



UNIVERSITY OF NAIROBI

FACULTY OF HEALTH SCIENCES DEPARTMENT OF SURGERY 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	Pay the required application fee	The admission list approved by the departmental board forwarded to the Dean within the stipulated timelines
	Teaching	Teaching timetables as per Senate-approved schedule	NIL	As per Senate and department-approved Schedules
	Examinations	Examination timetables as per the approved schedule	NIL	As per department-approved Schedules
	Graduation	Pass list approved by the departmental examination board meeting	NIL	Within timelines specified in University policies
STUDENT AFFAIRS	Mentorship, counselling and careerguidance	Adherence to University regulations and Core Values	NIL	Within timelines specified in University policies
	Co-curricular activities	Journal and Research Clubs, societies or professional bodies	NIL	Every academic year
	Student welfare service	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 students should be within Four Weeks
	Innovation & Enterprise	Adherence to applicable laws and policies	NIL	As per the approved timelines and in conformity with policies
RESOURCES MANAGEMENT	Management of Human Resource	Adherence to statutory, regulatory and relevant policies	NIL	In conformity with policies
	Management of Physical facilities and Infrastructure	Adherence to statutory, regulatory and policy guidelines	NIL	In conformity with policies
	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	Departmental Branding	Adherence to applicable laws and policies	NIL	In conformity with policies
	Engagement with Partners & Collaborators	Adherence to applicable laws and policies	NIL	Approved calendar
	Maintain Competitiveness	Adherence to applicable laws and policies	NIL	Approved calendar

Complaints, compliments and suggestions should be forwarded to:

Office of the Chairman, Department of Surgery,
Faculty of Health Sciences,
University of Nairobi, KNH Campus
Off Ngong Road,
P.O. Box 19676 – 00202, Nairobi, Kenya
VOIP: 020 491 5043
Email: dept-surgery@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: complaint@ombudsman.go.ke
Website: www.ombudsman.go.ke