



UNIVERSITY OF NAIROBI

INSTITUTE OF TROPICAL AND INFECTIOUS DISEASES (UNITID) SERVICE DELIVERY CHARTER

Commitments to Service Delivery

SERVICE	REQUIREMENTS	COST	TIMELINE
Issuance of Admission Letters	Meeting University Admission requirements	Nil	Eight (8) weeks prior to reporting date
Orientation of First Year Students	Meeting University requirements for Orientation of First Year students	Nil	One (1) week after reporting date
Issuance of guidelines on: Academic programmes and Regulations Governing Conduct and Discipline of Students	After Admission to the University	Nil	Upon Registration
Conducting of Lectures and other learning activities	Prompt payment of fees and other charges	As detailed in the admission letter	Fully and on time as per approved schedules
Supervision of Masters Projects/Doctoral Dissertations or Thesis	Completion and forwarding of Masters project, Doctoral Dissertations/Thesis	Nil	Ongoing supervision feedback to students within two (2) weeks after receiving the students work
Consolidated mark sheets	Timely marking of examinations	Nil	Four (4) weeks following the end of examinations
Disciplinary Cases for Students and Staff	Preparation of Charges	Nil	To be completed within a period of 30 working days
Graduation Ceremony	Successful completion of studies	5,000/=	To be held in September and December annually at a date to be given by the University
Issuance of Certificates and Transcripts	Students to be fully cleared by all their respective schools and departments	Nil	Certificates and Transcripts will be issued within (8) weeks after graduation
Clearance of students	Students to be fully cleared by all their respective schools and departments	Any liability to be paid as per specified cost	To be finalized within two (2) days
Recruitment and Promotion of Staff	Meeting University Recruitment/Promotion requirements	Nil	Shall be completed within 12 weeks from advertisement to issuance of letters
Staff Performance Appraisal	Filling the appraisal form and having served in a particular position for at least six months of the appraisal period	Nil	To be conducted between October and March of every Financial year
Procurement of goods and services	Getting the due approvals, providing materials and services that reflect the true value for money paid	Nil	To be done within (8) weeks
Responding to Telephone Calls	Communication to be received and responded to promptly	Nil	Calls to be attended to within 20 seconds
Routine Correspondence	Correspondence to be received and responded to promptly	Nil	Correspondence shall be replied to within seven (7) days from the date of receipt

Complaints, compliments and suggestions should be forwarded to:

Director UNITID, University of Nairobi, Kenyatta Hospital Campus, UNITID Building, 1st Floor
P.O. BOX 19676 – 00202, Nairobi, Kenya. Tel: +254- 20- 4915060
Email: unitid@uonbi.ac.ke Website: <https://unitid.uonbi.ac.ke>

Besides, complaints may be lodged with the Commission for Administrative Justice, Office of the Ombudsman:

The Commission Secretary/Chief Executive Officer, Commission for Administrative Justice,
West End Towers, 2nd Floor, Waiyaki Way P.O. BOX 20414-00200, Nairobi, Kenya. Tel: +254-020-2270000,
Toll free line: 0800 221349 SMS: 15700 E-mail: complain@ombudsman.go.ke Website: www.ombudsman.go.ke



CHUO KIKUU CHA NAIROBI

INSTITUTE OF TROPICAL AND INFECTIOUS DISEASES (UNITID) HATI YA UTOAJI HUDUMA KWA WANANCHI

Kujitolea Kutoa Huduma

HUDUMA	YANAYOHITAJIKA	MATOZO	MUDA
Upokeaji wa barua za usajili	Kihitimu mahitaji ya usajili	Hakuna Malipo	Wiki nane (8) kabla ya siku ya kufika chuoni
Kupewa mwongozo kuhusu ratiba za masomo	Kusajiliwa chuoni	Hakuna Malipo	Baada ya kusajiliwa
Utoaji wa miongozo juu ya: Mipango ya Elimu na Kanuni za Uongozi na Ushauri wa Wanafunzi	Baada ya Kuingia kwenye Chuo Kikuu	Hakuna Malipo	Baada ya Usajili
Kutekeleza mihadhara na shughuli nyinginezo za masomo	Kulipa Karo	Inavyoelezwa kwa barua ya usajili	Inavyokubalika na ratiba
Usimamizi wa shahada za uzamili au uzamifu	Upokeaji wa tasnifu	Hakuna Malipo	Wasimamizi watawasiliana na wanafunzi wao katika
Nakala za alama	Kusahihisha mtihani	Hakuna Malipo	Mwezi mmoja baada ya kumalizika mitihani
Kesi za nidhamu zinazowahusisha wanafunzi na wafanyikazi	Mashtaka kukamilika	Hakuna Malipo	Zitatamatishwa katika kipindi cha siku thelathini (30) za kazi
Mahafala ya kufuzu	Kuhitimu masomo kikamilifu	5,000/=	Katika mwezi wa Septemba na Desemba kila mwaka
Kutolewa kwa vyeti vya chuo kikuu na alama za matokeo	Kujaza fomu ya ukamilifu	Hakuna Malipo	<ul style="list-style-type: none"> Vyeti vya Chuo Kikuu vitatolewa katika kipindi cha wiki nane (8) baada ya kufuzu Vyeti vya alama za matokeo vitatolewa katika muda wa wiki moja baada ya maombi
Ufunguzi wa wanafunzi	Kwa shule zao zote na idara	Dhima yoyote ya kulipwa kwa gharama maalum	Kukamilika kwa muda wa siku mbili (2)
Utaratibu wa kuajiri kazi na kupandisha madaraka	Kutuma maombi	Hakuna Malipo	Utamalizika katika muda wa wiki kumi na mbili (12) kutoka kutangazwa hadi kupewa barua
Tathmini za utendakazi wa wafanyikazi	Kujaza fomu ya utathmini	Hakuna Malipo	Zitafanyika kati ya mwezi wa Oktoba na Machi
Ununuzi wa bidhaa na huduma	Maombi yaliyokubaliwa	Hakuna Malipo	Utafanywa katika muda wa wiki nane (8)
Kujibiwa kwa simu	-	Hakuna Malipo	Simu zote zinazopigwa zitajibiwa katika muda wa sekunde ishirini
Mawasiliano ya mara kwa mara	Mawasiliano ya kupokewa na kujibiwa	Hakuna Malipo	Mawasiliano itashughulikiwa kwa muda wa siku saba (7) tangu tarehe ya kupokea

Malamishi yote yanafaa kuwasilishwa kwa:

Mkurugenzi Mkuu UNITID, Chuo Kikuu cha Nairobi, Bewa ya Hospitali ya Kenyatta, Jengo la UNITID, Ghorofa ya kwanza
S.L.P. 19676 – 00202, Nairobi, Kenya. Simu: +254- 20- 4915060
Barua pepe: unitid@uonbi.ac.ke Mtandao: <https://unitid.uonbi.ac.ke>

Malamishi pia yanaweza kuwasilishwa kwa Ofisi ya Mteziwa Umma:

Katibu wa Tume/Mkurugenzi Mkuu, tume ya Utawala wa Kisheria, Jumba la West End Towers, Ghorofa ya Pili,
Barabara ya Waiyaki, Westlands S.L.P. 20414-00200, Nairobi. Simu: +254-020-2270000/020 2603765/020 2303000/020 2270017
Rununu: +254 772 125818 Simu ya bure: 0800 221349 Harafa:15700 Barua pepe: complain@ombudsman.go.ke
Mtandao: www.ombudsman.go.ke