

# UNIVERSITY OF NAIROBI

FACULTY OF BUILT ENVIRONMENT AND DESIGN

DEPARTMENT OF ARCHITECTURE

CITIZEN SERVICE DELIVERY CHARTER

COMMITMENT TO SERVICE DELIVERY

SERVICE	REQUIREMENT	COST	TIME LINE
Issuance of admission letters	Meeting admission requirements	No charges	Eight weeks before reporting time
Issuance of admission guidelines	Admission into the University	Nil	Upon registration
Conducting of lectures and other learning activities	Payment of fees and other charges	Nil	As per approved schedule
Consolidated Mark sheets	Timely marking of examinations	Nil	One month following end of examinations
Supervision of Masters or Doctoral proposal/thesis	Completed Project/ thesis	Nil	Feedback to the students will be given within two weeks
Disciplinary cases for students and staff	Report to the Dean	Nil	Within 48 hours
Graduation Ceremonies	Successful completion of studies	1,000/= Conforcation fee 4,000/= (Academic Attire)	To be held in in September & December of every year
University certificates and academic transcripts	Completed clearance form	Nil	Certificates will be issued within 8 weeks upon graduation Transcript will be issued within 1 week upon application
Opening of Faculty Library	Students' ID card	Nil	To be open: From 8.00 a.m. to 10 p.m. daily on week days and from 8.00 a.m. from 8.00 a.m. and 5p.m. on Saturdays from 9 a.m. to 3p.m. on Sundays
Staff performance appraisal	Completed Performance appraisal form	Nil	To be conducted and completed by June 30 of each year
Procurement of goods and services	Getting due approvals	Nil	To be completed within eight (8) weeks
Responding to telephone calls	-	Nil	All calls shall be attended within twenty seconds
Clearance of students and staff	Completed Clearance form	Nil	To be completed within two (2) days

**Complaints, compliments and suggestions should be forwarded to:**  
 Chairman, Department of Architecture  
 P.O. Box 30197-00100, Nairobi - Kenya Tel.No.254-020-4913519,  
 Email: [architecture@uonbi.ac.ke](mailto:architecture@uonbi.ac.ke) [www.uonbi.ac.ke](http://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 on Administrative Justice,  
 West End Towers, 2nd Floor, Waiyaki Way, Westlands,  
 P.O. Box 20414-00200, Nairobi, Kenya Tel. +254 020 2270000  
 Tall free line: 0800 221349 SMS:15700  
 Email: [complain@ombudsman.go.ke](mailto:complain@ombudsman.go.ke)  
 Website: [www.ombudsman.go.ke](http://www.ombudsman.go.ke)