



KENYATTA UNIVERSITY

GRADUATE SCHOOL

CUSTOMER SERVICE DELIVERY CHARTER

NO	SERVICE OFFERED	CUSTOMER OBLIGATION	CHARGE	TIMELINES
1.	Orientation of new postgraduate students.	Attend Orientation meetings.	Free	First month of every New Intake.
2.	Processing of Ph.D and Masters Degree research proposals and approval of supervisors.	Submit Research Proposals through the department.	Free	Within two (2) weeks after receipt of research proposal.
3.	Processing of Notice of Submission of Thesis form and approval of Theses for examination.	Complete and Submit Notice of Submission three (3) months prior to the submission of Theses.	Free	Within two (2) weeks after receipt of Notice of Submission.
4.	Acknowledgement of postgraduate students Supervision Progress Tracking forms.	Submit Ph.D and Masters Supervision Progress Tracking forms per semesters.	Free	Within one (1) week after receipt from the student's school.
5.	Processing of Thesis examination	Submit four (4) loose bound copies of thesis with the Turnitin report and Fee statement (zero balance) attached.	Free	Within three (3) months after receipt of loose bound copies of Thesis.
6	Processing of projects examination	Submit three (3) loose bound copies of projects with the Turnitin report and Fee statement (zero balance) attached.	Free	Within six (6) weeks after receipt of loose bound copies of projects.
7.	Processing of payment for examination of Thesis and Projects.	Submit Thesis /Projects examination reports.	Free	Within one (1) month after receipt of examination report.

8.	Processing of Payment for Supervisors of Thesis and Projects	Submit a list of successfully supervised students to the departmental chairperson during the previous graduation.	Free	Within four (4) months after end of year graduation.
9.	Organizing of Postgraduate students' seminars.	Attend seminar and present theses and findings.	Free	Within two (2) weeks before every Graduation.
10.	Responding to inquiries from clients.	Make enquiries.	Free	Immediate.

Signature..... Date.....

Dean, Graduate School