



UNIVERSITY OF NAIROBI
FACULTY OF SCIENCE AND TECHNOLOGY
 Department of Computing and Informatics

CITIZEN DELIVERY CHARTER
 Commitment to Service Delivery

SERVICE	REQUIREMENTS	COST	TIMELINE
Orientation of students	Those who will have been admitted	Nil	Within one (1) week after reporting
Issuance of academic guidelines	Must have been admitted to University	Nil	Upon formal registration
Conducting of lectures and other academic activities	Payment of fees and other charges	As per approved letter	As per approved schedules
Consolidated mark sheets	Timely marking of exams	Nil	Forwarded to examination offices one (1) month following end of examination
Supervision of master of doctoral/ projects/thesis	Completion and forwarding of projects/thesis	Nil	Feedback to students within two (2) weeks after receiving of projects/ thesis
Disciplinary cases for students and staff	Issue brought to attention of director	Nil	To be forwarded to principal within a period of seven (7) working days
Staff performance appraisal	Completion of appraisal forms	Nil	To be conducted between October and March of every academic year
Opening of labs	Student identification	Nil	Open from 8am to 8pm weekdays and 8am to 4pm Saturdays
Telephone calls	Calls to department switchboard	Nil	Within twenty (20) seconds
Department shortlisting of recruitment and promotions	Received from principal	Nil	To be completed within three (3) weeks
Procurement of goods and services	Necessary approval	Nil	To be done within three (3) days and forwarded to procurement office
Clearance of students and staff	Completed clearance forms	Nil	To be finalized within two (2) days
Routine correspondence	Those received	Nil	To be replied to within seven(7) working days from the date of receipt
Issuance of provisional results of exams	Exams sat by students	Nil	Within six (6) weeks from end of exam period

Complaints, compliments and suggestions should be forwarded to:

Chairmans office
 Department of computing and informatics of P.O. Box 30197-00100 NAIROBI, KENYA
 Telephone: 020 4914107, 020 4914106, 0720 204923
 Email: dept-computing@uonbi.ac.ke

Website: www.computerscience.uonbi.ac.ke

And incase of appeals to office on the Dean Faculty of Science & Technology
 P.O. Box 30197, 00100
 NAIROBI, KENYA
 Hotline: 020 4914102
 Email: execdean-fst@uonbi.ac.ke

www.sciencetechnology.uonbi.ac.ke



CHUO KIKUU CHA NAIROBI

KITIVO CHA SAYANSI NA TEKNOLOJIA

Idara ya Tarakilishi na Ubunifu wa Teknolojia

HATI YA UTOAJI HUDUMA KWA WANANCHI

Kujitolea kwa Huduma

HUDUMA	YANAYOHI-TAJIKA	MATOZO	MUDA
Ukaribishaji	Waliohitimu kujiunga na Chuo	Hakuna malipo	Yatafanyika wiki moja (1) baada ya wao kujiunga na chuo
Kupewa mwongozo kuhusu ratiba za masomo	Lazima kuwa amesajiliwa katika chuo	Hakuna malipo	Baada ya usajiri rasmi
Kutekeleza mihadhara na shughuli nyinginezo za masomo	Malipo ya karo na ada nyingine	Kama ilivyo idhinishwa kwa barua	Kwa mujibu wa ratiba inavyokubalika
Nakala jumuisho za alama	Kuashiria wakati wa kusahihisha mitihani	Hakuna malipo	Kuwasilishwa kwenye ofisi ya mitihani mwezi moja (1) baada ya mitihani kukamilika
Usimamizi wa shahada za uzamifu	Kukamilisha na kuwasilisha-tasnifu	Hakuna malipo	Wasimamizi watawasiliana na wanafunzi na kuwapa maoni ya miradi zao ndani ya muda wa majuma mawili (2)
Kesi za kinidhamu zinazowahushisha wanafunzi na wafanyazi kazi	Swala kushughulikiwa na mkurungezi	Hakuna malipo	Swala kuwakilishwa kwa mkuu katika muda wa siku saba (7) za kazi
Tathmini ya utendaji kazi ya wafanyazi kazi	Kukamilisha fomu za tathmini	Hakuna malipo	Swala kuwakilishwa kwa mkuu katika muda wa siku saba (7) za kazi
Ufunguzi wa maktaba ya shule	Kitambulisho cha mwanafunzi	Hakuna malipo	Wazi kutoka 8:00asubuhi hadi 6:00 jioni asubuhi hadi 4:00 jioni jumamosi
Utaratibu wa kuaraji na kupandisha vyeo katika shule	Kupokelewa kutoka kwa mkurungenzi	Hakuna malipo	Utamalizika kwa muda wa wiki tatu (3)
Ununuzi wa bidhaa na huduma	Maombi yaliyokubaliwa	Hakuna malipo	Kupeleka kwa ofisa wa manunuzi kwa kipindi cha siku tatu (3)
Majibu ya simu	Kupitia kwa huduma ya simu katika shule	Hakuna malipo	Mawasiliano ya simu kufanyika kwa sekunde ishirini (20)
Ruhusa ya kuondoka kwa wanafunzi na wafanyazi kazi	Kujaza fomu kwa ukamilifu	Hakuna malipo	Kushughulikiwa kwa muda wa siku saba (7) za kazi tangu kupokelewa
Utoajia wa matokeo ya muda baada ya mitihani kutamatika	Mithani aliyofanya mwanafunzi	Hakuna malipo	Kushughulikiwa kwa wiki sita (6) baada ya kipindi cha mitihani kutamatika

Malalamiko, shukrani na mapendekezo yatumwe kwa:

Mwenyekiti wa kituo

Idara ya Tarakilishi na Ubunifu wa Teknolojia Usambazaji wa habari

S.L.P 30197-00100 NAIROBI, KENYA

Simu: 020 4914107, 020 4914106, 0720 204923

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Tovuti:computerscience.uonbi.ac.ke

Na iwapo ni kuhusu rufaa

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Dharura: 020 4914102

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