



**UNIVERSITY OF NAIROBI**  
**SCHOOL OF ECONOMICS**

**CITIZEN SERVICE DELIVERY CHARTER COMMITMENT TO SERVICE DELIVERY**

SERVICE	REQUIREMENTS	COST	TIMELINE
Issuance of admission letters	Meeting University admission requirements	Nil	Two months prior to the reporting date
Issuance of admission guidelines	Admission to the University	Nil	Upon registration
Lectures shall be conducted fully and on time	Payment of fees and other charges	As detailed in the Admission letter	As per the approved schedules
Consolidated Mark sheets	Timely marking of examinations	Nil	One month following end of examinations
Supervision of Masters or doctoral Project/Thesis	Completion and forwarding of Project Thesis	Nil	Feed back to students within a Month after receiving Project/thesis chapter
Disciplinary Cases for students and staff	Preparations of charges	Nil	To be completed within a period of thirty working days.
Opening of Graduate Library	Student ID	Nil	<ul style="list-style-type: none"> <li>• To be opened from 8.00 a.m. to 7.30 p.m. on weekdays</li> <li>• To be opened 8.00 a.m. to 1.30 p.m. on Saturdays.</li> </ul>
Process of recruitment and promotion	Meeting application deadline	Nil	To be completed within twelve weeks from advertisement to issuance of letters.
Staff Performance Appraisal	Completing the appraisal form	Nil	To be conducted between October and March every academic year.
Procurement of goods and services	Getting the due approvals	Nil	To be done within eight weeks
Responding to telephone calls	Someone should always be in the office during working hours	Nil	Within 20 seconds
Clearance of students and staff	Completed clearance form	Nil	To be finalized within two days.

Complaints, compliments and suggestions should be forwarded to the Director and in case of appeals to:

Office of the Vice Chancellor  
P. O. Box 30197 - 00100 Nairobi, Kenya  
Tel. 254-020-318262

Email: [vc@uonbi.ac.ke](mailto:vc@uonbi.ac.ke)