



UNIVERSITY OF NAIROBI
FACULTY OF SCIENCE & TECHNOLOGY
DEPARTMENT OF CHEMISTRY

CITIZEN SERVICE DELIVERY CHARTER

SERVICES	REQUIREMENTS	COST	TIMELINE
Orientation of students	<ul style="list-style-type: none">• Those who have been admitted	Nil	Within one (1) week after reporting
Issuance of academic guidelines	<ul style="list-style-type: none">• Must have been admitted to University	Nil	Upon formal registration
Conducting of lectures and other academic activities	<ul style="list-style-type: none">• Payment of fees and other charges	As per the admission letter	As per approved schedules
Individual mark sheets	<ul style="list-style-type: none">• Timely marking of exams	Nil	Forwarded to Dean, SPS One (1) month following end of examination
Supervision of Masters or Doctoral Projects/Thesis	<ul style="list-style-type: none">• Completion and forwarding of Projects/Thesis	Nil	Feedback to students within two (2) Weeks after receiving a project or thesis.
Staff performance appraisal	<ul style="list-style-type: none">• Completion of appraisal forms	Nil	To be conducted between October and March of every academic year
Departmental Recruitment and Promotions	<ul style="list-style-type: none">• Necessary approval	Nil	To be completed within twelve weeks from advertisement, to issuance of letters.
Clearance of students and staff	<ul style="list-style-type: none">• Completed clearance forms	Nil	To be finalized within Seven(7) days from the date of receipt

Complaints, complements and suggestions should be forwarded to

Departmental heads and in case of appeals to;

Office of the Chairman, Department of Chemistry
P.O. Box 30197 00100 Nairobi, Kenya Telephone
4446138/4449004; Ext: 2160, Mobile no: 0772459087,
Email: dept-chem@uonbi.ac.ke