



UNIVERSITY OF NAIROBI
ACADEMIC DIVISION
CITIZEN SERVICE DELIVERY CHARTER
COMMITMENT TO SERVICE DELIVERY

SERVICES	REQUIREMENTS	COST	TIMELINE
Issuance of undergraduate admission letters and Student guidelines	Meeting University admission requirements	Nil	<ul style="list-style-type: none"> • One month prior to reporting date for Module I students • For Module II applicants letters shall be sent out within two weeks after approval by the Deans Committee
Student Orientation	Reporting and Registration	Nil	<ul style="list-style-type: none"> • 1st week upon reporting
Teaching and Learning activities	Payment of fees, course registration and class attendance	Nil	<ul style="list-style-type: none"> • Senate approved schedules
Conducting of Examinations	Adherence to examination rules and regulations	Nil	<ul style="list-style-type: none"> • At the end of every Semester
Release of Examination results	Submission of consolidated mark sheets by Units	Nil	<ul style="list-style-type: none"> • At the end of every academic year
Disciplinary cases for students	Fair determination of cases	Nil	<ul style="list-style-type: none"> • Within six (6) months
Graduation	Clearance certificate and payment of convocation fee	Kshs. 4,000	<ul style="list-style-type: none"> • September and December every year
Issuance of University certificates and transcripts	Clearance form	Nil	<ul style="list-style-type: none"> • Certificates to be issued within two (2) months after graduation; • Transcripts to be issued within one (1) week upon application
Response to telephone calls, enquiries and routine correspondence	Courteous and prompt response	Nil	<ul style="list-style-type: none"> • Within twenty seconds and Seven days respectively.

Complaints, compliments and suggestions should be forwarded to:

Office of the Vice Chancellor, University of Nairobi, Main Campus, , University of Nairobi Towers, 18th Floor, Harry Thuku Road,
P. O. Box 30197 – 00100, Nairobi, Kenya,
Tel: +254 20 4910000 or 20 318262,
Fax: +254 20 245566, Toll free line: 0800 221343
E-mail: vc@uonbi.ac.ke
Website: 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 0202270000
Toll free line: 0800221349
SMS: 15700
E-mail: complain@ombudsman.go.ke
Website: www.ombudsman.go.ke



CHUO KIKUU CHA NAIROBI
KITENGO CHA AKADEMIA
HATI YA UTOAJI HUDUMA KWA WANANCHI
Uwajibikaji Katika Huduma

HUDUMA	MASHARTI	GHARAMA	MUDA
Kutoa barua za usajili na mwongozo juu ya taratibu za usajili wa wanafunzi wa shahada ya kwanza	Kuhitimu mahitaji ya usajili ya chuo kikuu	Hakuna malipo	<ul style="list-style-type: none"> Mwezi mmoja kabla ya siku ya kufika chuoni kwa wanafunzi ambao karo zao zinalipwa na serikali Kwa wanafunzi ambao karo zao hazilipwi na serikali, wiki mbili baada ya mkutano wa kamati ya wakuu wa vitivo
Kutoa mwelekeo kwa wanafunzi	Kuwasili na kujisajili	Hakuna malipo	<ul style="list-style-type: none"> Wiki moja baada ya kuwasili
Shughuli za Kufundishwa na Kujifunza	Malipo ya karo, kujisajili kwa kozi na kuhudhuria darasa	Hakuna malipo	<ul style="list-style-type: none"> Ratiba iliyoidhinishwa na Seneti
Kuwezesha mchakato wa mitihani	Kuzingatia sheria na kanuni za mitihani	Hakuna malipo	<ul style="list-style-type: none"> Mwishoni mwa kila muhula
Kutoa matokeo ya mitihani	Uwasilishaji wa orodha za alama zilizo jumlishwa kutoka kwa kwa vitivo	Hakuna malipo	<ul style="list-style-type: none"> Mwisho wa kila mwaka wa masomo
Kesi za adabu za wanafunzi	Uamuzi wa kesi kwa haki	Hakuna malipo	<ul style="list-style-type: none"> Ndani ya miezi sita (6)
Kufuzu	Cheti cha kukamilisha na malipo ya ada ya kufuzu	Shilingi. 4,000	<ul style="list-style-type: none"> Septemba and Desemba kila mwaka
Kutoa vyeti vya Chuo kikuu na fomu za alama za matokeo.	Fomu ya kukamilisha masomo	Hakuna malipo	<ul style="list-style-type: none"> Vyeti zitatolewa ndani ya miezi miwili (2) baada ya kuhitimu; Fomu za alama za matokeo yatatolewa ndani ya wiki moja (1) baada ya maombi kutumwa
Kujibu simu, maswali na mawasiliano ya kawaida	Majibu kwa heshima kwa wakati huo huo	Hakuna malipo	<ul style="list-style-type: none"> Ndani ya sekunde ishirini na Siku saba kwa mtiririko huo

Malalamiko, pongezi na mapendekezo zinapaswa kuwasilishwa kwa:

Makamu wa Mkuu wa Chuo, Chuo Kikuu cha Nairobi,
 Bewa Kuu, Orofa ya 16, UoN Towers, Barabara ya
 Harry Thuku, S. L. P. 30197 – 00100, Nairobi, Kenya.
 Simu: +254 3318262, 3318701 / 732 020 207 / 772262488
 Simu ya bure: 0800 221343,
 Barua pepe: vc@uonbi.ac.ke
 Tovuti: www.uonbi.ac.ke

Malalamiko pia yanaweza kuwasilishwa kwa Tume ya Haki ya Utawala, Ofisi ya Ombudsman, kama ifuatavyo:

Katibu wa Tume / Afisa Mkuu Mtendaji, Tume ya Haki ya
 Utawala,
 West End Towers, Orofa ya 2, Barabara ya Waiyaki Way,
 Westlands
 S. L. P. 20414-00200, Nairobi, Kenya
 Simu: +254 020 2270000 Simu isiyo na malipo: 0800 221349
 SMS: 15700
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