



# UNIVERSITY OF NAIROBI

## FACULTY OF ENGINEERING DEPARTMENT OF GEOSPATIAL AND SPACE TECHNOLOGY

### CUSTOMER SERVICE DELIVERY CHARTER

#### Commitment to Service Delivery

CORE MANDATE	SERVICE	REQUIREMENTS	COST	TIMELINES
TEACHING AND LEARNING	Admissions and SMIS Registration	Meeting University Senate approved minimum admission requirements	NIL	Issuance of Admission Guidance at least one month prior to a reporting date
	Conducting of Lectures and other learning activities	Payment of prescribed fees and registration	NIL	As per Senate approved Schedules
	Administer Exam, Marking and Issuing Results and Consolidated marksheets	Payment of prescribed fees, registration and attend lectures	NIL	As per Senate approved schedules
	Recommending students for Graduation	Pass all required exams,	1,000	September and December every year
STUDENT AFFAIRS	Mentorship, counseling and careerguidance	Adherence to University regulations and Core Values	NIL	Within timelines specified in university policies
	Co-curricular activities	Joining clubs, societies and professional bodies	NIL	Every academic year
	Student welfare services	Fully registered student	NIL	Senate approved calendar
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 will be within two weeks
	Innovation	Adherence to applicable laws and policies	NIL	Approved calendar
	Consultancy and Enterprise	Adherence to applicable laws and policies	NIL	Approved calendar
RESOURCES MANAGEMENT	Management of Human Resource (Staff Appraisal, Clearance, Mentorship)	Adherence to statutory, regulatory and relevant policies	NIL	Senate approved calendar
	Management of Physical facilities and Infrastructure	Adherence to statutory, regulatory and policy guidelines	NIL	Senate approved calendar
	Management of Financial resources	Adherence to statutory, regulatory and policy guidelines	NIL	As per the approved timelines and in conformity with policies
COMPETITIVENESS AND IMAGE	Departmental Branding	Adherence to applicable laws and policies	NIL	Approved calendar
	Engagement with industry	Adherence to applicable laws and policies	NIL	Approved calendar
	Maintain Competitiveness	Adherence to applicable laws and policies	NIL	Approved calendar
GOVERNANCE, LEADERSHIP AND CULTURE	Foster Good Corporate Governance and leadership	Adherence to statutory, regulatory and policy guidelines	NIL	Approved calendar
	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

**Complaints, compliments and suggestions should be forwarded to:**

Chairman, Department of Geospatial and Space Technology,  
University of Nairobi, Main Campus, American Wing, Harry Thuku Road, P. O. Box 30197 – 00100, Nairobi, Kenya  
Tel: +020 4913525  
Voip: 3525  
E-mail: [surveying@uonbi.ac.ke](mailto:surveying@uonbi.ac.ke)  
Website: [www.geospatial.uonbi.ac.ke](http://www.geospatial.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  
E-mail: [complain@ombudsman.go.ke](mailto:complain@ombudsman.go.ke)  
Website: [www.ombudsman.go.ke](http://www.ombudsman.go.ke)