

UNIVERSITY OF NAIROBI

COLLEGE OF HUMANITIES AND SOCIAL SCIENCES

OFFICE OF THE ASSOCIATE DEAN, SCHOOL OF LAW – KISUMU CAMPUS

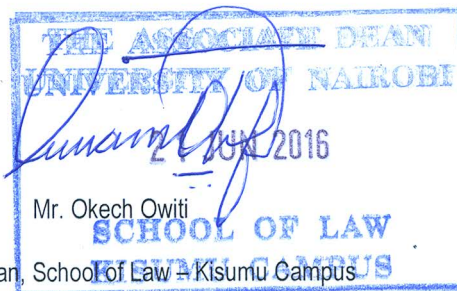
Citizens Service Charter

Commitment to Service Delivery

| SERVICE | REQUIREMENTS | COST | TIMELINE |
|--|--|--------------------------------------|---|
| Issuance of admission guidelines | Admission to the University | Nil | Two (2) months prior to reporting date |
| Issuance of registration guidelines | Payment of fees and other charges | Nil | Upon admission |
| Conducting lectures and other learning activities | Payment of fees and other charges | As detailed in the admission package | As per approved semester timetable |
| Consolidated mark sheets | Timely marking of examinations | Nil | One month following end of examinations |
| Supervision of Master or Doctorial projects/theses | Completing and forwarding of projects/theses | Nil | Feedback to students within two weeks after receiving a project/theses |
| Disciplinary cases of students and staff | Facilitation of disciplinary process | Nil | To be completed within a period of thirty working days |
| Provisional results slips/transcripts | Online request to School web portal | Nil | Immediately |
| Staff performance appraisal | Completing appraisal form | Nil | To be conducted between October and March every academic year |
| Responding to enquiries | Customer communication | Nil | Within the following timeline: <ul style="list-style-type: none">• Hard copy – 7 days• E-mail – 48 hours• Online – 24 hours• Telephone call – Immediately unless needs further consultation. |

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|---------------------------------|---|-----|--|
| Responding to telephone calls | Customer Communication | Nil | Within 20 seconds |
| Clearance of students and staff | Completed clearance form | Nil | To be completed within thirty minutes |
| School Library facility | Respond to queries from library users | Nil | Within one day |
| School Clinic | Availability of medical services to students and staff | Nil | Open from 8.00 am to 5.00 pm daily |
| School Computer Laboratory | <ul style="list-style-type: none"> • Availability of E-learning resources and services to students and staff. • Respond to queries from laboratory users. | Nil | <p>Open from 8.00 am to 8.00 pm on weekdays, 8.00 am to 6 pm On Saturdays and 8.00 am to 3.00 pm on Sundays.</p> <p>Within one day</p> |

Complaints,, compliments and suggestions should be forwarded to:



Associate Dean, School of Law - Kisumu Campus

P. O. Box 19134 – 40123, Kisumu Kenya

Mobile Nos: 0711963673, Email: sol-ksm@uonbi.ac.ke

In case of appeals to:

Dean, School of Law, P.O. Box 30197, 00100, Nairobi Kenya

Mobile Nos: 0724922608/0734273568, Email: deanlaw@uonbi.ac.ke

Website: www.uonbi.ac.ke