



UNIVERSITY OF NAIROBI
INSTITUTE OF DIPLOMACY AND INTERNATIONAL STUDIES (IDIS)
CUSTOMER SERVICE DELIVERY CHARTER
Commitment to Service Delivery

SERVICE	REQUIREMENTS	COST	TIMELINE
Issuance of Admission Letters	Meeting University Admission requirements	Nil	Eight (8) weeks prior to reporting date
Orientation of First Year Students	Meeting University requirements for Orientation of First Year students	Nil	One (1) week after reporting date
Issuance of guidelines on: Academic programmes and Regulations Governing Conduct and Discipline of Students	After Admission to the University	Nil	Upon Registration
Conducting of Lectures and other learning activities	Prompt payment of fees and other charges	As detailed in the admission letter	Fully and on time as per approved schedules
Supervision of Masters Projects/Doctoral Dissertations or Thesis	Completion and forwarding of Masters project, Doctoral Dissertations/Thesis	Nil	Ongoing supervision feedback to students within two (2) weeks after receiving the students work
Consolidated mark sheets	Timely marking of examinations	Nil	Four (4) weeks following the end of examinations
Disciplinary Cases for Students and Staff	Preparation of Charges	Nil	To be completed within a period of 30 working days
Graduation Ceremony	Successful completion of studies	7,500/=	To be held in September and December annually at a date to be given by the University
Issuance of Certificates and Transcripts	Students to be fully cleared by all their respective faculty and department/institute	Nil	Certificates and Transcripts will be issued within (8) weeks after graduation
Clearance of students	Students to be fully cleared by all their respective faculty and department/institute	Any liability to be paid as per specified cost	To be finalized within two (2) days
Recruitment and Promotion of Staff	Meeting University Recruitment/Promotion requirements	Nil	Shall be completed within 12 weeks from advertisement to issuance of letters
Staff Performance Appraisal	Filling the appraisal form and having served in a particular position for at least six months of the appraisal period	Nil	To be conducted between October and March of every Financial year
Procurement of goods and services	Getting the due approvals, providing materials and services that reflect the true value for money paid	Nil	To be done within (8) weeks
Responding to Telephone Calls	Communication to be received and responded to promptly	Nil	Calls to be attended to within 20 seconds
Routine Correspondence	Correspondence to be received and responded to promptly	Nil	Correspondence shall be replied to within seven (7) days from the date of receipt

Complaints, compliments, and suggestions should be forwarded to:

Director, IDIS
 University of Nairobi
 P.O. Box 30197 – 00100, Nairobi, Kenya
 Tel: +254-020-491-3245
 Email: director-idis@uonbi.ac.ke
 Website: https://idis.uonbi.ac.ke

Complaints may also be lodged with the Commission for Administrative Justice, Office of the Ombudsman:

The Commission Secretary/Chief Executive Officer,
 Commission for Administrative Justice,
 West End Towers, 2nd Floor, Waiyaki Way
 P.O. Box 20414-00200, Nairobi, Kenya.
 Tel: +254-020-2270000
 Toll free line: 0800 221349, Sms: 15700
 E-mail: complain@ombudsman.go.ke
 Website: www.ombudsman.go.ke