

# UNIVERSITY OF NAIROBI



## DEPARTMENT OF GEOSPATIAL & SPACE TECHNOLOGY

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### SERVICE DELIVERY CHARTER

- Upon registration, a new student shall be issued with clear guidelines on academic programmes, examination rules, student support services and disciplinary procedures.
- All lectures and other learning activities shall be conducted fully and on time, as per approved schedules
- Consolidated mark sheets shall be finalized and forwarded to examinations office, within the framework of SMIS one (1) month following end of examinations.
- Postgraduate supervisors for Masters or Doctoral degrees will give feedback to their students within two (2) weeks after receiving a project or thesis
- Staff performance appraisal shall be conducted between October, and March every academic year.
- The department shall remain a healthy, safe and pleasant environment
- All telephone calls shall be attended to within twenty (20) seconds.
- Routine correspondence shall be replied to within seven (7) days from date of receipt.
- The Department shall not condone impropriety.
- The Department shall be a **CORRUPTION FREE** zone.
- Clearance of students and staff shall be finalized within two (2) days.
- Timelines shall be observed in the course of service delivery.
- We shall endeavor to link industry and students to secure to secure them employment and internship.

#### Feedback

- Complaints, compliments and suggestions should be forwarded to the Head of Department and in the case of appeals, to the Dean's Office, School of Engineering.
- Feedback may be channeled via telephone, letters, email, or suggestion boxes, Facebook, or Twitter.
- Confidentiality and privacy shall be respected.
- All feedback shall be addressed within seven (7) days

**Dr.-Ing. S. M. Musyoka, HoD, Department of Geospatial and Space Technology**