



UNIVERSITY OF NAIROBI

CUSTOMER SERVICE DELIVERY CHARTER

Commitment to Service Delivery

CORE MANDATE	SERVICE	REQUIREMENTS	COST	TIMELINES
TEACHING AND LEARNING	Admissions	Meeting University Senate 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	NIL	As per Senate approved Schedules
	Examinations	Payment of prescribed fees and registration	NIL	As per Senate 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	Submission of research projects and theses by a student	NIL	Feedback from a supervisor to a student should be within two weeks
	Innovation	Adherence to applicable laws and policies	NIL	Approved calendar
	Consultancy and Enterprise	Adherence to applicable laws and policies	NIL	Approved calendar
RESOURCES MANAGEMENT	Management of Human Resource	Adherence to statutory, regulatory and relevant policies	NIL	Senate approved calendar
	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	Corporate Branding	Adherence to applicable laws and policies	NIL	Approved calendar
	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	Foster Good Corporate Governance and leadership	Adherence to statutory, regulatory and policy guidelines	NIL	Approved calendar
	Entrench positive institutional culture	Adherence to statutory, regulatory and policy guidelines	NIL	As per the approved timelines and in conformity with policies and core values

Complaints, compliments and suggestions should be forwarded to:

Office of the Vice-Chancellor,
University of Nairobi, Main Campus, Administration Block
Harry Thuku Road, P. O. Box 30197 – 00100, Nairobi, Kenya
Tel: +254 772 262488
Fax: +254-020-245566,
Mobile: +254 732 020207
Toll free line: 0800 221343
E-mail: vc@uonbi.ac.ke
Website: www.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

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