



UNIVERSITY OF NAIROBI
FACULTY OF EDUCATION
CUSTOMER SERVICE DELIVERY CHARTER
 Commitment to Service Delivery

CORE MANDATE	SERVICE	REQUIREMENTS	COST	TIMELINE
TEACHING & LEARNING	Admissions	Meeting university Senate approved minimum admission requirements	Nil	Issuance of admission letter at least one month prior to reporting date
	Teaching	Payment of prescribed fees & registration	Nil	As per Senate approved schedules
	Examinations	Payment of prescribed fees & registration	Nil	As per Senate approved schedules
	Graduation	Clearance certificate and payment of prescribed fees	1,000	September and December every year
RESEARCH INNOVATION & ENTERPRISE	Supervision of post-graduate research projects and theses	Submission of a research project and thesis by a student	Nil	Feedback from a supervisor to a student should be within two weeks
GOVERNANCE, LEADERSHIP AND CULTURE	Response to telephone calls, enquiries and routine correspondence	Telephone call or submission of an enquiry through other means by a client	Nil	Within twenty seconds and seven working days respectively

COMPLAINTS, COMPLIMENTS AND SUGGESTIONS

Complaints, compliments and suggestions should be forwarded to:

Dean's Office, Faculty of Education, Administration Block, P. O. Box 92-00902 Kikuyu Kenya | Tel: +254 20 491 6502 |
 Email: dean-fed@uonbi.ac.ke

Besides, complaints may be lodged with the Commission on Administrative Justice, Office of the Ombudsman

The Commission Secretary/ Chief Executive Officer, Commission on Administrative Justice, West End Towers, 2nd Floor,
 Waiyaki Way, Westlands P. O. Box 20414-00200, Nairobi, Kenya | Tel: +254 020 2270000 Toll free line: 0800 221349 |
 SMS: 15700 E-mail: complain@ombudsman.go.ke

A world Class University Committed to Scholarly Excellence