



# UNIVERSITY OF NAIROBI

## FACULTY OF SOCIAL SCIENCES

### CITIZENS SERVICE DELIVERY CHARTER

#### Commitment to Service Delivery Charter

SERVICE	REQUIREMENTS	COST	TIMELINE
Issuance of admission guidelines	Admission to the University	Nil	Eight weeks prior to reporting date
Issuance of registration guidelines	Course registration	Nil	Upon admission
Conducting lectures and other learning activities	Payment of fees and other charges	As detailed in the admission package	As per approved schedules
Consolidated mark sheets	Timely marking of exams	Nil	One month following end of examinations
Supervision of Master or Doctoral Projects/Theses	Completing and forwarding of Projects/Theses	Nil	Feedback to students within two weeks after receiving a project or thesis
Disciplinary cases of students and staff	Facilitation of disciplinary processes	Nil	To be completed within a period of thirty working days
Graduation/Pass lists	Presentation at graduation ceremonies	4000	Immediately after Board of examiners' meetings
Provisional Results Slips/transcripts	On-line request to the Faculty	Nil	Two days upon receipt
Process of Recruitment and Promotion	Meeting application deadline	Nil	To be completed within twelve weeks, from advertisement to issuance of letter
Staff Performance appraisal	Completing appraisal form	Nil	To be conducted between October and March every academic year
Procurement of goods and services	Getting the due approvals	Nil	To be done within eight weeks
Responding to telephone calls	Customer communication	Nil	Within twenty seconds
Clearance of students and staff	Completed clearance form	Nil	To be completed within two days

Complaints, compliments and suggestions should be forwarded to **departmental head and in case of appeals**

**to: -Executive Dean, Faculty of Social Sciences**

**P.O. Box 30197- 00100, Nairobi, Kenya**

**Tel: 254-020 318261 Ext. 28231**

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# CHUO KIKUU CHA NAIROBI

## KITIVO, YA SAYANSI YA JAMII HATI YA UTOAJI HUDUMA KWA UMMA

Kujitolea kufuata Hati ya Utoaji wa Huduma

HUDUMA	MAHITAJI	MALIPO	MUDA
Utoaji wa miongozo ya Kujiunga na Chuo	Barua ya kujiunga na Chuo	Bure	Majuma nane kabla ya tarehe ya kuingia chuoni
Utoaji wa miongozo ya Kujisajilisha	Usajili wa kozi	Bure	Unapojiunga na Chuo
Kutoa mihadhara na shughuli nyinginezo za masomo	Malipo ya karo na ada nyingine	Kama ilivyoelezwa katika stakabadhi za Kujiunga na Chuo	Kama ilivyo kw enye ratiba iliyoidhinishwa
Stakabadhi unganifu za alama za mitihani	Kusahihisha mitihani kwa wakati ufaao	Bure	Mwezi mmoja baada ya mitihani kufanywa
Usimamizi wa tasnifu za Uzamili na Uzamifu	Kukamilisha na kuwasilisha tasnifu	Bure	Kuwasiliana na wanafunzi katika muda usiopita majuma mawili baada ya kupokelewa kwa tasnifu.
Kesi za kinidhamu za wanaofuzi na wafanyakazi	Kuwazesha michakato ya kinidhamu	Bure	Kesi zikamilishwa kwa siku thelathini za kazi.
Orodha ya mahafala/wanaoofuzu	Mawasilisho katika sherehe ya mahafala	Shilingi 4,000	Pindi tu baada ya mkutano wa Bodi ya Watahini
Nakala za muda za alama za matokeo ya mitihani	Maombi ya matokeo ya mitihani yaliyowasilishwa kwa enye mtandao kwa kitivo	Bure	Siku mbili baada ya maombi
Mchakato wa kuajiri na kupandisha cheo	Kutumiza makataa ya maombi	Bure	Kukamilishwa katika kipindi kisichopita majuma kumi na mbili kuanzia kutangazwa kwa nafasi hadi kutolewa kwa barua
Tathmini ya utendakazi wa wafanyakazi	Kujaza fomu ya tathmini ya utendakazi	Bure	Kutekelezwa kati ya miezi ya Oktoba na Machi ya kila mwaka wa masomo
Ununuzi wa bidhaa na huduma	Kupata idhini zinazotakikana	Bure	Kufanyika katika kipindi kisichopita majuma nane
Kupokea simu zinazopigwa	Mawasiliano ya wateja	Bure	Kwa muda usiopita sekunde ishirini
Kutoa kibali kwa wanafunzi wanaokamilisha masomo na wafanyakazi wanaoondoka chuoni	Kujaza fomu ya kibali	Bure	Ikamilishwa kwa siku zisizozidi mbili

Malalamishi, pongezi na maoni yapelekw kwa mkuu wa idara husika na kama kuna maombi ya rufaa yapelekw kwa:-

Mkuu wa Kitivo, ya sayansi ya jamii

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