



# UNIVERSITY OF NAIROBI

## FACULTY OF HEALTH SCIENCES

### CUSTOMER SERVICE DELIVERY CHARTER

Commitment to Service Delivery

CORE MANDATE	SERVICE	REQUIREMENTS	COST	TIMELINES
<b>TEACHING AND LEARNING</b>	Admissions	Meeting Senate minimum requirements University approved admission	NIL	Issuance of Admission letter at least one month prior to a reporting date
	Teaching	Payment of prescribed fees and registration	NIL	As per Senate approved Schedules
	Examinations	Payment of prescribed fees and registration	NIL	As per Senate approved schedules
	Graduation	Clearance certificate, hire of academic dress and payment of prescribed fees	1,000	September and December every year
<b>STUDENT AFFAIRS</b>	Mentorship, counseling and career guidance	Adherence to University regulations and Core Values	NIL	Within timelines specified in University policies
	Co-curricular activities	Joining clubs, societies and professional bodies	NIL	Every academic year
	Student welfare services	Fully registered student	NIL	Senate approved calendar
<b>RESEARCH, INNOVATION AND ENTERPRISE</b>	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
	Innovation	Adherence to applicable laws and policies	NIL	Approved calendar
	Consultancy and Enterprise	Adherence to applicable laws and policies	NIL	Approved calendar
<b>RESOURCES MANAGEMENT</b>	Management of Human Resource	Adherence to statutory, regulatory and relevant policies	NIL	Senate approved calendar
	Management of Physical facilities and Infrastructure	Adherence to statutory, regulatory and policy guidelines	NIL	Senate approved calendar
	Management of Financial resources	Adherence to statutory, regulatory and policy guidelines	NIL	As per the approved timelines and in conformity with policies
<b>COMPETITIVENESS AND IMAGE</b>	Corporate Branding	Adherence to applicable laws and policies	NIL	Approved calendar
	Engagement with industry	Adherence to applicable laws and policies	NIL	Approved calendar
	Maintain Competitiveness	Adherence to applicable laws and policies	NIL	Approved calendar
<b>GOVERNANCE, LEADERSHIP AND CULTURE</b>	Foster Good Corporate Governance and leadership	Adherence to statutory, regulatory and policy guidelines	NIL	Approved calendar
	Entrench positive institutional culture	Adherence to statutory, regulatory and policy guidelines	NIL	As per the approved timelines and in conformity with policies and core values

**Complaints, compliments and suggestions should be forwarded to:**

Dean  
Faculty of Health Sciences, KNH Campus,  
Off Ngong Road,  
P. O. Box 19676-00202  
Kenyatta National Hospital  
Nairobi Kenya  
Telephone: Dean's Office - 0204915002

**Complaints may also be lodged with the Commission of Administrative Justice, Office of the Ombudsman, as follows:**

The Commission Secretary/ Chief Executive Officer,  
Commission on Administrative Justice,  
West End Towers, 2nd Floor, Waiyaki Way, Westlands  
Anti-corruption hotline: 0788-262-407, email:  
[integrity.chs@uonbi.ac.ke](mailto:integrity.chs@uonbi.ac.ke)

Give suggestions: [feedback.chs@uonbi.ac.ke](mailto:feedback.chs@uonbi.ac.ke)

Report complaints: [chscomplaints@uonbi.ac.ke](mailto:chscomplaints@uonbi.ac.ke)

P. O. Box 20414-00200

Tel:+254 020 2270000 Nairobi

Toll free line: 0800 221349 SMS: 15700

E-mail: [complain@ombudsman.go.ke](mailto:complain@ombudsman.go.ke)

Website: [www.ombudsman.go.ke](http://www.ombudsman.go.ke)

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