



UNIVERSITY OF NAIROBI
COLLEGE OF HUMANITIES AND SOCIAL SCIENCES
MOMBASA CAMPUS

CLIENTS SERVICE CHARTER

In our service delivery, we pledge that:

1. Upon registration, a student shall be issued with clear guidelines on academic programmes, examination rules, fees structure, student support services and disciplinary procedures. This shall be done at least a week before they start classes.
1. All lectures shall be conducted fully and on time, as per approved timetables.
2. Consolidated mark sheets shall be finalized and forwarded to the examination office within 3 weeks following end of examinations.
3. Postgraduate supervisors for MBA degree will give feedback to their students within 2 weeks after receiving a project.
4. The Unit shall maintain a healthy, safe and pleasant environment
5. The Unit is an illicit drug-free and a no smoking zone
6. Transport shall be provided on time as per approved requests
7. Quality ICT services shall be provided to students and staff
8. All telephone calls shall be attended to within twenty seconds
9. Routine correspondence shall be replied to within three days from the date of receipt
10. The Campus is a CORRUPTION FREE zone
11. Clearance of students and staff shall be finalized within two days.

APPROVED FOR USE

A handwritten signature in black ink, appearing to read 'M. M. M. M.', written over a horizontal line.

Date 5-11-2012