



## UNIVERSITY OF NAIROBI

### DEPARTMENT OF HUMAN ANATOMY AND PHYSIOLOGY

# CUSTOMER SERVICE DELIVERY CHARTER

## Commitment to Service Delivery

CORE MANDATE	SERVICE	REQUIREMENTS	COST	TIMELINES
<b>TEACHING AND LEARNING</b>	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	Clear students in the online clearance system and payment of prescribed fees	1,000	September and December every year
<b>STUDENT AFFAIRS</b>	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
<b>RESEARCH, INNOVATION AND ENTERPRISE</b>	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
	Innovation	Adherence to applicable laws and policies	NIL	Approved calendar
	Consultancy and Enterprise	Adherence to applicable laws and policies	NIL	Approved calendar
<b>RESOURCES MANAGEMENT</b>	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
<b>COMPETITIVENESS AND IMAGE</b>	Corporate Branding	Adherence to applicable laws and policies	NIL	Approved calendar
	Engagement with industry	Adherence to applicable laws and policies	NIL	Approved calendar
	Maintain Competitiveness	Adherence to applicable laws and policies	NIL	Approved calendar
<b>GOVERNANCE, LEADERSHIP AND CULTURE</b>	Foster Good Corporate Governance and leadership	Adherence to statutory, regulatory and policy guidelines	NIL	Approved calendar
	Entrench positive institutional culture	Adherence to statutory, regulatory and policy guidelines	NIL	As per the approved timelines and in conformity with policies and core values

#### Complaints, compliments and suggestions should be forwarded to:

Chairman, Department of Human Anatomy & Medical Physiology  
 University of Nairobi, Chiromo Campus, Riverside Drive  
 P. O. Box 30197 – 00100, Nairobi, Kenya  
 Tel: 0204914142  
 Mobile: +254734510541  
 Toll free line: 0800 221343  
 Email: [dept-humananat@uonbi.ac.ke](mailto:dept-humananat@uonbi.ac.ke)  
 Website: [www.humananat.uonbi.ac.ke](http://www.humananat.uonbi.ac.ke)

#### 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: +254 020 2270000 Nairobi  
 Toll free line: 0800 221349 SMS: 15700  
 E-mail: [complain@ombudsman.go.ke](mailto:complain@ombudsman.go.ke)  
 Website: [www.ombudsman.go.ke](http://www.ombudsman.go.ke)