



UNIVERSITY OF NAIROBI
ADMINISTRATION DEPARTMENT
CUSTOMER SERVICE DELIVERY CHARTER, COMMITMENT TO SERVICE
DELIVERY

SERVICE	REQUIREMENT	COST	TIME FRAME
Routine correspondence	As per departmental Work Plan	Nil	7 days
Collection and delivery of mail to and from the Post Office	Approved official University mail as per Records Management Policy	Depending on the weight and destination of mail	One's daily on week days only
Receiving and processing of incoming mail and marking for action	Approved documents for action as per Records Management policy	Nil	15mins
Retrieval of records for action	Approved request from authorized action officer	Nil	10mins
Issuing of payroll numbers to new staff	Availability of all required documents as per policy	Nil	2 days
Maintain safe, pleasant environment	Adherence to University Environmental Policy	Nil	Continuous
Processing of final respects due	Approved authentic supporting documents as per Policy	Nil	2 days

<p>Complaints, complements and suggestions should be forwarded to: Office of the Vice-chancellor, University of Nairobi, Main Campus, Administration Block, Harry Thuku Road, P.O. Box 30197-00100, Nairobi, Kenya. Tel: +254 0204910000 Mobile: +254 0204913069 E-mail: vc@uonbi.ac.ke Website: www.uonbi.ac.ke</p>	<p>Besides complaints may be lodged with the Commission on Administrative Justice, Office of the Ombudsman: The Commission Secretary/Chief executive officer, Commission on Administrative Justice, West End towers, 2nd floor, Wayaiki Way, Westlands P.O. Box 20414-00200, Nairobi, Kenya Tel: +2540202270000 Nairobi Toll free line: 0800221349 SMS: 15700 E-mail: complain@ombudsman.go.ke Website: www.ombudsman.go.ke</p>
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REGISTRAR, ADMINISTRATION

FEBRUARY, 2022