



# UNIVERSITY OF NAIROBI



## CUSTOMER SERVICE DELIVERY CHARTER



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## FOREWORD



The University of Nairobi (UON) is the premier institution of higher learning in Kenya. It offers undergraduate and postgraduate academic programmes in faculties, schools, institutes and centres. UoN operates under the Universities Act No. 42 of 2012 and the University of Nairobi Charter 2013, that constitute the establishment and functions of the university.

Like other dynamic institutions, the university faces challenges that it continues to systematically address within the context of its vision and mission. Our firm commitment to quality service is in line with the Constitution of Kenya, 2010 - Article 10, - “National Values and Principles of Governance” and Article 232 – “Values and Principles of Public Service”. To this end, we have undertaken to adhere to the MWONGOZO Code of Governance with a focus on excellence in teaching and learning, research and scholarship, consultancy, and community service.

This Customer Service Delivery Charter is a commitment by the university to deliver high quality service to students, staff, research collaborators, donors, alumni and all its stakeholders as well as the public.

We invite your feedback that would enable us improve our service delivery.

A handwritten signature in black ink, which appears to read "Peter M. F. Mbithi". The signature is written in a cursive style with a large, sweeping initial letter.

**PETER M. F. MBITHI, PHD, EBS**  
**VICE CHANCELLOR**  
**AND**  
**PROFESSOR OF VETERINARY SURGERY**

## INTRODUCTION

The University of Nairobi Customer Service Delivery Charter sets out the scope and the standards of service rendered to our students, staff and stakeholders. We are committed to the provision of quality service to our clients and stakeholders, and welcome feedback on how to improve our service. The service charter shall be reviewed both as need arises and in line with the University's Strategic Plan.

### Our Vision

A world-class University committed to scholarly excellence

### Our Mission

To provide quality university education and training, and to embody the aspirations of the Kenyan people and the global community through creation, preservation, integration, transmission and utilization of knowledge

### Our Core Values

The University commits itself to fully adhere to the National Values and Principles of Governance as espoused in articles 10 and 232 of the Constitution of Kenya.

In our quest for a timely provision of quality service, we shall be guided by the core values, contained in our Strategic Plan (2013 – 2018):

- **Freedom of thought and expression.** We shall promote and defend freedom of thought and expression in all our academic inquiry and activities.
- **Excellence:** Our actions and interactions shall be guided by high standards and sustained endurance for excellence.
- **Care:** We foster a leadership culture that cares, is people-focused, that connects to and is responsive to the needs of internal and external customers, and promotes stewardship over University resources on behalf of beneficiaries.
- **Good governance:** We shall be guided by the national values and principles of governance specified under Articles 10 and 232 of the Constitution. These include integrity; transparency; accountability; inclusiveness; high standards of professional ethics; efficient, effective and economic use of resources; and responsive, prompt, effective, impartial and equitable provision of services.
- **Innovativeness and creativity:** Innovation and creativity shall be our hallmark in delivering value to our customers.
- **Partnership and teamwork:** We foster work culture characterized by teamwork and partnership with both internal and external stakeholders.

## Our Core Functions

- **Teaching and Learning:** The university offers innovative, relevant and market-driven academic programmes, at undergraduate and postgraduate levels.
- **Research:** The university provides a conducive environment for quality research that contributes to the development of the society through the generation, preservation, dissemination and application of knowledge.
- **Consultancy:** The university has integrated consultancy within its mandate.
- **Community Service:** The university engages in community programmes and activities as part of its corporate social responsibility.

## Structure and Governance

The University of Nairobi is a body corporate constituted in accordance with the Universities Act No. 42 of 2012 and the University of Nairobi Charter, 2013.

### The University Management comprises

- **The University Council:** is the supreme body charged with the governance, control and administration of the university.
- **The Senate:** is the supreme organ that determines and oversees all academic matters of the University.
- **The University Management Board:** co-ordinates the university's development plans, ensures efficient management of resources, and makes proposals to the Senate and the Council on policy matters.
- **The Chancellor:** is the titular head of the university responsible in the name of the university, for conferring degrees and granting diplomas and other awards of the university, advising the Council, and recommending to the Cabinet Secretary a visitation to the university.
- **The Vice Chancellor:** is the Chief Executive of the university and academic and administrative head of the university, entrusted with the overall responsibility for the direction, organization, administration and programmes of the University.
- **The Deputy Vice Chancellor (Academic Affairs):** as the head of the Academic Division, is responsible for the preparation of syllabi and regulations, admissions, examinations, undergraduate and postgraduate studies and academic staff training.

