



**UNIVERSITY OF NAIROBI
SCHOOL OF BUSINESS**

**CUSTOMER SERVICE DELIVERY CHARTER
Commitment to Service Delivery**

SERVICE	REQUIREMENTS	COST	TIMELINE
Issuance of admission letters and guidelines	Meeting university admission requirements	Nil	One month prior to a reporting date
Lectures and learning activities	Payment of fees and registration	Nil	Senate approved schedules
Supervision of postgraduate research projects and theses	Submission of research projects and theses by a student	Nil	Feedback from a supervisor to a student should be within two weeks
Release of examination results	Submission of consolidated mark sheets by units	Nil	At the end of every academic year
Issuance of university certificates and transcripts	Clearance form	Nil	Certificates to be issued within two months after graduation. Transcripts to be issued within one week upon an application
Library services	Registration and identification cards	Nil	8.00 a.m.to 10.00 p.m. on weekdays 8.00a.m. to 5.00 p.m. on Saturdays 9.00 a.m. to 3.00 p.m. on Sundays
Payment of suppliers	Local Purchase Order or Contract, Invoice, submit proof of services rendered or goods delivered & bank details	Nil	Within thirty days
Recruitment and promotion of staff	Due approvals and advertisement	Nil	Within three months
Clearance from the university	Clearance form	Nil	Within two days
Graduation	Clearance certificate and payment of convocation fee	Kes 4,000	September and December every year

Complaints, compliments and suggestions should be forwarded to:

Office of the Vice-Chancellor, University of Nairobi,
Main Campus, Harry Thuku Road, P. O. Box 30197–
00100, Nairobi, Kenya

Mobile: +254 732 020 207/772 262 488

Fax: +254 20 245566

Toll free line: 0800221343

E-mail: vc@uonbi.ac.ke

Website: www.uonbi.ac.ke

or

Dean, School of Business, Lower Kabete Campus, P.O.
Box 30197 – 00100, Nairobi Kenya.

Mobile: +254 724 200311

E-mail: dean-business@uonbi.ac.ke

Website: business@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

Website: www.ombudsman.go.ke