



UNIVERSITY OF NAIROBI

CUSTOMER SERVICE DELIVERY CHARTER

Commitment to Service Delivery

CORE MANDATE	SERVICE	REQUIREMENTS	COST	TIMELINES
TEACHING AND LEARNING	Issuance of admissions letters	Meeting University (Faculty/Departments) approved minimum admission requirements	NIL	Issuance of Admission letter at least one month prior to a reporting date
	Teaching	Payment of prescribed fees and registration	As per the admission letter	As per Faculty approved Schedules
	Examinations	Payment of prescribed fees and registration	As per the admission letter	As per Faculty approved schedules
	Graduation	Clearance certificate, hire of academic dress and payment of prescribed fees	1,000	September and December every year
STUDENT AFFAIRS	Mentorship, counseling and career guidance	Adherence to University regulations and Core Values	NIL	Within timelines specified in University policies
	Co-curricular activities	Joining clubs, societies and professional bodies	NIL	Every academic year
	Student welfare services	Fully registered student	NIL	Senate approved calendar
RESEARCH, INNOVATION AND ENTERPRISE	Supervision of postgraduate research projects and theses	Completion and forwarding of Projects/Thesis	NIL	Feedback from a supervisor to a student should be within two weeks
	Innovation	Adherence to applicable laws and policies	NIL	Approved calendar
RESOURCES MANAGEMENT	Management of Physical facilities and Infrastructure	Adherence to statutory, regulatory and policy guidelines	NIL	Senate approved calendar
	Management of Financial resources	Adherence to statutory, regulatory and policy guidelines	NIL	As per the approved timelines and in conformity with policies
COMPETITIVENESS AND IMAGE	Engagement with industry	Adherence to applicable laws and policies	NIL	Approved calendar
	Maintain Competitiveness	Adherence to applicable laws and policies	NIL	Approved calendar
GOVERNANCE, LEADERSHIP AND CULTURE	Faculty recruitment and promotions	Meets application deadlines	NIL	To be completed within twelve weeks from advertisement to issuance of letters
	Staff performance appraisal	Completion of appraisal forms	NIL	To be conducted between October and March of every academic year

Complaints, compliments and suggestions should be forwarded to:

Office of the Dean,
 Faculty of Science and Technology
 University of Nairobi, Chiromo Campus,
 Riverside Drive, P.O. Box 30197 – 00100, Nairobi, Kenya
 Tel: +254 20 491 4102 or +254 20 491 4101
Toll free line: 0800 221343
 E-mail: dean-fst@uonbi.ac.ke
 Website: <https://sciencetechnology.uonbi.ac.ke/>

Complaints may also be lodged with the Commission of Administrative Justice, Office of the Ombudsman, as follows:

The Commission Secretary/ Chief Executive Officer,
 Commission on Administrative Justice,
 West End Towers, 2nd Floor, Waiyaki Way, Westlands
 P. O. Box 20414-00200
 Tel:+254 020 2270000 Nairobi
Toll free line: 0800 221349 SMS: 15700
 E-mail: complain@ombudsman.go.ke
 Website: www.ombudsman.go.ke