



**UNIVERSITY OF NAIROBI**  
**FACULTY OF SCIENCE AND TECHNOLOGY**  
**DEPARTMENT OF BIOLOGY**  
**CITIZEN'S SERVICE DELIVERY CHARTER**

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

**Complaints, complements and suggestions should be forwarded to**  
**Departmental head and incase of appeals to;**  
*Office of the Chairman, Department of Biology*  
*P.O. Box 30197 00100 Nairobi, Kenya Telephone*  
*Telephone no: +254 20 491 4105,*  
*Email: [chair-dept.biology@uonbi.ac.ke](mailto:chair-dept.biology@uonbi.ac.ke)*



**CHUO KIKUU CHA NAIROBI**  
**IDARA YA BIOLOJIA**  
**KITIVO CHA SAYANSI NA TEKNOLOJIA**  
**HATI YA UTOAJI HUDUMA KWA WANANCHI**

<b>HUDUMA</b>	<b>YANAYOHITAJIKA</b>	<b>MATOZO</b>	<b>MUDA</b>
Makaribisho wa wanafunzi	<ul style="list-style-type: none"><li>• Wanaojiunga na shule</li></ul>	Hakuna malipo	Yatafanyika wiki moja baada ya kujiunga na shule au kuripoti
Kupewa mwongozo kuhusu katiba za masomo	<ul style="list-style-type: none"><li>• Kusajiliwa chuoni</li></ul>	Hakuna malipo	Baada ya kusajiliwa
Kutekeleza Mihadhara na shughuli nyinginezo	<ul style="list-style-type: none"><li>• Kulipa karo</li></ul>	Inavyoelezwa Kwa barua ya usajili	Inavyokubalikana Ratiba
Nakala za alama	<ul style="list-style-type: none"><li>• Kusahisha mtihani</li></ul>	Hakuna malipo	Mwezi mmoja baada ya kumaliza mitihani
Usimamiziwa shahada za uzamili au uzamifu	<ul style="list-style-type: none"><li>• Upokeaji watasnifu</li></ul>	Hakuna malipo	Wasimamizi wata- wasiliana na wanafunzi wao katika Muda wa majuma mawili(2)
Tathmini za utenda kazi wa wafanyi kazi	Kujaza fomu ya utathmini	Hakuna malipo	Zitafanyika kati ya mwezi wa Oktoba na Machi kwa kila kipindi cha mwaka wa masomo
Utaratibu wa kuajiri kazina kupandisha madaraka katika Idara	<ul style="list-style-type: none"><li>• Kutuma maombi</li></ul>	Hakuna malipo	Utamalizika katika muda wa wiki kumi na mbili (12) kutoka kutangazwa hadi kupewa barua
Ruhusa ya kuondoka kwa wanafunzi na wafanyikazi	Kujaza fomu ya ukamilifu	Hakuna malipo	Itatamatishwa katika muda wa siku mbili (2)

**Malalamiko,shukurani na mapendekezo yatumwe kwa mkuu wa idara na iwapo ni kuhusu rufaa kwa:**

**Ofisi ya Mkuu wa Idara, S.L.P. 30197-00100 Nairobi-Kenya.**

**Simu:+254 20 4914105,**

**Barua Pepe: [chair-dept.biology@uonbi.ac.ke](mailto:chair-dept.biology@uonbi.ac.ke)**