



# UNIVERSITY OF NAIROBI

## CUSTOMER SERVICE DELIVERY CHARTER

### Commitment to Service Delivery

SERVICE	REQUIREMENTS	COST	TIMELINE
Response to telephone calls, enquiries and routine correspondence	Courteous and prompt response	Nil	Within twenty seconds and seven days respectively
Issuance of admission letters and guidelines	Meeting university admission requirements	Nil	One month prior to a reporting date
Lectures and learning activities	Payment of fees and registration	Nil	Senate approved schedules
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
Release of examination results	Submission of consolidated mark sheets by units	Nil	At the end of every academic year
Issuance of university certificates and transcripts	Clearance form	Nil	Certificates to be issued within two months after graduation. Transcripts to be issued within one week upon an application
Disciplinary cases for students and staff	Fair determination of case	Nil	Within six months
Library services	Registration and identification cards	Nil	8.00 a.m. to 10.00 p.m. on weekdays 8.00a.m. to 5.00 p.m. on Saturdays 9.00 a.m. to 3.00 p.m. on Sundays
Payment of suppliers	Local Purchase Order or Contract and Invoice. Submit proof of services rendered or goods delivered & bank details	Nil	Within thirty days
Recruitment and promotion of staff	Due approvals and advertisement	Nil	Within three months
Clearance from the University	Clearance form	Nil	Within two days
Graduation	Clearance certificate and payment of convocation fee	Kes 4,000	September and December every year

**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 20 3318262, 3318701 / Fax: +254 20 245566,  
Mobile: +254 732 020 207/ Toll free line: 0800221343 E-mail: [vc@uonbi.ac.ke](mailto:vc@uonbi.ac.ke) Website: [www.uonbi.ac.ke](http://www.uonbi.ac.ke)

**Besides, complaints may be lodged with the Commission for Administrative Justice, Office of the Ombudsman:**

*The Commission Secretary / Chief Executive Officer, Commission for Administrative Justice,*

*West End Towers, 2nd Floor, Waiyaki Way, Westlands. P. O. Box 20414-00200, Nairobi, Kenya. Tel: +254 020 2270000,*

*Toll free line: 0800 221349 SMS: 15700 E-mail: [complain@ombudsman.go.ke](mailto:complain@ombudsman.go.ke) Website: [www.ombudsman.go.ke](http://www.ombudsman.go.ke)*

*A world -class University committed to scholarly excellence*



# CHUO KIKUU CHA NAIROBI

## HATI YA HUDUMA KWA MTEJA

### Kujitolea kwa Utoaji wa Huduma

HUDUMA	MAHITAJI	GHARAMA	MUDA
Kupokea simu, kujibu maswali na mawasiliano ya kawaida	Majibu ya heshima kwa haraka	Bure	Kwa sekunde ishirini na siku saba mtawalia
Utoaji wa barua za mwaliko chuoni na kanuni za mwongozo wa wanafunzi	Kutimiza mahitaji ya kujiunga na Chuo Kikuu	Bure	Mwezi mmoja kabla ya tarehe ya kuripoti chuoni
Mihadhara na shughuli za masomo	Malipo ya karo na ada ya usajili	Bure	Ratiba zilizoidhinishwa na Seneti
Usimamizi wa miradi ya utafiti na tasnifu za uzamili na uzamifu	Uwasilishaji wa mradi wa utafiti na tasnifu na mwanafunzi	Bure	Majibu kutoka kwa msimamizi yanafaa kuwasilishwa kwa mwanafunzi kwa muda wa wiki mbili
Utoaji wa matokeo ya mtihani	Kuwasilisha kwa alama za mtihani na vitengo husika	Bure	Kila mwisho wa mwaka wa kiakademia
Utoaji wa vyeti na hati za alama	Kibali kinachoonyesha kukamilisha chuo	Bure	Vyeti vitolewe katika muda usiopita miezi miwili baada ya kufuzu. Hati za alama zitolewe kwa muda usiopita wiki moja baada ya maombi kuwasilishwa
Kesi za nidhamu za wanafunzi na wafanyakazi	Kushughulikia kesi kwa njia ya haki	Bure	Katika muda usiopita miezi sita
Huduma za maktaba	Usajili na vitambulisho vya chuo	Bure	Siku za juma: Saa mbili asubuhi hadi saa nne usiku Jumamosi: Saa mbili asubuhi hadi saa kumi na moja jioni. Jumapili: Saa tatu asubuhi hadi saa tisa alasiri
Malipo kwa wauzaji	Hati ya ununuzi au mkataba, ankara, uwasilishi wa ushahidi kuhusu huduma zilizotolewa au bidhaa zilizoletwa na habari kuhusu akaunti ya benki ya muuzaji	Bure	Siku thelathini
Kuajiriwa na kupandishwa cheo kwa wafanyakazi	Kutolewa kwa idhini zifaazo na matangazo ya nafasi	Bure	Katika muda usiozidi miezi mitatu
Kushughulikia wanaokamilisha chuo	Fomu ya kukamilisha chuo	Bure	Katika muda usiopita siku mbili
Kufuzu	Fomu ya kukamilisha na malipo ya kufuzu	Shilingi 4,000 za Kenya	Septemba na and Disemba kila mwaka

### Malalamishi yote yanafaa kuwasilishwa kwa

Makamu wa Mkuu wa Chuo, Chuo Kikuu cha Nairobi, Bewa Kuu, Barabara ya Harry Thuku,

S.L.P 30197 –00100, Nairobi. Simu: +254 20 3318262, 33 18701 / 732 020 207 / 772 262 488

Simu ya bure: 0800221343 Barua pepe: [vc@uonbi.ac.ke](mailto:vc@uonbi.ac.ke) Mtandao: [www.uonbi.ac.ke](http://www.uonbi.ac.ke)

Malalamishi pia yanaweza kuwasilishwa kwa Ofisi ya Mteteziwa Umma,

*Katibu wa Tume/Mkurugenzi Mkuu, Tume ya Utawala wa Kisheria, Jumba la West End Towers, Ghorofa ya pili,*

*Barabara ya Waiyaki, Westlands. S.L.P 20414 - 00200, Nairobi. Simu: +254 020 2270000 / 020 2603765/020,2303000 / 020 2270017*

*Rununu: +254 772 125 818 Simu ya bure: 0800 221349 Harafa: 15700 Barua pepe: [complain@ombudsman.go.ke](mailto:complain@ombudsman.go.ke),*

*Mtandao: [www.ombudsman.go.ke](http://www.ombudsman.go.ke)*

*Chuo cha kiwango cha Kimataifa kinachojitolea kufikia viwango vya juu kabisa vya usomi*