



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

SERVICE	REQUIREMENTS	COST	TIMELINE
Admissions	<ul style="list-style-type: none"> Application meeting University Senate approved minimum admission requirements 	Nil	One week
Orientation of students	<ul style="list-style-type: none"> Every student must be duly registered on line Registered Students shall be issued with student information handbook. Students shall be given clear guidelines on academic programmes, examination rules, students support services and disciplinary procedure. 	Nil	One Week
Registration of Students	<ul style="list-style-type: none"> All Students shall register for courses and examinations each semester on the SMIS 	Full payment of tuition fee	5 weeks
Teaching/Conducting of lectures(Blended learning)	<ul style="list-style-type: none"> As per approved lecture timetable 	NIL	First day of each semester to 13th week of each semester
Student academic trips	<ul style="list-style-type: none"> Budget and timetable from respective faculties 	As per number of students and staff involved	2 weeks
Conducting of Examinations Online/Physical	<ul style="list-style-type: none"> As per approved examination timetable 	NIL	14th and 15th week of each semester
Issuance of provisional results on the student portal	<ul style="list-style-type: none"> Approval by the Faculty Examiners Committee 	NIL	One week after approval
Submission of consolidated mark sheet	<ul style="list-style-type: none"> Finalized results sent to examinations centre 	NIL	One week after Faculty Academic Committee

	following end of Suppl/Specials examinations		approval
Handling disciplinary cases for staff and students	<ul style="list-style-type: none"> Preparation of charges Appointment of disciplinary committee 	NIL	One Month
Supervision of postgraduate project reports or thesis	<ul style="list-style-type: none"> Give feedback of project reports or thesis 	Payment of supervision fees per programme	Two weeks after receiving the report
Students clearance	<ul style="list-style-type: none"> Student indicate reason or intent to clear to their departments 	NIL	One day
Provision of library services	<ul style="list-style-type: none"> Students/staff ID 	NIL	Library to open from 8.00 am upto 10.00 pm on weekday and 8.00 am upto 5.00 pm on Saturday and Sunday Librarian responds to inquiries within one day Online services are also available
Staff appraisal	<ul style="list-style-type: none"> Completion of the appraisal on the USPAS 	NIL	To be conducted between October and May every academic year
Procurement of goods and services	<ul style="list-style-type: none"> Getting the due approvals on the epmis and AIEs 	NIL	To be done within eight weeks
Payment for services and goods received	<ul style="list-style-type: none"> LPO; Invoices; Delivery notes 	NIL	Within credit period/60 days
Responding to telephone calls	<ul style="list-style-type: none"> Official lines-VOIP 	NIL	Within twenty seconds

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