



**UNIVERSITY OF NAIROBI
COLLEGE OF EDUCATION AND EXTERNAL STUDIES
SCHOOL OF CONTINUING AND DISTANCE EDUCATION
DEPARTMENT OF DISTANCE STUDIES**

SERVICE DELIVERY CHARTER

Commitment to Service Delivery

In our service delivery, we pledge that:

- Upon registration, a student shall be issued with clear guidelines on academic programmes, examination rules, fees structure, student support services and disciplinary procedures.
- All lectures shall be conducted fully and on time, as per approved timetables.
- All modules/study units for the respective courses shall be produced and delivered on time, as per the approved schedules.
- Consolidated mark sheet shall be finalized and forwarded to examinations office within one month following end of examinations.
- Supervisors for masters or doctoral degrees and diplomas will give feedback to their students within two weeks after receiving a project or thesis.
- Provisional transcripts shall be issued within one week upon application.
- Clearance of students and staff shall be finalized within one week.
- The Departmental office shall open from 8.00 a.m to 5.00 p.m on weekdays, except on Fridays when it will close at 4.00pm and remain closed over the weekends & gazetted public holidays.
- Staff evaluation by students shall be conducted at the end of every teaching session and the concerned staff advised accordingly.
- The Department shall strive to maintain a healthy, safe and pleasant working environment.

- All telephone calls shall be attended to within twenty seconds.
 - Routine correspondence shall be replied to within seven days from the date of receipt.
 - Clients' complaints shall be attended to promptly, at least not later than one week from the date of submission.
 - The Department shall not condone impropriety.
 - The Department is an illicit drug free and a no smoking zone.
 - The Department is a **CORRUPTION FREE** zone.
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All Comments and feedback on this Charter should be addressed to:

The Chairman

Department of Distance Studies

College of Education and External Studies

University of Nairobi

P.O. Box 92 - 00902 Kikuyu

Tel: 0208014073

Email - chairman-dds@uonbi.ac.ke
