



# Service Charter

UNIVERSITY OF NAIROBI

COLLEGE OF HEALTH SCIENCES

SCHOOL OF DENTAL SCIENCES

DEPARTMENT OF CONSERVATIVE &amp; PROSTHETIC DENTISTRY

CITIZENS SERVICE DELIVERY CHARTER

COMMITMENT 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 Dissertation/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
Medical library	Student ID for access	Nil	To be open from 8.00 a.m. to 10.00 p.m. on week days and 8.00 a.m. to 5.00 p.m. on



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			Saturdays, and from 10.00 a.m. to 4.00 p.m. on Sundays
Graduation ceremony	Successful completion of studies	Ksh. 3000/=	To be held in 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	<ul style="list-style-type: none"> <li>• Certificates will be issued within eight (8) weeks after graduation</li> <li>• Transcripts will be issued within one week upon request</li> </ul>
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 Academic 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 eight (8) weeks
Financial Accounting	To observe all University financial regulations and procedures	Nil	To process approved payments within three (3) days
Responding to telephone calls	Communication to be received and responded to promptly	Nil	Calls to be attended to within 20 seconds
Clearance of students	Students to be fully cleared by department	Any liability to be paid as per specified cost	To be finalized within two (2) days

**Complaints, compliments and suggestions should be forwarded to Heads of Departments, details to be accessed in the University website.**

All appeals on feedback to be forwarded to:

**Chairman,**

**Department of Conservative & Prosthetic Dentistry**



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**[www.cpdentistry.uonbi.ac.ke](http://www.cpdentistry.uonbi.ac.ke)**

### CHUO KIKUU CHA NAIROBI

**CHUO CHA SAYANSI ZA TIBA**

**SHULE YA SAYANSI YA MENO**

**HATI YA UTOAJU HUDUMA KWA UMMA**

#### IDARA YA KUHFADHI NA KUWEKA MENO

HUDUMA	MAHITAJI	GHARAMA	MUDA
Kutolewa kwa Barua za mwaliko kujiunga na Chuo Kikuu	Kutimiza Masharti ya Kujiunga na Chuo Kikuu	Hakuna malipo	Wiki nane (8) kabla ya tarehe ya kufika chuoni
Uelekezi wa Wanafunzi juu ya mazingira na taratibu za chuo	Kutimiza masharti ya kujiunga na Chuo Kikuu kwa Wanafunzi wa mwaka wa kwanza	Hakuna malipo	Wiki ya kwanza (1) baada ya kufika chuoni
Kutolewa kwa maelekezo ya mipango ya masomo, taratibu na kanuni za nidhamu kwa wanafunzi	Baada ya kujiunga na chuo na kusajiliwa	Hakuna malipo	Baada ya kusajiliwa
Kutolewa kwa Mihadhara na shughuli nyingine za mafunzo	Baada ya kulipa karo na ada nyinginezo zilizoidhinishwa	Kama ilivyolezwa katika barua ya mwaliko kujiunga na chuo	Kwa wakati ufaao na kwa mujibu wa ratiba zilizoidhinishwa
Usimamizi wa Miradi, Tafiti na Tasnifu za Uzamili na Uzamifu	Kumaliza na kupeleka karatasi na tasnifu za Uzamili na Uzamifu kwa wasimamizi	Hakuna malipo	Wanafunzi kupata maoni na majibu ya kazi zao wiki mbili (2) baada ya kuwasilisha kazi hizo



