



KENYATTA UNIVERSITY
DEPARTMENT OF EDUCATIONAL COMMUNICATION AND TECHNOLOGY
SERVICE DELIVERY CHARTER

S/No.	Service Provided	Requirements	Charges	Time
1.	Response to phone calls (landline and any other official line)	Phone call	Free	15 seconds
2.	Response to enquiry by walk-in clients	Walk-in and make the enquiry	Free	1 minute
3.	Response to correspondence	Written correspondence (letters)	Free	5 working days
		Email and social media (Twitter, Facebook & YouTube)	Free	1 working day
4.	Response to public complaints and grievances	Make a complaint	Free	1 working day
5.	Resolution of complaints	Make a verbal or written complaint	Free	14 working days
6.	Processing of request for information	Make a request for information	Free	21 days
7.	Curriculum Delivery	Unit registration	Free	As per teaching timetable
8.	Access to information	Formal request	Free	Within 7 working days

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service 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 Chairman
Department of Educational Communication and Technology
Kenyatta University
P.O Box 43844-00100
Nairobi
Tel. 8710901 EXT 3740
Email chairman-comtech@ku.ac.ke

HUDUMA BORA NI HAKI YAKO