



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

S/NO	CUSTOMER SUPPORT SERVICES	CUSTOMER REQUIREMENT	COST OF SERVICE	TIME LINE
1.	Response to phone calls (landline or any other official line)	Phone call	Free	20 seconds
2.	Response to enquiry by walk in clients	Walk in and make the enquiry	Free	1 minute
3.	Response to correspondence	Written correspondence (letters) Email and social media (WhatsApp)	Free Free	7 working days 1 working day
4.	Response to public complaints and grievances	Make a complaint	Free	1 working day
5.	Processing of requests to information	Make a formal request to the office of Registrar, Administration	Free	2 days
6.	Collecting and delivering of mail to from the post office	Deliver mail to the mail registry for dispatch and collect the incoming mail from the post office from the mail registry at the Administration department 2 nd floor of the Old Administration Block.	Free	Daily Monday to Friday
7	Receiving and processing of incoming mail and marking them for action	Processing of the documents as per the Records Management Policy	Free	15 minutes
8.	Retrieval of documents for action	Make a formal request of the documents for action	Free	10 minutes

9.	Issuing of payroll numbers of new staff	Letter of appointment	Free	2 days
10.	Processing of final respects due	Provision of authentic supporting documents as per policy	Free	2 days
11.	Disposal of obsolete unserviceable items	Formal request to the Director, Supply chain management for approval to dispose obsolete unserviceable items	Free	1 day
12.	Staff clearance	Staff clearance forms	Free	2 days
13.	Staff disciplinary	Attending the staff disciplinary committee	Free	6 months
14.	Staff performance appraisal	Setting the targets on the appraisal system for evaluation	Free	5 months

FEEDBACK

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	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
Complaints, complements and suggestions should be forwarded to: Office of the Deputy Vice Chancellor, Human Resource and Administration University of Nairobi, Main Campus, Old Administration Block, 3rd floor, P.O. Box 30197-00100, Nairobi, Kenya. Tel: +254 0204910000	Complaints, complements and suggestions should be forwarded to: Office of the Registrar, Administration University of Nairobi, Main Campus, Old Administration Block, 2nd floor, P.O. Box 30197-00100, Nairobi, Kenya. Tel: +254 0204910000 Mobile: +254 0204913069/8135 E-mail: regadmin@uonbi.ac.ke Website: www.uonbi.ac.ke

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