- **The Deputy Vice Chancellor (Finance, Planning and Development):** as the head of Finance, Planning and Development division is responsible for the management of Finance, Assets and Development Plans.
- **The Deputy Vice Chancellor (Human Resource and Administration):** as the head of Human Resource and Administration is responsible for human resource management policies, procedures and general administration matters.
- **The Deputy Vice Chancellor (Student Affairs):** is the head of student affairs Division responsible for planning, organizing and managing academic and social counselling, career guidance, issues of disability, mentorship, discipline, students' organisations, work study programmes, sports, accommodation, catering, community service, well-being, security and safety and recreational services for students.
- **The Deputy Vice Chancellor (Research, Production and Extension):** is the head of Research, Production and Extension Division, responsible for grants, postgraduate research and training, library and information services, intellectual property, research dissemination, quality assurance, consultancy, partnerships, and linkages.
- **Principals of colleges:** are academic and administrative heads of the colleges, responsible to the Vice Chancellor for maintaining and promoting efficient management of the Colleges.
- **Director, Graduate School:** Head of the Graduate School responsible for the conduct of graduate studies throughout the University.
- **Director, Open, Distance and E-learning Campus:** Head of the Open, Distance and E-learning (Odel) campus responsible for the conduct of Odel programs and services throughout the University.

## Values and Principles of Service Delivery

In our service delivery we pledge to

- maintain high standards of professional ethics;
- use resources efficiently, effectively and economically;
- provide services which are responsive, prompt, effective, impartial and equitable;
- involve stakeholders in the process of policy and decision making;
- be accountable for administrative actions and decisions;
- be transparent in the provision of timely and accurate information to the public;
- ensure fair competition and merit as the basis of appointments and promotions;
- observe representation of Kenya's diverse communities;

- provide adequate and equal opportunities for appointment, training and advancement of men and women, members of all ethnic groups, and persons with disabilities, and
- maintain an effective internal conflict resolution mechanism.

## University Clients

University clients consist of

- students,
- employees,
- parents,
- suppliers,
- alumni,
- the community, and
- the public.

## Partners and Stakeholders

The university's partners and stakeholders comprise

- alumni associations,
- business partners,
- the Commission for University Education,
- donors,
- employers,
- external examiners,
- the Higher Education Loans Board,
- higher learning institutions,
- industry,
- the Kenya Education Network,
- the Kenya Universities and Colleges Central Placement Service,
- media,
- the Ministry of Education, Science and Technology
- neighbours,
- government departments,
- training institutions,
- parents and guardians,
- professional bodies,

- research collaborators,
- sponsors,
- students' organisations,
- taxpayers, and
- trade unions.

## Client Expectations

Our clients expect

- quality and timely services;
- access to relevant information and feedback;
- courteous and timely responses to requests, complaints and inquiries;
- utmost confidentiality in the treatment of personal information provided to the university;
- application of modern and adaptive information and communication technology;
- safety and security;
- healthy and pleasant environment;
- fairness and equity;
- no soliciting of gifts, money or other favours;
- integrity and reliability; and
- customer satisfaction.

## Client Obligations

The University expects its clients and stakeholders to

- treat staff with respect and courtesy;
- provide sufficient and accurate information to enable us to respond to requests appropriately;
- pay all fees and levies promptly where applicable;
- support university academic programmes and other related activities;
- adhere to principles of ethics and integrity;
- observe university rules and regulations;
- familiarise themselves with relevant university requirements in relation to their enquiries;
- provide details of changes in your circumstances as soon as they occur;
- indicate need for special requirements, such as an interpreter or assistance to understand or access our services;



- not offer us gifts, money or favours for service;
- report corruption, misconduct and unethical behaviour; and
- provide feedback and comments.

