



# UNIVERSITY OF NAIROBI

## FACULTY OF ENGINEERING

### DEPARTMENT OF MECHANICAL AND MANUFACTURING ENGINEERING

#### CUSTOMER SERVICE DELIVERY CHARTER

CORE MANDATE	SERVICE	REQUIREMENTS	COST	TIMELINES
<b>TEACHING AND LEARNING</b>	Admissions, SMIS and Biometric registration	Meeting University Senate approved minimum admission requirements	NIL	Issuance of Admission Guidance at least one month prior to a reporting date
	Conducting of Lectures and other learning activities	Payment of prescribed fees and registration	NIL	As per Senate approved Schedules
	Administer Exam, Marking and Issuing Results and Consolidated mark sheets	Payment of prescribed fees, registration and attend lectures	NIL	As per Senate approved schedules
	Promotion to the next level of study	Pass all examinations in the current level	NIL	End of each academic year
	Recommending students for Graduation	Pass all required exams,	NIL	September and December every year
<b>STUDENT AFFAIRS</b>	Mentorship, counseling and careerguidance	Adherence to University regulations and Core Values	NIL	Within timelines specified in university policies
	Co-curricular activities	Joining clubs, societies and professional bodies	NIL	As per the approved timelines and in conformity to progression criteria
	Student welfare services	Fully registered student	NIL	Senate approved calendar
<b>RESEARCH, INNOVATION AND ENTERPRISE</b>	Supervision of postgraduate research projects and theses	Submission of research projects and theses by a student	NIL	Feedback from a supervisor to a student will be within two weeks
	Innovation	Adherence to applicable laws and policies	NIL	Approved calendar
	Consultancy and Enterprise	Adherence to applicable laws and policies	NIL	Approved calendar
<b>RESOURCES MANAGEMENT</b>	Management of Human Resource (Staff Appraisal, Clearance, Mentorship)	Adherence to statutory, regulatory and relevant policies	NIL	Senate approved calendar
	Management of Physical facilities and Infrastructure	Adherence to statutory, regulatory and policy guidelines	NIL	Senate approved calendar
	Management of Financial resources	Adherence to statutory, regulatory and policy guidelines	NIL	As per the approved timelines and in conformity with policies
<b>COMPETITIVENES SAND IMAGE</b>	Departmental Branding	Adherence to applicable laws and policies	NIL	Approved calendar
	Engagement with industry	Adherence to applicable laws and policies	NIL	Approved calendar
	Maintain Competitiveness	Adherence to applicable laws and policies	NIL	Approved calendar
<b>GOVERNANCE, LEADERSHIP AND CULTURE</b>	Foster Good Corporate Governance and leadership	Adherence to statutory, regulatory and policy guidelines	NIL	Approved calendar
	Entrench positive institutional culture	Adherence to statutory, regulatory and policy guidelines	NIL	As per the approved timelines and in conformity with policies and core values

Complaints, compliments and suggestions should be forwarded to:

Chairman, Department of Mechanical and Manufacturing Engineering,  
University of Nairobi,  
Main Campus, Mechanical Eng. Building.  
Harry Thuku Road,  
P. O. Box 30197 – 00100, Nairobi, Kenya  
Tel: 0204913527  
Voip: 3527  
Toll free line: 0800 221343  
Email : dept-mmengineering@uonbi.ac.ke  
Website : mechanical.uonbi.ac.ke

**Complaints may also be lodged with the Commission of Administrative Justice, Office of the Ombudsman, as follows:**

The Commission Secretary/ Chief Executive Officer,  
Commission on Administrative Justice,  
West End Towers, 2nd Floor, Waiyaki Way, Westlands  
P. O. Box 20414-00200  
Tel: +254 020 2270000 Nairobi  
**Toll free line: 0800 221349 SMS: 15700**  
**E-mail: [complain@ombudsman.go.ke](mailto:complain@ombudsman.go.ke)**  
**Website: [www.ombudsman.go.ke](http://www.ombudsman.go.ke)**

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