



UNIVERSITY OF NAIROBI
FACULTY OF SCIENCE AND TECHNOLOGY
DEPARTMENT OF PHYSICS

CITIZEN SERVICE DELIVERY CHARTER
Commitment to Service Delivery

CORE MANDATE	SERVICE	REQUIREMENTS	COST	TIMELINES
TEACHING AND LEARNING	Lectures and other learning activities	Payment of fees and other charges	As per admission letter	As per Senate approved Schedules
	Issuance of academic guidelines	Must have been admitted to the Department	Nil	Upon formal registration
	Examination marking, finalizing and forwarding to Faculty Dean's office	Timelines for examination process	Nil	One month following end of the examinations
	Supervision of Masters or Doctoral Projects/Thesis	submission of progress reports/Projects/Thesis	Nil	Feedback to students within two weeks after receiving drafts
STUDENT AFFAIRS	Disciplinary cases for students	Preparation/drafting of charges	Nil	1 week from the time it is reported
	Student lecturer evaluation	Student should have attended the course	Nil	Before the end of each semester
RESEARCH, INNOVATION AND ENTERPRISE	Consultancy and Enterprise	Agreement with client	As per the terms of engagement	As per the agreed schedule
RESOURCES MANAGEMENT	Maintenance of a healthy, safe and pleasant environment	Regular cleaning, maintenance of fire extinguishers , first aid kit etc. and adherence to Health and Safety regulations	Nil	Continuous
COMPETITIVENESS AND IMAGE	Maintenance of an illicit drug free and a no smoking zone	Display of No SMOKING signage and cooperation from staff students and visitors	Nil	Continuous
	Maintenance of a CORRUPTION FREE zone	Display of CORRUPTION FREE ZONE signage and adherence to rules and regulations	Nil	Continuous
GOVERNANCE, LEADERSHIP AND CULTURE	Staff performance appraisal	Negotiation, filing of targets in SPAS and evaluation	Nil	By 30th June annually
	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	Within 48 hours from receipt of e-mail

Complaints, compliments and suggestions should be forwarded to:

The Chairman
 Department of Physics
 Faculty of Science and Technology
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 Website: https://physics.uonbi.ac.ke/

PROF. F. W. NYONGESA
 Chairman, Department of Physics

Complaints, compliments and suggestions can also be forwarded to:

The Dean
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