



UNIVERSITY OF NAIROBI

FACULTY OF BUSINESS AND MANAGEMENT SCIENCES

DEPARTMENT OF BUSINESS ADMINISTRATION

CUSTOMER SERVICE DELIVERY CHARTER

CORE MANDATE	SERVICE	REQUIREMENTS	COST	TIMELINES
TEACHING & LEARNING	Admissions	Meeting University Senate approved minimum admission requirements	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
STUDENT AFFAIRS	Mentorship, counseling and career guidance	Adherence to University regulations and Core Values	NIL	Within timelines specified in university policies
RESEARCH, INNOVATION AND ENTERPRISE	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
	Consultancy and Enterprise	Adherence to applicable laws and policies	NIL	Approved calendar
RESOURCES MANAGEMENT	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	Adherence to statutory, regulatory	NIL	As per the approved timelines

	resources	and policy guidelines		and in conformity with policies
COMPETITIVENESS AND IMAGE	Engagement with industry	Adherence to applicable laws and policies	NIL	Approved calendar
GOVERNANCE, LEADERSHIP AND CULTURE	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: The Head of Department of Business Administration, P.O. Box 30197-00100 Nairobi, Kenya Phone: 0204919012 Email: dept-busadmin@uonbi.ac.ke Website: https://businessadministration.uonbi.ac.ke/ And in case of appeals to: The Dean, Faculty of business and management sciences, P.O. Box 30197-00100 Nairobi, Kenya Phone: 0724 200311 email: dean-business@uonbi.ac.ke Website: https://business.uonbi.ac.ke/	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 P. O. Box 20414-00200 Tel: +254 020 2270000 Nairobi Toll free line: 0800 221349 SMS: 15700 E-mail: complain@ombudsman.go.ke Website: www.ombudsman.go.ke
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