

UNIVERSITY OF NAIROBI

COLLEGE OF ARCHITECTURE AND ENGINEERING

DEPARTMENT OF GEOSPATIAL AND SPACE TECHNOLOGY

CITIZEN SERVICE DELIVERY CHARTER

COMMITMENT TO SERVICE DELIVERY

SERVICES	REQUIREMENTS	COST	TIMELINE
Issuance of clear guidelines on academic programmes, examination rules, student support services and disciplinary procedure	Meeting admission requirements	No Charges	Eight weeks before reporting
	Admission into the university	Nil	
Conducting of lectures and other learning activities	Payment of fees and other charges	Nil	As per approved schedules
Consolidated Mark Sheets	Timely marking of examinations	Nil	One month following end of examinations
Supervision of Masters or Doctoral proposal/thesis	Payment of fees and other charges	Nil	As per approved schedules.
Disciplinary cases for students and staff	Preparation of charges	Nil	To be completed within thirty (30) working days
Graduation ceremonies	Successful completion of studies	3,000.00 (4k)???????	To be held in September of each year.
University certificates and academic transcripts	Completed clearance form	Nil	Certificates will be issued within 8 weeks upon graduation. Transcript will be issued within one week upon application
Opening of College Library	Students' ID card	Nil	To be open: from 8:00 a.m. to 10 p.m. daily on weekdays and from 8 a.m. to 5 p.m. on Saturdays from 9 a.m. to 3 p.m. on Sundays
Process of recruitment and promotion	Meeting application deadline	Nil	To be completed within twelve weeks from advertisement to issuance of appointment letters.
Staff Performance Appraisal	Completed performance appraisal form.	Nil	To be conducted between October and March every year.
Procurement of goods and services	Getting due approvals	Nil	To be completed within eight(8) weeks
Responding to telephone calls		Nil	All calls shall be attended within twenty seconds.
Clearance of students and staff	Completed clearance forms	Nil	To be completed within two (2) days.
Complaints, compliments and suggestions should be forwarded to: Head of Department and in the case of appeals, to the Dean's office, School of Engineering. P. O. Box 30197 – 00100, Nairobi, Kenya. Tel No. 254-020-318262, Fax 020-336688. Surveying@uonbi.ac.ke , www.uonbi.ac.ke		Complaints may be lodged with the commission on Administrative Justice, office of the Ombudsman, as follows: The commission secretary/chief Executive Officer, Commission for Administrative Justice West End Towers, 2nd floor , Waiyaki Way, Westlands. P. O. Box 20414 – 00200, Nairobi, Kenya Tel: +254 0200070000 SMS: 15700 E-mail: complain@ombudsman.go.ke www.ombudsman.go.ke	