



UNIVERSITY OF NAIROBI

FACULTY OF LAW

CUSTOMER SERVICE DELIVERY CHARTER

Commitment to Service Delivery

CORE MANDATE	SERVICE	REQUIREMENTS	COST	TIMELINES
Teaching and learning	1. Admissions	<ul style="list-style-type: none"> a. Meets approved requirements as per Senate approved curriculum b. Pay fees c. Attend classes 	Nil	Shortlisting done in one week upon receipt of application
	2. Teaching	<ul style="list-style-type: none"> a. Evidences of payment of all fees b. Has attended at least two third of lectures/legal practice 	Nil	Within University term/semester dates
	3. Examination	Has registered for courses	Nil	As per semester dates
	4. Graduation	Clearances with various sections	Nil	Immediately upon presentation of clearance documents
Students Affairs	1. Mentorship	Dean assigns students to staff	Nil	Continuous
	2. Co-Curriculum activities	Clubs/Association/Social groups/professional entities	Pay prescribed fees	Continuous
	3. Students Welfare Services	Registered students in the Faculty	Nil	When required
Research, Innovation & Enterprise	1. Supervision of graduate thesis and dissertations	Identification of topics, proposals and approvals given	Approval Fees	Continuous
	2. Conduct research in diverse areas	Identification of topics, proposals and approvals given	Approval fees	Continuous

	3. Innovation	Conduct relevant innovations that address real problems	Pay applicable fees	Continuous
	4. Consultancy and enterprise	Competency and competitiveness	Pay as per situation	Continuous
Resource management	1. Human Resources	Keep staff motivated	Nil	Continuous
	2. Physical infrastructure	All infrastructure is in functional and usable state	As per situation	Continuous
	3. Financial	Prudent financial management	Nil	Continuous
Image and competitiveness	1. High quality academic programs	Offer top notch academic programs	Nil	Continuous
	2. Timely delivery of service	Skilled and dedicated personnel	As per need	Continuous
	3. Attend to customers promptly and professionally	Skilled and dedicated personnel	Nil	Continuous
Governance, Leadership and culture	Embrace good leadership, governance and strong values	Adhere to established UoN governance structures and values	Nil	Continuous

Complaints, compliments and suggestions should be forwarded to:

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