



UNIVERSITY OF NAIROBI
CENTRAL EXAMINATIONS CENTRE
COMMITMENT TO SERVICE DELIVERY

SERVICE DELIVERY CHARTER

| SERVICE | REQUIREMENTS | COST | TIMELINE |
|---|---|----------------|---|
| Examinations Disciplinary cases for students | Communication of Senate decision | Nil | To be done within seven (7) days |
| Graduation ceremonies | Successful completion of studies | 4,000/= | To be held in September & December annually |
| Issuance of University certificate | Original ID & copy Graduands clearance form | Nil | Certificates will be issued within eight (8) weeks after graduation |
| Issuance of University Academic Transcripts | Clearance with the University Original ID | Nil | Transcripts will be issued within one (1) week upon application. |
| Responding to Telephone calls | | Nil | Within twenty (20) seconds. |
| Certification of University documents | Originals certificates and transcripts and copies | 200/= per page | 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 three (3) days |
| Storage charges: Degree Certificates | Clearance form Graduands clearance form Original ID | 1000/= | To be issued within one (1) day |
| Letter in lieu of loss of degree certificate | Request letter Police abstract ID/Passport | 500/= | To be issued within three (3) days |
| Examinations Appeal | Letter of Appeal | 1000/= | To be completed within thirty (30) days. |

Complaints, Complements and suggestions should be forwarded to:

Central Examinations Centre Tel no: 2538881/3,0204914201/2/3/4. 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