



UNIVERSITY OF NAIROBI
FACULTY OF AGRICULTURE
CUSTOMER DELIVERY CHARTER
Commitment to Service Delivery

SERVICE	SERVICE	REQUIREMENTS	COST	TIMELINES
TEACHING & LEARNING	Admissions	Processing of complete application forms online	Nil	One week
	Registration	Payment of prescribed fees	Nil	By the 5 th week of each semester
	Teaching	Uploading of Semester schedules and teaching timetables to SMIS portal	Nil	Two weeks prior to commencement of each semester
	Examinations	Payment of prescribed fees and registration	Nil	As per Senate approved schedules
	Graduation /Clearance	Clearance certificate, hire of academic dress and payment of prescribed fees	1,000	One month to date of graduation every year
STUDENT AFFAIRS	Mentorship counseling and career guidance	Faculty mentors	NIL	Continuous as specified in University policy
RESEARCH INNOVATION AND ENTERPRISE	Supervision of postgraduate research projects	Submission of approved research proposals	NIL	Quarterly
	Examination of research projects, theses and defense	Examination Reports	NIL	Two weeks
RESOURCE MANAGEMENT	Staff Performance Appraisal	Set appraisal targets	Nil	By September of every Financial year
		Completion of Appraisal online	NIL	By June of every Financial year
	Management of Physical facilities and infrastructure	Adherence to statutory, regulatory and policy guidelines	NIL	Senate approved calendar
	Processing of tuition fees and other charges, invoicing and posting	Adherence to fee payment policy, schedules, guidelines and procedures	NIL	At the beginning of every academic year
	Procurement of goods and services	Getting the due approvals	NIL	To be done within 8 weeks
	Payment of goods and services received	LPO; Invoices and Delivery notes	NIL	Within credit Period/90 days
COMPETITIVENESS AND IMAGE	Faculty Website	Adherence to applicable laws and policies	NIL	Continuous as by Senate approved calendar
	Faculty Annual report	Information on Faculty achievements and developments	NIL	Annually
GOVERNANCE LEADERSHIP AND CULTURE	Foster Good Governance and leadership	Adherence to statutory, regulatory and policy guidelines	NIL	As by Senate approved calendar
		Open door policy	NIL	In conformity with policies and core values

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