



UNIVERSITY OF NAIROBI
DEPARTMENT OF AGRICULTURAL ECONOMICS

CUSTOMER SERVICE DELIVERY CHARTER

Commitment to Service Delivery

S/No.	SERVICES RENDERED	REQUIREMENTS	COST	TIME LINE
1	Verification of student applications for admissions	Complete online application	Nil	Two (2) days
2	Commenting on graduate student proposals	Student submit proposals to supervisors	Nil	Two (2) weeks
3	Commenting on graduate student thesis reports	Student submit thesis reports to supervisors	Nil	One (1) month
4	Student queries on examination results	Request/letter from the student with course code and title	Nil	One (1) Week
5	Processing and submitting graduate proposal/thesis to Graduate School	Postgraduate seminar	Nil	Two (2) days
6	Clearance of students for graduation	Duly filled clearance form	Nil	One (1) day
7	Students recommendation/ Introductory letters to the industry	Student submit a request	Nil	Two (2) days
8	Teaching	As per approved in teaching timetables Payment of fees by students	Nil	1 st -13 th week of each semester
9	Conducting of examinations	As per approved examination timetables Student payment of fees	Nil	14 th - 15 th week of each semester
10	Marking and processing of examination results by lecturers	Mark sheets are provided by the Department	Nil	One month after the exam

Comments and feedback on this Charter should be addressed to:

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P.O. Box 29053-00625, Nairobi

Updated in July 2020



**CHUO KIKUU CHA NAIROBI
IDARA YA UCHUMI WA KILIMO**

MKATABA WA UTOAJI HUDUMA

KUJITOLEA KWA UTOAJI WA HUDUMA

S/No.	HUDUMA	HITAJI	GHARAMA	MUDA
1	Uthibitishaji wa vyeti vya wanafunzi vya maombi ya usajili	Ombi kamilifu la mtandaoni	Hakuna	Siku mbili
2	Mapendekezo juu ya tasnifu za tafiti	Uwasilishaji wa tasnifu za tafiti kwa wasimamizi	Hakuna	Wiki mbili
3	Mapendekezo juu ya tasnifu za uzamili na uzanifu	Uwasilishaji wa tafiti za uzanifu na uzamilifu kwa wasimamizi	Hakuna	Mwezi mmoja
4	Maswali ibuka ya matokeo ya mitihani	Ombi/barua kutoka kwa mwanafunzi juu ya somo	Hakuna	Wiki moja
5	Usindikaji wa tasnifu na tafiti za uzamili na uzanifu kwa shule ya uzamili	Semina ya uzamili	Hakuna	Siku mbili
6	Taratibu za kibali kwa wanafunzi kuhitimu	Fomu iliyojazwa ya kibali	Hakuna	Siku moja
7	Barua ya mapendekezo ya wanafunzi kwa sekta	Ombi kutoka kwa mwanafunzi	Hakuna	Siku mbili
8	Kufundisha/utoaji wa mihadhara	Kwa mujibu wa ratiba za mihadhara zilizoidhinishwa kwa wanafunzi Malipo ya karo ya mwanafunzi	Hakuna	Kutoka siku ya kwanza ya muhula hadi ya 13 ya kila muhula
9	Kufanyisha mitihani	Kwa mujibu wa ratiba za mitihani zilizoidhinishwa Malipo ya karo ya mwanafunzi	Hakuna	Wiki ya 14 hadi 15 ya kila muhula
10	Kuashiria na usindikaji wa mitihani kwa wahadhiri	Nakala ya alama kutoka kwa idara	Hakuna	Kulingana na masharti ya kumbukumbu

Malalamiko au pendekezo kwa mkataba huu wa utoaji huduma kuwakilishwa kwa:

Mkuu wa idara ya uchumi wa kilimo

Chuo kikuu cha Nairobi

Simu: +254 20 4916019

Barua pepe: agecon@uonbi.ac.ke

Sanduku la barua: 29053-00625

Chuo cha Kabete

Kusahihishwa mwezi wa Julai 2020