



KENYATTA UNIVERSITY

**SCHOOL OF SECURITY, DIPLOMACY AND PEACE STUDIES
DEPARTMENT OF INTERNATIONAL RELATIONS, CONFLICT AND STRATEGIC STUDIES**

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THE SERVICE DELIVERY CHARTER

S.NO.	PROCEDURE/PROCESS	REQUIREMENT	DURATION	CHARGES
1.	Signing of Unit Registration forms	<ul style="list-style-type: none"> Registration Forms Finance clearance 	10 Minutes	Free
2.	Signing of Unit Adjustment Forms	<ul style="list-style-type: none"> Adjustment Forms 	10 Minutes	Free
3.	Processing of Provisional Transcript	<ul style="list-style-type: none"> Application Letter 	1 day	Free
4.	Responding to Examinations Results Queries	<ul style="list-style-type: none"> Missing Unit marks form 	2 weeks	Free
5.	Processing of Postgraduate Proposal/Project/Thesis	<ul style="list-style-type: none"> Copies of the proposal/project/Thesis signed by student, supervisor(s), Departmental Chair and Departmental postgraduate Chair 	2 weeks	Free
6.	Signing of Clearance forms for students after graduation	<ul style="list-style-type: none"> Student ID Card 	10 minutes	Free
7.	Allocation of Supervisors	<ul style="list-style-type: none"> Cleared Course Work Approved Concept paper 	2 weeks	Free
8.	Issuance of Recommendation letter to students	<ul style="list-style-type: none"> Request letter 	Continuous	Free
9.	Responding to queries by potential students	<ul style="list-style-type: none"> Identification by potential students 	10 minutes	Free

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

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