



UNIVERSITY OF NAIROBI
COLLEGE OF AGRICULTURE AND VETERINARY SCIENCES
CUSTOMER DELIVERY CHARTER
Commitment to Service Delivery

SERVICE	REQUIREMENTS	COST	TIMELINE
Orientation of students	<ul style="list-style-type: none"> • Every student must be duly registered • Students shall be issued with student information handbook • Students shall be given clear guidelines on academic programmes, examination rules, students support services and disciplinary procedure 	NIL	One Week
Registration of Students	<ul style="list-style-type: none"> • All Students must register for courses each semester 	Full payment of tuition fee	5 weeks
Teaching/Conducting of lectures	<ul style="list-style-type: none"> • As per approved lecture timetable 	NIL	First day of each semester to 13 th week of each semester
Student academic trips	<ul style="list-style-type: none"> • Budget and timetable from respective faculties 	As per number of students and staff	2 weeks
Conducting of Examinations	<ul style="list-style-type: none"> • As per approved examination timetable 	NIL	14 th and 15 th week of each semester
Issuance of provisional results	<ul style="list-style-type: none"> • Approval by the faculty board of examiners 	NIL	One week after approval
Submission of consolidated mark sheet	<ul style="list-style-type: none"> • Finalized results sent to examinations centre following end of examinations 	NIL	One week after CAB approval
Handling disciplinary cases for staff and students	<ul style="list-style-type: none"> • Preparation of charges • Appointment of disciplinary committee 	NIL	One Month
Supervision of postgraduate project	<ul style="list-style-type: none"> • Give feedback of project reports or thesis 	Payment of supervision	Two weeks after receiving the report

reports or thesis		fees as per programme	
Students clearance	<ul style="list-style-type: none"> • Student indicate reason or intention 	NIL	Two days
Provision of library services	<ul style="list-style-type: none"> • Students/staff ID 	NIL	Library to open from 8.00 am upto 10.00 pm on weekday and 8.00 am upto 5.00 pm on Saturday and Sunday Librarian to respond inquiries within one day
Publication of college annual report	<ul style="list-style-type: none"> • Information on development in the college 	NIL	Annually
Staff appraisal	<ul style="list-style-type: none"> • Completion of the appraisal forms 	NIL	To be conducted between October and March every academic year
Procurement of goods and services	<ul style="list-style-type: none"> • Getting the due approvals 	NIL	To be done within eight weeks
Payment for services and goods received	<ul style="list-style-type: none"> • LPO; Invoices; Delivery notes 	NIL	Within credit period/60 days
Responding to telephone calls	<ul style="list-style-type: none"> • Official lines 	NIL	Within twenty seconds

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