



UNIVERSITY OF NAIROBI

COLLEGE OF BIOLOGICAL AND PHYSICAL SCIENCES

CITIZEN SERVICE DELIVERY CHARTER

Commitment to Service Delivery

SERVICES	REQUIREMENTS	COST	TIMELINE
Issuance of admission letters	Meets University (College) admission requirements	Nil	Two months prior to reporting dates
Orientation of students	Those who have been admitted	Nil	Within one (1) week after reporting
Issuance of academic guidelines	Must have been admitted to University	Nil	Upon formal registration
Conducting of lectures and other academic activities	Payment of fees and other charges	As per the admission letter	As per approved schedules
Consolidated mark sheets	Timely marking of exams	Nil	Forwarded to Examination office one (1) month following end of examination
Supervision of Masters or Doctoral Projects/Thesis	Completion and forwarding of Projects/Thesis	Nil	Feedback to students within two (2) weeks after receiving a Projects or Thesis
Disciplinary cases for students and staff	Preparations /drafting of charges	Nil	To be completed within a period of thirty working days
Staff performance appraisal	Completion of appraisal forms	Nil	To be conducted between October and March of every academic year
Opening of the College Library	Students identification card	Nil	-To be open from 8.00 am to 10.00 pm on weekdays -8.00am to 5.00 pm on

			Saturdays -11.00 am to 3.00 pm on Sundays
Library queries	As they are received	Nil	To be responded to within one(1) day
College recruitment and promotions	Meets application deadlines	Nil	To be completed within twelve weeks from advertisement to issuance of letters
Procurement of goods and services	Necessary approvals	Nil	To be done within four weeks
Telephone calls	Calls to College switchboard	Nil	Within twenty seconds
Clearance of students and staff	Completed clearance forms	Nil	To be finalized within two (2) days
Routine correspondences	Those received	Nil	To be replied to within seven (7) working days from the date of receipt

Complaints, complements and suggestions should be forwarded to departmental heads and in case of appeals to;

Office of the Principal (CBPS)

P.O. Box 30197 00100 Nairobi, Kenya

Hotline 020-2667114

Telephone 4449002-4

Email: principal-cbps@uonbi.ac.ke

Website: cbps.uonbi.ac.ke