



UNIVERSITY OF NAIROBI

CENTRAL EXAMINATION CENTRE COMMITMENT TO SERVICE DELIVERY

SERVICE DELIVERY CHARTER

SERVICE	REQUIREMENTS	COST	TIMELINE
Examination Disciplinary cases for students	Communication of senate decision	Nil	To be done within seven(7) days
Graduation ceremonies	Successful completion of study	Kshs.4000	To be held in September and December annually
Issuances of University certificate	<ul style="list-style-type: none"> • Original ID • Gown clearance form 	Nil	Certificate will be issued within eight(8) weeks after graduation
Issuance of University Academic Transcripts	<ul style="list-style-type: none"> • Original ID • Clearance form 	Nil	Transcript to be issued within a day
Responding to Telephone calls	-	Nil	Within 20 second
Certifications of University documents	Original Certificate and Transcript and copies	Kshs. 200 per page	Within a day
Transcript Re-issuance	Request for Re-issue	Kshs.500 per set	Within a day
Confirmation/Verifications of University documents	Copies of University documents	Nil	Within three(3) days
Storage charge; Degree certificate	<ul style="list-style-type: none"> • Gown clearance form • original ID 	Kshs.1000	To be issued within a day
Letter In lieu of loss of Degree certificate	<ul style="list-style-type: none"> • Request letter • Police abstract • National ID/Passport 	Kshs.500	To be issued within a day
Examination appeal	Letter of appeal	Kshs.200	To be completed within 30 days

Complaints, Complements and suggestion should be forwarded to:

Central Examination Centre Tel no: 2538881/3. Email: examinations@uonbi.ac.ke

In case of appeal to office of the Vice-Chancellor,

University of Nairobi. P.O BOX 30197-00100 NAIROBI, KENYA.

Tel: 254-020-318262. Fax 254-020-245556. Email: vc@uonbi.ac.ke

www.uonbi.ac.ke