



**UNIVERSITY OF NAIROBI**  
**DEPARTMENT OF AGRICULTURAL ECONOMICS**

**CUSTOMER DELIVERY CHARTER**  
**Commitment to Service Delivery**

<b>S/ No.</b>	<b>SERVICES RENDERED</b>	<b>REQUIREMENTS</b>	<b>COST</b>	<b>TIME LINE</b>
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, title and examination date	Nil	One (1) week
5.	Processing and submitting graduate proposal/thesis to the Dean Faculty of Agriculture	Minutes of departmental 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 timetable and course load allocation	Nil	1st -13th week of each semester
9.	Conducting of examinations	As per approved examination timetable  Student payment of fees	Nil	14th- 15th week of each semester
10.	Marking and processing of examination results by lecturers	Mark sheets are provided by the Department  Academic staff enters marks in SMIS through LMS	Nil  Nil	One month after the exam

***Comments and feedback on this Charter should be addressed to:***

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