



UNIVERSITY OF NAIROBI

FACULTY OF LAW

CUSTOMER SERVICE DELIVERY CHARTER

Commitment to Service Delivery

| CORE MANDATE | SERVICE | REQUIREMENTS | COST | TIMELINES |
|-------------------------------------|--|--|-------|---|
| TEACHING AND LEARNING | Admissions | Meeting University Senate approved minimum admission requirements | NIL | Issuance of Admission letter at least one month prior to a reporting date |
| | Teaching | Payment of prescribed fees and registration | NIL | As per Senate approved Schedules |
| | Examinations | Payment of prescribed fees and registration | NIL | As per Senate approved schedules |
| | Graduation | Clearance certificate, hire of academic dress and payment of prescribed fees | 1,000 | December 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 | 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 |
| | 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 |
| | Engagement with industry | Adherence to applicable laws and policies | NIL | Approved calendar |
| COMPETITIVENESS AND IMAGE | 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 |

Complaints, compliments and suggestions should be forwarded to:

The Dean, Faculty of Law,
University of Nairobi, Parklands Campus,
Parklands Road,
P. O. Box 30197 – 00100, Nairobi, Kenya
Tel: +254 20 4919508
E-mail: dean-law@uonbi.ac.ke
Website: <https://uonbi.ac.ke/faculty-law>

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, Westlands
P. O. Box 20414-00200
Tel: +254 20 2270000 Nairobi
Toll free line: 0800 221349 SMS: 15700
E-mail: complain@ombudsman.go.ke
Website: www.ombudsman.go.ke

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