



KENYATTA UNIVERSITY
DEPARTMENT OF MEDICAL PHYSIOLOGY
SERVICE DELIVERY CHARTER

Email: chairman-medphysio@ku.ac.ke

Tel/Ext: 3325/3326

SERVICE PROVIDED	REQUIRMENTS	CHARGES	TIME	RESPONSIBILITY
Response to phone calls (landline and any other official line)	Phone call	Free	15 seconds	Secretary
Response to enquiry by walk-in clients	Walk-in and make the enquiry	Free	1 minute	Secretary/Chairman
Response to correspondence	Written correspondence (letters)	Free	5 working days	Chairman
	Email and social media (Twitter, Facebook & YouTube)	Free	1 working day	
Response to public complaints and grievances	Make a complaint	Free	1 working day	Chairman
Resolution of complaints	Make a verbal or written complaint	Free	14 working days	Chairman
Units Registration	Unit registration Forms	Free	1 month	Technicians
Allocation of Teaching Load	Units	Free	1 week	Chairman
Preparation of Teaching Timetable	Departmental timetabler	Free	1 week	Timetabler
Setting of Examinations	Exam question paper	Free	2 weeks	Lecturers
Marking of Examinations	Scripts	Free	2 weeks	Lecturers
Processing of Examinations	Marks from examiners	Free	1 week	Exams Coordinator
Examinations Results Queries	Missing mark forms	Free	5days	Exams Coordinator

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:

Chairperson, Dept. Orthopaedics & Traumatology
Kenyatta University,
Tel. +254 20 8703325
Email: chair-orthotrauma@ku.ac.ke

The Vice-Chancellor
Kenyatta University
P.O. Box 43844 – 00100 Nairobi.
Tel: +254 20 8703858

Email complaints@ku.ac.ke
Director-complaints@ku.ac.ke

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