



UNIVERSITY OF NAIROBI

FACULTY OF BUILT ENVIRONMENT &DESIGN

DEPARTMENT OF ARCHITECTURE

CITIZEN SERVICE DELIVERY

CHARTER

SERVICES	REQUIREMENTS	COST	TIMELINE
Admissions issuance of Admission Letters	Meeting Admission Requirements	Nil	Issuance of Admission letters at least one month prior to reporting date
Orientation of students	• Those who have been admitted	Nil	
Issuance of academic guidelines	• Must have been admitted to University	Nil	
Conducting of lectures and other academic activities	• Payment of fees and other charges	As per the admission letter	
Teaching	Payment of prescribed fees and registration	Nil	As per Senate approved Schedules
Examinations	Payment of prescribed fees and registration		As per senate approved schedule
Graduation	Successful completion of studies Clearance certificate, hire of academic dress and payment of prescribed fees	1000/	To be held in September &December Every year
Individual mark sheets	• Timely marking of exams	Nil	Forwarded to Dean, SPS One (1) month following end of examination

Supervision of Masters or Doctoral Projects/Thesis	<ul style="list-style-type: none"> Submission of research projects and thesis by a student 	Nil	Feedback to students within two (2) Weeks after receiving a project or thesis.
Student Affairs	Mentorship Counselling and career guidance Co-curricular activities- Joining clubs, societies and professional bodies Student Welfare Services- Fully registered student	Nil	Within timelines specified in university policies Every Academic year Senate approved calendar
Innovation	Adherence to applicable laws and policies	Nil	Approved calendar
Consultancy and Enterprise	Adherence to applicable Laws and policies		
Management Of Human Resource	Adherence to statutory, regulatory and relevant policies Completion of appraisal forms Necessary approval	Nil	Senate approved calendar
<ul style="list-style-type: none"> Staff performance appraisal Departmental Recruitment and Promotions 			To be conducted between 1 st July and 30 th June of every academic year To be completed within twelve weeks from advertisement, to issuance of letters
Management of physical facilities and infrastructure Management of financial resources			
Corporate Branding	Adherence to applicable laws and policies	Nil	Approved calendar
Engagement with industry			
MAINTAIN COMPETITIVENESS	Adherence to applicable laws and policies	Nil	Approved calendar
Foster good corporate governance and leadership	Adherence to statutory, regulatory and policy guidelines	Nil	Approved calendar
Clearance of students and staff	<ul style="list-style-type: none"> Completed clearance forms 	Nil	To be finalized within Seven(7) days from the date of receipt

, complements and suggestions should be forwarded to
Departmental heads and incase of appeals to;
Office of the Chairman, Department of Architecture
P.O. Box 30197 00100 Nairobi, Kenya Telephone
Tel.No.254-020-4913519