



UNIVERSITY OF NAIROBI
College of Health Sciences
SCHOOL OF MEDICINE
DEPARTMENT OF SURGERY

CITIZENS SERVICE DELIVERY CHARTER
COMMITMENT TO SERVICE DELIVERY

SERVICE	REQUIREMENTS	COST	TIMELINE
Orientation of First Year Students	Meeting University Admission requirements	Nil	Eight (8) weeks prior to reporting date
Conducting of Lectures and other learning activities	Prompt payment of fees and other charges	As detailed in the admission letter	Fully and on time as per approved schedules
Supervision of Masters projects/Doctoral Dissertations or Thesis	Completion and forwarding of Masters Project, Doctoral Dissertation/Thesis	Nil	Ongoing supervision feedback to students within two (2) weeks after receiving the students' work
Consolidated mark sheet	Timely marking of examinations	Nil	Four (4) weeks following the end of examinations
Staff Performance Appraisal	Filling the appraisal form and having served in a particular position for at least six months of the appraisal period	Nil	To be conducted between October and March of every Academic year
Procurement of goods and services	Getting the due approvals, providing materials and services that reflect the true value for money	Nil	To be done within eight (8) weeks
Responding to telephone calls	Communication to be received and responded to promptly	Nil	Calls to be attended to within 20 seconds
Clearance of 'students	Students to be fully cleared by all their respective schools and department	Any liability to be paid as per specified cost	To be finalized within two (2) days

Complaints, compliments and suggestions should be forwarded to the Chairman of the Department of Surgery

Email: dept-surgery@uonbi.ac.ke

Chairman,
 Department of Surgery, University of Nairobi