



**CHUO KIKUU CHA NAIROBI**  
**COLLEGE OF BIOLOGICAL AND PHYSICAL SCIENCES**  
**DEPARTMENT OF PHYSICS**

**CITIZEN SERVICE DELIVERY CHARTER**  
**Commitment to Service Delivery**

SERVICES	REQUIREMENTS	COST	TIMELINE
Lectures and other learning activities	•Payment of fees and other charges	As per admission letter	As per approved schedules
Examination mark sheets shall be finalized and forwarded to Dean's office	•Timely marking of exams	Nil	One month following end of the examinations
Supervision of Masters or Doctoral Projects/Thesis	•Completion and forwarding of Projects/Thesis	Nil	Feedback to students within two weeks after receiving drafts
Issuance of academic guidelines	•Must have been admitted to the Department		Upon formal registration
Disciplinary cases for students and staff	•Preparation/drafting of charges	Nil	1 week from the time it is reported
Staff performance appraisal	•Negotiation, filing of targets in SPAS and evaluation	Nil	By 30th June annually
Student lecturer evaluation	•Student should have attended the course	Nil	Before the end of each semester
Maintenance of a healthy, safe and pleasant environment	•Adherence to Health and Safety regulations	Nil	Continuous
Maintenance of an illicit drug free and a no smoking zone	•Cooperation from staff students and visitors	Nil	Continuous
Attend to telephone calls	•During office working hours	Nil	Within thirty (30) seconds
Reply to hard copy routine correspondence	•Receipt of the correspondence in the Departmental office	Nil	Seven (7) days from the date of receipt
Reply to e-mail enquiries	•During office working hours	Nil	Responded to within 48 hours
Maintain a CORRUPTION FREE zone	•Adherence to rules and regulations	Nil	Continuous

Complaints, complements and suggestions should be forwarded

**To:**

**The Chairman**  
 Department of Physics  
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 Mobile: +254 0794587933  
 Tel: +254-020 4914119

Email: [physics@uonbi.ac.ke](mailto:physics@uonbi.ac.ke)  
 Website: <https://physics.uonbi.ac.ke>

**In case of appeal:**

**The Dean**  
 School of Physical Sciences  
 P. O. Box 30197 – 00100 Nairobi, Kenya,  
 Tel: +254-020 4914136

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