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Orodha jumuishi ya alama za mitihani	Mitihani kusahihishwa na kuhitimishwa kwa wakati ufaao	Hakuna malipo	Wiki (4) baada ya mitihani kumalizika
Kesi za Nidhamu kwa Wanafunzi na Wafanyikazi	Kutayarishwa kwa mashtaka na tuhuma	Hakuna malipo	Kuhitimishwa katika kipindi cha siku thelethini (30) za utendakazi
Maktaba ya Tiba	Kadi ya utambulisho wa mwanafunzi/Kitambulisho cha mwanafunzi	Hakuna malipo	Kufunguliwa saa mbili asubuhi (8.00) hadi saa nne (10.00) usiku siku za wiki na saa mbili asubuhi (8.00) hadi saa kumi na moja (5.00) siku za Jumamosi na kuanzia saa nne asubuhi (10.00) hadi saa kumi (4.00) alasiri siku za Jumapili
Sherehe za mahafali	Baada ya kumaliza na kuhitimu katika masomo ya chuo	Ksh. 3000/=	Kuandaliwa katika mwezi Disemba katika tarehe itakayotangazwa na Chuo Kikuu kila mwaka
Kutolewa kwa Vyeti na Nakala za Matokeo ya mitihani	Baada ya Mwanafunzi kupata vibali vya kuondoka kutoka shule na idara zote husika za chuo	Hakuna malipo	<ul style="list-style-type: none"> <li>• Vyeti vya waliofuzu vitatolewa katika kipindi cha wiki (8) baada ya mahafali</li> <li>• Nakala za Matokeo ya mitihani zitatolewa katika kipindi cha wiki moja (1) baada ya kupokelewa kwa maombi</li> </ul>
Kuajiriwa na Kupandishwa vyeo kwa Wafanyikazi	Kutimiza masharti ya Chuo Kikuu juu ya mahitaji ya Uajiri na Upandishwaji vyeo	Hakuna malipo	Kuhitimishwa katika kipindi cha wiki kumi na mbili tokea kutangazwa kwa nafasi hadi kutolewa kwa barua Uajiri au Upandishwaji vyeo
Tathimini za Utendakazi wa Wafanyikazi	Kujaza form za tathimini baada ya kuhudumu katika daraja fulani angalau kwa miezi sita katika mwaka kunapofanywa tathimini	Hakuna malipo	Kufanywa kati ya mwezi wa Oktoba na Machi kila mwaka
Ununuzi wa Bidhaa na Huduma	Kupata idhini zinazotakikana, kuwasilisha bidhaa na huduma zinazowiana na thamani kamili ya pesa zinazolipwa	Hakuna malipo	Kuhitimishwa katika kipindi cha wiki nane (8)



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Uhasibu wa Fedha	Kuzingatia kanuni na taratibu za uhasibu za Chuo Kikuu	Hakuna malipo	Kushughulikia malipo yaliyoidhinishwa kwa muda usiozidi siku tatu (3)
Kupokelewa kwa simu kwa haraka	Mawasiliano yote yatapokelewa na kushughulikiwa kwa haraka	Hakuna malipo	Simu kujibiwa katika muda usiozidi sekunde ishirini (20)
Cheti cha Kibali cha Kuondoka Chuoni kwa Wanafunzi	Wanafunzi wataidhinishwa kupata Cheti cha Kibali cha kuondoka kutoka idara.	Madeni yote yanayowiwa Chuo kwa mujibu wa gharama zilizoonyeshwa	Kuhitimishwa kwa muda wa siku mbili (2)

### UPOKEAJI MAONI NA MAJIBU

Malalamiko, pongezi na mapendekezo yatahitaji kuepelekwa kwa wakuu wa idara husika, maelezo ya anwani zao yanapatikana katika tovuti ya Chuo Kikuu [www.chs.uonbi.ac.ke](http://www.chs.uonbi.ac.ke) [2]

Rufaa zote kuhusiana na maoni au majibu ziwasilishwe kwa;

### Mkuu wa Idara ya kuhifadhi na kuwa Meno

**Chuo Kikuu cha Nairobi**

**S.L.P. 19676—00200**

**NAIROBI**

**Simu: +254-020-2713673**

**Barua-pepe: [dept-consdentistry@uonbi.ac.ke](mailto:dept-consdentistry@uonbi.ac.ke) [1]**

**Tovuti: [www.cpdentistry.uonbi.ac.ke](http://www.cpdentistry.uonbi.ac.ke)**

**Source URL: <http://cpdentistry.uonbi.ac.ke/node/716>**

### Links:

[1] <mailto:dept-consdentistry@uonbi.ac.ke>



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