



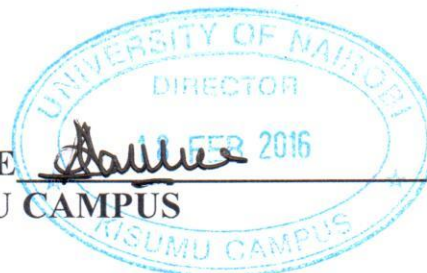
UNIVERSITY OF NAIROBI
KISUMU CAMPUS

CLIENTS SERVICE CHARTER

In our commitment to service delivery, we pledge that:

1. Upon registration, a student shall be issued with clear guidelines on academic programmes, examination rules, fees structure, student support services and disciplinary procedures. This shall be done at least a week before they start classes
2. All lectures shall be conducted fully and on time, as per approved timetables
3. Consolidated mark sheets shall be finalized and forwarded to the examination office within 3 weeks following end of examinations
4. Supervisors for masters or doctoral degrees will give feedback to their students within two weeks after receiving a project or thesis
5. Disciplinary cases for students and staff shall be completed within a period of thirty days
6. The campus library shall be opened from 8.00 am to 8.00 pm on weekdays, 8.00 am to 5 pm on Saturday's and 9.00 am to 3.00 pm on Sunday's
7. The campus clinic shall open from 8.00 am to 8.00 pm daily
8. Kisumu campus staff report on duty from 8.00 am to 5.00 pm and in the evening up to 8.30 pm
9. All telephone calls shall be attended to within twenty seconds
10. The Campus is an illicit drug – free and no smoking zone
11. The Campus is a **CORRUPTION FREE** zone
12. Clearance of students and staff shall be finalized within **ONE** day
13. Quality ICT services shall be provided to students and staff
14. Routine correspondence shall be replied to within **THREE** days from date of receipt

APPROVED FOR USE
DIRECTOR, KISUMU CAMPUS



DATE 18-2-2016