



# UNIVERSITY OF NAIROBI

## CUSTOMER SERVICE DELIVERY CHARTER Commitment to Service Delivery

CORE MANDATE	SERVICE	REQUIREMENTS	COST	TIMELINES	KEY PERFORMANCE INDICATOR	OUTCOME
TEACHING & LEARNING	Admissions	Meeting University Senate approved minimum admission requirements	NIL	Issuance of Admission letter at least one month prior to a reporting date	Compliance with University and other statutory bodies' admission requirements	There shall be at least one intake every year
	Teaching	Payment of prescribed fees and registration	NIL	As per Senate approved Schedules	Increased pass rate	Improved quality and delivery of teaching and learning programmes
	Examinations	Payment of prescribed fees and registration	NIL	As per Senate approved schedules	Issuance of academic transcripts	Release of examination results at the end of academic year i.e four weeks after examinations have been conducted
	Graduation	Clearance certificate, hire of academic dress and payment of prescribed fees	1,000	September and December every year	Issuance of certificates	Holistic graduates in diverse fields
STUDENT AFFAIRS	Mentorship, counseling and career guidance	Adherence to University regulations and Core Values	NIL	Within timelines specified in University policies	Positive student culture	Enhanced moral values and culture of responsibility among students
	Co-curricular activities	Joining clubs, societies and professional bodies	NIL	Every academic year	Show case student talent in co-curricular activities	Holistic development of students i.e. body, mind and soul
	Student welfare services	Fully registered student	NIL	Senate approved calendar	Improved student satisfaction	Preferred student service provider
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	Contribution of research output to policy	Increased visibility and uptake of University research output
	Innovation	Adherence to applicable laws and policies	NIL	Approved calendar	Projects generated from the University Innovation hub	Enhanced role in national innovation ecosystem
	Consultancy and Enterprise	Adherence to applicable laws and policies	NIL	Approved calendar	Growth in research, consultancy and commercialization revenue	Adequate funding to support research, scholarly and creative activities
RESOURCES MANAGEMENT	Management of Human Resource	Adherence to statutory, regulatory and relevant policies	NIL	Senate approved calendar	Improved staff productivity	Rationalized staffing and productive staff
	Management of Physical facilities and Infrastructure	Adherence to statutory, regulatory and policy guidelines	NIL	Senate approved calendar	Well maintained and accessible physical facilities and infrastructure	Appropriate, adequate and properly maintained physical facilities and infrastructure
	Management of Financial resources	Adherence to statutory, regulatory and policy guidelines	NIL	As per the approved timelines and in conformity with policies	Improved cash flow and informed decision making	Adequate and sustainable financial resource base
COMPETITIVENESS AND IMAGE	Corporate Branding	Adherence to applicable laws and policies	NIL	Approved calendar	Improved brand equity and visibility	Strong corporate image
	Engagement with industry	Adherence to applicable laws and policies	NIL	Approved calendar	Increased industry/linkage/ partnerships	Strong industry linkage/ partnerships
	Maintain Competitiveness	Adherence to applicable laws and policies	NIL	Approved calendar	Improved competitiveness and Image	Leadership role in the region and beyond
GOVERNANCE, LEADERSHIP AND CULTURE	Foster Good Corporate Governance and leadership	Adherence to statutory, regulatory and policy guidelines	NIL	Approved calendar	Institutional efficiency and effectiveness	A pillar of good corporate governance
	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	Enhanced commitment, loyalty and responsibility among staff	Institutional optimal performance

Complaints, compliments and suggestions should be forwarded to:  
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 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  
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