



# UNIVERSITY OF NAIROBI

## FACULTY OF EDUCATION

DEPARTMENT OF EDUCATIONAL FOUNDATIONS, ARTS & SOCIAL STUDIES

### CUSTOMER SERVICE DELIVERY CHARTER

#### Commitment to Service Delivery

CORE MANDATE	SERVICE	REQUIREMENTS	COST	TIMELINE
<b>TEACHING &amp; LEARNING</b>	<b>Admissions</b>	Meeting university Senate approved minimum admission requirements	Nil	Issuance of admission letter at least one month prior to reporting date
	<b>Teaching</b>	Payment of prescribed fees & registration	Nil	As per Senate approved schedules
	<b>Examinations</b>	Payment of prescribed fees & registration	Nil	As per Senate approved schedules
	<b>Graduation</b>	Clearance certificate and payment of prescribed fees	1,000	September and December every year
<b>RESEARCH INNOVATION &amp; ENTERPRISE</b>	Supervision of post-graduate research projects and theses	Submission of research projects and thesis by a student	Nil	Feedback from a supervisor to a student should be within two weeks
<b>GOVERNANCE, LEADERSHIP AND CULTURE</b>	Response to telephone calls, enquiries and routine correspondence	Courteous and prompt response	Nil	Within twenty seconds and seven working days respectively

#### COMPLAINTS, COMPLIMENTS AND SUGGESTIONS

Complaints, compliments and suggestions should be forwarded to:

Chairman's office, Department of Educational Foundations, SoE Block 3rd Floor P. O. Box 92-00902 Kikuyu Kenya | Tel: +254 20 491 8371 | Mobile: +254 728 088 020, Email: chairman-def@uonbi.ac.ke

Besides, complaints may be lodged with the **Commission on Administrative Justice, 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, Kenya | Tel: +254 020 2270000 Toll free line: 0800 221349 | SMS: 15700 E-mail: complain@ombudsman.go.ke

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