-type: none"> • Students ID 	Free	After the release of students results
Academic general enquires	<ul style="list-style-type: none"> • Visit the Dean's office reception 	free	immediate
Examination Results Query	<ul style="list-style-type: none"> • Missing Mark Form 	Free	1 day
Authority for Research Data Collection	<ul style="list-style-type: none"> • Unit Registration Forms • Research Application Form 	Free	½ day
Recommendation Letter	Student ID	Free	Immediate
Introduction letter	Student ID	Free	Immediate
Clearance Graduation	<ul style="list-style-type: none"> • Student ID • Clearance form 	Free	Immediate

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

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