## Support Services

For an efficient management of its functions, the university has support services provided by

- the Academic Division,
- the Administration Division,
- the Board of Common Undergraduate Courses,
- the Graduate School,
- the Centre for International Programmes and Links,
- the Centre for Self Sponsored Programmes,
- the Chiromo Funeral Parlour,
- the CHUNA Savings and Credit Cooperative Society Ltd,
- the Construction and Maintenance Department,
- the Dean of Students' office,
- the Directorate of Corporate Affairs,
- the Directorate of Quality Assurance,
- the Directorate of Security and Safety Services,
- the Directorate of University Advancement,
- the Estates Department,
- the Finance Department,
- the Information and Communication Technology Centre,
- the Internal Audit Department,
- the Intellectual Property office,
- the Legal office,
- the Library and Information Services,
- the Office of the Special Student Advisor,
- the Planning Division,
- the Procurement Department,
- the Sports and Games Department,
- the Students Welfare Authority,
- the Transport and Garage Department,
- the University of Nairobi Alumni Association Office,
- the University Health Services,
- the University of Nairobi Bookstore,

- the University of Nairobi Enterprises and Services Ltd,
- the University of Nairobi Pension Scheme 2007, and
- the University of Nairobi Press.

### Commitment to Service Delivery

In our service delivery, we pledge that

- All telephone calls shall be attended to within twenty seconds.
- Students admitted to the university shall receive admission letters at least one month prior to their reporting date.
- Upon registration, a student shall be issued with clear guidelines on academic programmes, examination rules, fees structure, student support services and disciplinary procedures.
- All lectures shall be conducted fully, on time, and as per Senate approved timetables.
- The Jomo Kenyatta Memorial Library and colleges and campuses libraries shall be open from 8.00 a.m. to 10.00 p.m. on weekdays and 8.00 a.m. to 5.00 p.m. on Saturdays and 9.00 a.m. to 3.00 p.m. on Sundays, except on public holidays.
- Online room allotment shall be done within two weeks prior to the reporting date on a first-come, first-served basis.
- Consolidated mark sheets shall be finalised and forwarded to the Examinations Centre within one month following the end of examinations.
- Examinations results shall be released at the end of each academic year.
- Postgraduate supervisors for masters or doctoral degrees will give feedback to their students within two weeks after receiving a research project or thesis.
- University Health Services clinics based in colleges and campuses shall open from 8.00 a.m. to 5.00 p.m. daily. The Main Campus staff clinic shall operate for 24 hours for both staff and students. A mobile clinic stationed at the Main Campus shall operate between 5.00 p.m. to 10.00 p.m. on weekdays and from 8.00 a.m. to 4.00 p.m. on Saturdays.
- Disciplinary cases for students and staff shall be completed within six months.
- University certificates shall be issued within two months after graduation while transcripts shall be issued within one week upon application.
- The clearance of students and staff shall be finalised within two days.
- Graduation ceremonies shall be held on schedule in September and December annually.
- The process of recruitment and promotion shall be completed within three months, from advertisement to issuance of letters of appointment.

- The university is an equal opportunity employer.
- Staff performance appraisal shall be conducted every financial year.
- The Finance Department shall observe all financial regulations and procedures, ensure an adherence to budgetary provisions, and process approved payments within three days.
- The Procurement of goods and services shall comply to the university and government procurement regulations. Procurements below KES 500,000 shall be processed within fourteen days while those above KES 500,000 shall be processed within 90 days.
- An acknowledgement of official correspondence shall be immediate and necessary action taken within seven days from the date of receipt.
- Lecture theatres, laboratories, offices, hostels and facilities shall be well maintained in line with the maintenance and repair schedules.
- Collaborative agreements and memoranda of understanding shall be processed within three weeks.

## Feedback

- Complaints, compliments and suggestions should be forwarded to the Office of the Vice Chancellor.
- Feedback may be channelled via telephone, letters, e-mail or suggestion boxes.
- Confidentiality and privacy shall be maintained.
- All feedback shall be addressed within seven days.

