

**UNIVERSITY OF NAIROBI**

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# FACULTY OF HEALTH SCIENCES

# CUSTOMER SERVICE DELIVERY CHARTER

# Commitment to Service Delivery

DEPARTMENT OF PAEDIATRICS AND CHILD HALTH

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| **CORE MANDATE** | **SERVICE** | **REQUIREMENTS** | **COST** | **TIMELINES** |
|  | Admissions | Meeting University Senate approved minimum admission requirements | Pay required application Fee | Shortlisting and carrying out interviews for applicants within months upon receipt of applications |
| **TEACHING**  **AND LEARNING** | Teaching | Payment of prescribed fees and registration.  Preparing teaching schedules and timetables | NIL | As per Senate approved Schedules  Two weeks after students course registration. |
| Examinations | Payment of prescribed fees and registration | NIL | Preparing examination timetables one month before the examination date. |
|  | Graduation | Approval of results in the departmental academic board meetings. | Nil | August and November every year |
| **STUDENT AFFAIRS** | Mentorship, counseling and career guidance | Adherence to University regulations and Core Values | NIL | Within timelines specified in University policies |
| Co-curricular activities | Joining clubs, societies and professional bodies(AMSUN,NUPSA,NUNSA,NUDSA) | NIL | Every academic year |
| Student welfare services | Fully registered student | NIL | Senate approved calendar |
| **RESEARCH, INNOVATION AND ENTERPRISE** | Supervision of postgraduate research projects and theses | Submission of research projects and theses by a student | NIL | Feedback from a supervisor to a student should be within two weeks |
| 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 Physical facilities and Infrastructure | Adherence to statutory, regulatory and policy guidelines | 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** | Faculty 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:

Office of the Dean,Faculty of Health Sciences

University of Nairobi, KNH Campus

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Mobile: +254

1. mail: [dean-fhs@uonbi.ac.ke](mailto:vc@uonbi.ac.ke)

[www.healthsciences.ac.ke](http://www.uonbi.ac.ke/)

**An internationally recognized Faculty committed to scholarly and professional excellence in healthcare**

# 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,West lands

P. O. Box 20414-00200

Tel:+254 020 2270000 Nairobi

Toll free line: 0800 221349 SMS: 15700 E-mail: [complain@ombudsman.go.ke](mailto:complain@ombudsman.go.ke) Website: [www.ombudsman.go.ke](http://www.ombudsman.go.ke/)