



UNIVERSITY OF NAIROBI

COLLEGE OF HEALTH SCIENCES

CITIZENS SERVICE DELIVERY CHARTER COMMITMENT TO SERVICE DELIVERY

SERVICE	REQUIREMENTS	COST	TIMELINE
Issuance of admission letters	Meeting University Admission requirements	Nil	Eight (8) weeks prior to reporting date
Orientation of First year students	Meeting University requirements for orientation of First year students	Nil	One (1) week after reporting date
Issuance of guidelines on: Academic Programmes and Regulations Governing Conduct and Discipline of Students	After Admission to the University	Nil	Upon Registration
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 sheets	Timely marking of examinations	Nil	Four (4) weeks following the end of examinations
Disciplinary cases for students and staff	Preparation of charges	Nil	To be completed within a period of 30 working days
Medical library	Student ID for access	Nil	To be open from 8.00 a.m. to 10.00 p.m. on week days and 8.00 a.m. to 5.00 p.m. on Saturdays, and from 10.00 a.m. to 4.00 p.m. on Sundays
Graduation ceremony	Successful completion of studies	Ksh. 3000/=	To be held in December annually at

			a date to be given by the University
Issuance of certificates and transcripts	Students to be fully cleared by all their respective schools and departments	Nil	<ul style="list-style-type: none"> • Certificates will be issued within eight (8) weeks after graduation • Transcripts will be issued within one week upon request
Recruitment and Promotion of staff	Meeting University Recruitment/Promotion requirements	Nil	Shall be completed within 12 weeks from advertisement to issuance of letters
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 paid	Nil	To be done within eight (8) weeks
Financial Accounting	To observe all University financial regulations and procedures	Nil	To process approved payments within three (3) days
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 departments	Any liability to be paid as per specified cost	To be finalized within two (2) days

Complaints, compliments and suggestions should be forwarded to:

All appeals on feedback to be forwarded to:

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