

**UNIVERSITY OF NAIROBI**  
**COLLEGE OF ARCHITECTURE & ENGINEERING**  
**SCHOOL OF THE ARTS AND DESIGN**  
**CITIZENS SERVICE DELIVERY CHARTER**  
**COMMITMENT TO SERVICE DELIVERY**

SERVICE	REQUIREMENT	COST	TIME LINE
Issuance of admission letter	Meeting admission requirements	No charges	Eight weeks before reporting time
Issuance of admission guidelines	Admission into the University	Nil	Upon registration
Conducting of lectures and other learning activities	Payment of fees and other charges	Nil	As per approved schedule
Consolidated Mark sheets	Timely marking of examinations	Nil	One month following end of examinations
Supervision of Masters or Doctoral proposal/thesis	Completed Project/thesis	Nil	Feedback to the students will be given within two weeks
Disciplinary cases for students and staff	Preparation of charges	Nil	To be completed within thirty (30) working days
Graduation Ceremonies	Successful completion of studies	3,000/-	To be held in in September of every year
University certificates and academic transcripts	Completed clearance form	Nil	Certificates will be issued within 8 weeks upon graduation Transcript will be issued within 1 week upon application
Opening of College Library	Students' ID card	Nil	To be open: From 8.00 a.m. to 10 p.m. daily on week days and From 8.00 a.m. to 5p.m. on Saturdays From 9 a.m. to 3p.m. on Sundays

Process of recruitment and promotion.	Meeting application deadline	Nil	To be completed within twelve weeks from advertisement. to issuance of appointment letter.
Staff performance appraisal	Completed Performance appraisal form	Nil	To be conducted between October and March every year
Procurement of goods and services	Getting due approvals	Nil	To be completed between eight (8) weeks
Responding to telephone calls	-	Nil	All calls shall be attended within twenty seconds
Clearance of students and staff	Completed Clearance form.	Nil	To be completed within two (2) days
<p><b><i>Complaints, compliments and suggestions should be forwarded to:</i></b>  Director, School of the Arts and Design  P.O. Box 30197-00100, Nairobi - Kenya  Tel.No.0204913505, Cellphone no +254-720317860  Email: <a href="mailto:stad@uonbi.ac.ke">stad@uonbi.ac.ke</a>  <a href="http://www.uonbi.ac.ke">www.uonbi.ac.ke</a></p>		<p><b><i>Complaints may be lodged with the Commission on Administrative Justice, Office of the Ombudsman, as follows:</i></b>  The Commission Secretary/Chief Executive Officer,  Commission on Administrative Justice,  West End Towers, 2nd Floor, Waiyaki Way, Westlands,  P.O. Box 20414-00200, Nairobi, Kenya  Tel. +254 020 2270000  Toll free line: 0800 221349  SMS:15700  Email: <a href="mailto:complain@ombudsman.go.ke">complain@ombudsman.go.ke</a>  Website: <a href="http://www.ombudsman.go.ke">www.ombudsman.go.ke</a></p>	