All complaints should be addressed to

The Vice-Chancellor  
University of Nairobi  
Main Campus  
Administration Block  
Harry Thuku Road  
P.O. Box 30197 – 00100, Nairobi  
Tel: +254 20 3318262, 732 020 207 / 772 262 488  
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)

Complaints may also be lodged with the Office of the Ombudsman

The Commission Secretary/Chief Executive Officer  
Commission on Administrative Justice  
West End Towers, 2nd Floor  
Waiyaki Way, Westlands  
P. O. Box 20414-00200, Nairobi  
Tel +254 020 2270000/020 2603765/020  
2303000/020 2270017  
Mobile: +254 772 125 818      Toll free line: 0800 221349  
SMS 15700  
E-mail: [info@ombudsman.go.ke](mailto:info@ombudsman.go.ke)  
[complain@ombudsman.go.ke](mailto:complain@ombudsman.go.ke)  
Website: [www.ombudsman.go.ke](http://www.ombudsman.go.ke)

### **Resolution of Complaints**

- Complaints shall be acknowledged immediately they are received.
- Complaints shall be addressed on the spot by apologizing, explaining, or taking necessary action to address the complaint within seven days.
- Investigations on serious cases shall commence immediately and a complainant shall be informed of the action being taken within three days. The outcome of investigations and action taken shall be communicated to the complainant within 20 days.

### **Review of the Customer Service Delivery Charter**

To ensure efficiency and effectiveness in service delivery, the university in consultation with its stakeholders shall review this service charter after five years or whenever need arises.

## Contacts

The following are the e-mail addresses of key offices of the university:

<b>Office</b>	<b>E-mail Address</b>
The Vice Chancellor	vc@uonbi.ac.ke
The Deputy Vice Chancellor (Academic Affairs)	dvcaa@uonbi.ac.ke
The Deputy Vice Chancellor (Administration & Finance)	dvcaf@uonbi.ac.ke
The Deputy Vice Chancellor (Student Affairs)	dvcsa@uonbi.ac.ke
The Deputy Vice Chancellor (Research, Production and Extension)	dvrpe@uonbi.ac.ke
The Principal, College of Agriculture and Veterinary Sciences	principal-cavs@uonbi.ac.ke
The Principal, College of Architecture and Engineering	principal-cae@uonbi.ac.ke
The Principal, College of Biological and Physical Sciences	principal-cbps@uonbi.ac.ke
The Principal, College of Education and External Studies	principal-cees@uonbi.ac.ke
The Principal, College of Health Sciences	principal-chs@uonbi.ac.ke
The Principal, College of Humanities and Social Sciences	principal-chss@uonbi.ac.ke
The Director, Open, Distance and E-Learning Campus	director-odel@uonbi.ac.ke
The Deputy Principal, Kenya Science Campus	depprincipal-ksc@uonbi.ac.ke
The Deputy Principal, College of Humanities and Social Sciences	depprincipal-chss@uonbi.ac.ke
The Director, University Advancement	advancement@uonbi.ac.ke


The Director, Corporate Affairs	<a href="mailto:pr@uonbi.ac.ke">pr@uonbi.ac.ke</a>
The Director, Student Welfare Authority	<a href="mailto:dswa@uonbi.ac.ke">dswa@uonbi.ac.ke</a>
The Director, Security and Safety Services	<a href="mailto:cso@uonbi.ac.ke">cso@uonbi.ac.ke</a>
The Dean of Students	<a href="mailto:students@uonbi.ac.ke">students@uonbi.ac.ke</a>
The Chief Medical Officer	<a href="mailto:uhs@uonbi.ac.ke">uhs@uonbi.ac.ke</a>
The Registrar, Administration	<a href="mailto:reg-administration@uonbi.ac.ke">reg-administration@uonbi.ac.ke</a>
The Registrar, Academic	<a href="mailto:reg-academic@uonbi.ac.ke">reg-academic@uonbi.ac.ke</a>
The Registrar, Planning	<a href="mailto:reg-planning@uonbi.ac.ke">reg-planning@uonbi.ac.ke</a>
The Registrar, Student Affairs	<a href="mailto:registrar-sa@uonbi.ac.ke">registrar-sa@uonbi.ac.ke</a>
The Director, Research and Extension	<a href="mailto:registrar-rpe@uonbi.ac.ke">registrar-rpe@uonbi.ac.ke</a>

**Security Hotline:** 0717 035 268


**Contacts:**

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 University of Nairobi  
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