



UNIVERSITY OF NAIROBI
STUDENT AFFAIRS DIVISION
CUSTOMER SERVICE DELIVERY CHARTER
Commitment to Service Delivery

SERVICE	REQUIREMENTS	COST	TIMELINE
Healthcare services	Relevant identification documents	NIL	24HRS
Online room application for students.	Admission to University	NIL	Senate approved term dates
Online room allotment shall be done.	All students who have applied and subject to availability of bed space.	NIL	2 weeks prior to the reporting date
Online room confirmation shall be completed by all students who have been allotted rooms	Payment of requisite accommodation charges.	NIL	(1) week from the reporting date
Students' kitchens and other cafeterias shall be opened.	Services shall be offered upon payment of requisite charges.	NIL	From 6.00am to 9.00pm daily (some cafeterias offer 24 hour service).
Students' disciplinary process shall be completed	Fair determination of charges	NIL	Within six months
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Sports and recreation services.	Student I.D.	NIL	10am-6pm Daily
Security and safety	Reporting and co-operation	NIL	24 hours
Bursary, scholarships and work-study.	Registration number as a needy student.	NIL	1 Month
Counselling, Mentorship and placement services	Student I.D.	NIL	24 Hours

Complaints, compliments and suggestions should be forwarded to:

Office of the Vice-Chancellor, University of Nairobi,
Main Campus, Administration Block,
Harry Thuku Road, P. O. Box 30197-00100, Nairobi,
Kenya

Tel: +254 20 3318262, ext. 28714/28718

Direct line 020 2320733

Toll free line: 0800221343

E-mail: dvcsa@uonbi.ac.ke

Website: <http://dvcsa.uonbi.ac.ke>

Besides, complaints and complements may be lodged with the:

Office of the Vice-Chancellor, University of Nairobi,
Main Campus, Administration Block,
Harry Thuku Road, P. O. Box 30197-00100, Nairobi,
Kenya

Tel: +254 20 3318262

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Toll free line: 0800221343

E-mail: vc@uonbi.ac.ke

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