

# KENYATTA UNIVERSITY

## DEPARTMENT OF CIVIL ENGINEERING

### SERVICE DELIVERY CHARTER

We are committed to courtesy and excellence in Service Delivery

SERVICES RENDERED	REQUIREMENTS	CHARGES	TIMELINE
Preparation of Teaching/Timetable	University main timetable	Free	Immediate
Allocation of Teaching Load/duties	Teaching units	Free	1 Week
Sourcing for Part-time lecturers	Teaching units	Free	After allocation of teaching load/units
Teaching Starts	Teaching units	Free	As per university schedule
Meeting for allocation of students (4 <sup>th</sup> Year) Project Proposals/Supervisors	Students concept papers	Free	2 weeks after start of semester
Transport requests to KTTC/JKUAT for Workshops/Labs	Letter from chairman	Free	After duty allocation
Setting of Examinations	Syllabus/Course Outline	Free	2 Weeks after start of semester
Invigilation of exams	Examinations/Exam materials/Exam Timetable	Free	2 Weeks
Marking of Exams	Examination scripts	Free	3 Weeks after end of exams
Departmental Examination Board and marking of Proposal & Projects Reports	Marks from Departmental Internal/ External Examiners/university schedule	Free	1 Day
Proposal/Project Presentation seminar/oral examination marking	Presentation materials/projectors	Free	1 Day
Marking of student proposals and project	Proposal/project reports	Free	Within two weeks after

reports			student submission
Examinations Results Queries	Missing marks forms	Free	2 Days
Recommendation/Introduction Letters/Confirmation of Units Covered	Students ID/Request letter	Free	1 Day
Departmental Academic Seminars	Availability of presenters	Free	Twice a month

Incase of complaints or compliments regarding the services offered please contact us: