

UNIVERSITY OF NAIROBI

CENTRAL EXAMINATIONS CENTRE

COMMITMENT TO SERVICE DELIVERY

Service	Requirements	Cost	Timeline
Examinations disciplinary cases for students	Communication of verdict to the student	Nil	To be done within seven (7) days
Graduation ceremonies	Successful completion of studies	4,000/=	To be held twice in a year
Issuance of University certificates	<ul style="list-style-type: none"> Original ID Graduands clearance form 	Nil	Certificates will be issued within eight(8) weeks after graduation
Issuance of University academic transcripts	<ul style="list-style-type: none"> Clearance from the University Original ID 	Nil	Transcripts will be issued within one week upon application.
Responding to telephone calls	-	Nil	Within twenty seconds.
Certification of University documents	Originals certificates and transcripts and copies	200/= per leaf	Within three (3) days
Transcripts re-issue	Request for re-issue	500/= per set	Within three (3) days
Confirmation/verification of University documents	Copies of University documents	Nil	Within one (1) week
Storage charges: Degree certificates	<ul style="list-style-type: none"> Clearance from the University Graduands clearance form Original ID 	1,000/= per year	To be issued within a day
Letter in lieu of loss of degree certificate	<ul style="list-style-type: none"> Request letter Police abstract ID/Passport 	500/=	To be issued within three (3) days
Examination appeal	Letter of Appeal	1,000/=	To be completed within sixty (60) days.

Complaints, complements and suggestions should be forwarded to the Central Examinations Centre: **Tel.: 0204914202, 0204914203, 0204914206, 2538881/3**
e-mail: examinations@uonbi.ac.ke

In case of an appeal to office of the Vice-Chancellor, University of Nairobi, P.O. Box 30197 – 00100, NAIROBI, KENYA.

Tel.: 254-020-318262, Fax: 254-020-245566, e-mail: vc@uonbi.ac.ke

Website: www.uonbi.ac.ke.