



UNIVERSITY OF NAIROBI
FACULTY OF SCIENCE AND TECHNOLOGY
DEPARTMENT OF BIOCHEMISTRY

CUSTOMER SERVICE DELIVERY CHARTER
Commitment to Service Delivery

CORE MANDATE	SERVICE	REQUIREMENTS	COST	TIMELINES
ADMISSIONS	Orientation, issuance of academic guidelines to first year students	Reporting for admission and duly registered students	NIL	Within one (1) week after reporting
TEACHING AND LEARNING	Teaching	Payment of prescribed fees and course registration	NIL	As per Senate approved schedules
	Examinations	Payment of prescribed fees, course registration and meeting course requirements	NIL	As per Senate approved schedules
	Graduation	Successful completion of studies Clearance certificate and payment of prescribed fees	1,000	September and December every year
STUDENT AFFAIRS	Mentorship, counseling and career guidance	Assignment to an academic mentor and complying with mentors' guidance	NIL	Every academic year
	Co-curricular activities	Joining clubs, societies and professional bodies	NIL	Every academic year
RESEARCH, INNOVATION AND ENTERPRISE	Supervision of postgraduate research projects and theses	Duly registered student, submission of research proposal/projects and theses by a student	NIL	Supervisor's feedback within two weeks upon receipt of student's work
	Innovation	Adherence to applicable laws and policies	NIL	Approved calendar
	Consultancy and Enterprise	Adherence to applicable laws and policies	NIL	Approved calendar
RESOURCES MANAGEMENT	Management of Human Resource	Adherence to statutory, regulatory and relevant policies	NIL	Senate approved calendar
	Management of Financial resources	Adherence to statutory, regulatory and policy guidelines	NIL	As per the approved timelines and in conformity with policies
COMPETITIVENESS AND IMAGE	Corporate Branding	Adherence to applicable laws and policies	NIL	Approved calendar
	Engagement with industry	Adherence to applicable laws and policies	NIL	Approved calendar
	Maintain Competitiveness	Adherence to applicable laws and policies	NIL	Approved calendar
GOVERNANCE, LEADERSHIP AND CULTURE	Foster Good Corporate Governance and leadership	Adherence to statutory, regulatory and policy guidelines	NIL	Approved calendar
	Entrench positive institutional culture	Adherence to statutory, regulatory and policy guidelines	NIL	As per the approved timelines and in conformity with policies and core values

Complaints, compliments and suggestions should be forwarded to:

The chairman,
 Department of Biochemistry,
 Faculty of Science & Technology
 University of Nairobi, Chiromo campus
 P. O. Box 30197 – 00100, Nairobi, Kenya
 Tel: +254 (020) 494152
 E-mail: dept-biochem@uonbi.ac.ke
 Website: <https://biochemistry.uonbi.ac.ke>

Complaints may also be lodged with the Commission of 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, Nairobi Kenya
 P. O. Box 20414-00200
 Tel: +254 020 2270000 Nairobi
 Toll free line: 0800 221349 SMS: 15700
 E-mail: complain@ombudsman.go.ke
 Website: www.ombudsman.go.ke

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