



UNIVERSITY OF NAIROBI

DEPARTMENT OF LITERATURE

CITIZENS SERVICE DELIVERY CHARTER

COMMITMENT TO SERVICE DELIVERY

SERVICE	REQUIREMENTS	COST	TIMELINE
Issuance of Admission Guidelines	Admission to the University	NIL	Eight weeks prior to reporting date
Issuance of Registration Guidelines	Course Registration	NIL	Upon Admission
Conducting Lectures and other Learning Activities	Payment of Fees and other Charges	As detailed in the Admission package	As per Approved Schedules
Consolidated Mark Sheets	Timely Marking of Exams	NIL	One month following end of Examinations
Supervision of Undergraduate Master of Doctoral Projects/Theses	Completing and Forwarding of Projects/Theses	NIL	One month following the Submission of Projects/Theses
Disciplinary Cases of Students	Facilitation of Disciplinary Processes	NIL	To be completed within a period of thirty working days
Process of Recruitment and Promotion	Meeting Application Deadline	NIL	To be completed within twelve weeks, from advertisement to Issuance of Letter
Staff Performance Appraisal	Completing Appraisal Form	NIL	To be conducted between October and March every Academic Year
Procurement of Goods and Services	Getting the due Approvals	NIL	To be done within eight weeks
Responding to Telephone Calls	Customer Clearance Form	NIL	Within twenty seconds
Responding to Telephone Calls	Completed Clearance Form	NIL	To be completed within two days

Complaints, compliments and suggestions should be addressed to:-

The Chairperson, Department of Literature
 P.O. Box 30197 – 00100 Nairobi-Kenya
 Tel: +254-020-2731861/2, Ext: 28070/28076 Mobile: 0703 479916
 Email: literature@uonbi.ac.ke, Website: www.literature.uonbi.ac.ke
 In case of any appeal, direct it to the Dean, Faculty of Arts: P.O. Box 30197-00100, Nairobi-Kenya
 Email: deanarts@uonbi.ac.ke



CHUO KIKUU CHA NAIROBI
IDARA YA FASIHI

HATI YA UTOAJI HUDUMA KWA UMMA

KUJITOLEA KUFUATA HATI YA UTOAJI WA HUDUMA

HUDUMA	MAHITAJI	MALIPO	MUDA
Utoaji wa miongozo ya Kujiunga na Chuo	Barua ya kujiunga na Chuo	Bure	Majuma nane kabla ya tarehe ya kuingia chuoni
Utoaji wa miongozo ya Kujisajilisha	Usajili wa kozi	Bure	Unapojiunga na Chuo
Kutoa mihadhara na shughuli nyinginezo za masomo	Malipo ya karo na ada nyingine	Kama ilivyoelezwa katika stakabadhi za kujiunga na Chuo	Kama ilivyo kwenye ratiba iliyoidhinishwa
Stakabadhi unganifu za alama za mitihani	Kusahihisha mitihani kwa wakati ufaao	Bure	Mwezi mmoja baada ya mitihani kufanya
Usimamizi wa tasnifu za Uzamili na Uzamifu	Kukamilisha na kuwasilisha tasnifu	Bure	Kuwasiliana na wanafunzi katika muda usiopita majuma mawili baada ya kupokelewa kwa tasnifu
Kesi za kinidhamu za wanafunzi	Kuwezesha michakato ya kinidhamu	Bure	Kesi zikamilishwe kwa siku thelathini za kazi
Mchakato wa kuajiri na kupandisha cheo	Kutimiza makataa ya maombi	Bure	Kukamilisha katika kipindi kisichopita majuma kumi na mbili kuanzia kutangazwa kwa nafasi hadi kutolewa kwa barua
Tathmini ya utendakazi wa wafanyakazi	Kujaza fomu ya tathmini ya utendakazi	Bure	Kutekelezwa kati ya miezi ya Oktoba na Machi ya kila mwaka wa masomo
Ununuzi wa bidhaa na huduma	Kupata idhini zinazotakikana	Bure	Kufanyika katika kipindi kisichopita majuma nane
Kupokea simu zinazopigwa	Mawasiliano ya wateja	Bure	Kwa muda usiopita sekunde ishirini
Kutoa kibali kwa wanafunzi wanaokamilisha masomo na wafanyakazi wanaoondoka chuoni	Kujaza fomu ya kibali	Bure	Ikamilishwe kwa siku zisizozidi mbili

Malalamishi, pongezi na maoni yapelekwe kwa:-

Mkuu wa Idara ya Fasihi, Idara ya Fasihi

S.L.P 30197 – 00100 Nairobi-Kenya

Simu: +254-020-318262/28070/28076 Simu ya Dharura/Moja kwa moja: 0703 479916

Barua-pepe: literature@uonbi.ac.ke, Tovuti: www.literature.uonbi.ac.ke

Kama kuna maombi ya rufaa, yapelekwe kwa Mkuu wa Kitivo cha Masomo ya Sanaa: P.O. Box 30197-00100, Nairobi-Kenya.

Nambari ya Simu: 0735 431574 Barua-pepe: deanarts@uonbi.ac.ke, Tovuti: www.arts.uonbi.ac.ke



**UNIVERSITÉ DE NAIROBI
DÉPARTEMENT DE LITTÉRATURE**

CHARTRE DE PRESTATION DE SERVICES AUX CLIENTS

Engagement envers la prestation de services

SERVICE		EXIGENCES	COÛT	DÉLAI
Publication des directives d'admission		Admission à l'université	NULLE	Huit semaines avant la date de se présenter à l'université
Publication des directives d'enregistrement		Inscription au cours	NULLE	Lors de l'admission
Conduire des conférences et d'autres activités d'apprentissage		Paiement des frais et autres charges	Comme indiqué dans le dossier d'admission	Selon les programmes approuvés
Feuilles de marque consolidées		Correction des examens en temps voulu	NULLE	Un mois après la fin des examens
Supervision de projets/thèses de maîtrise ou de doctorat de premier cycle		Achèvement et transmission de projets/thèses	NULLE	Un mois après la soumission des projets/thèses
Cas disciplinaires d'étudiants		Facilitation des processus disciplinaires	NULLE	A compléter dans un délai de trente jours ouvrables
Processus de recrutement et de promotion		Respecter la date limite de dépôt des candidatures	NULLE	A réaliser dans un délai de douze semaines, de la publication de l'annonce à la délivrance de la lettre.
Évaluation de la performance du personnel		Remplir le formulaire d'évaluation	NULLE	A effectuer entre octobre et mars de chaque année académique.
Acquisition de biens et de services		Obtenir les approbations nécessaires	NULLE	A faire dans les huit semaines
Répondre aux appels téléphoniques		Communication avec les clients	NULLE	Dans les vingt secondes
Autorisation des étudiants et du personnel		Formulaire d'autorisation dûment rempli	NULLE	A compléter dans les deux jours

Les plaintes, compliments et suggestions doivent être adressés au chef de département, de littérature et, en cas de recours, à :

Doyen de la Faculté de Lettres
B.P. 30197, 00100, Nairobi, Kenya Tél: 254-020 2731861/2 Ext: 28070/28076 Ligne directe: 0703479916
Email: literature@uonbi.ac.ke siteweb: www.literature.uonbi.ac.ke