



**UNIVERSITY OF NAIROBI**  
**FACULTY OF VETERINARY MEDICINE**  
**DEPARTMENT OF PUBLIC HEALTH, PHARMACOLOGY & TOXICOLOGY**  
**P.O. BOX 29053, NAIROBI**  
**TEL. 020-4916015.**

**CUSTOMER DELIVERY CHARTER**

**COMMITMENT TO SERVICE DELIVERY**

<b>SERVICE</b>	<b>REQUIREMENT</b>	<b>COST</b>	<b>TIMELINE</b>
Conducting / teaching by lecturers	Approved lecture timetables and practical schedules	NIL	1 <sup>st</sup> day of each semester to 13 <sup>th</sup> week of each semester
Examinations	Administration, marking and processing Exams	NIL	Last 2 weeks of each Semester
Student academic trips	Submission of budget and timetable from section head/coordinator	As per student and staff numbers	2-5 weeks after start of semester
Submission of continuous assessment tests, marks and examinations marks	CAT scripts and examination marks	NIL	Two (2) weeks following end of tests and examinations Two (2) weeks before start of Semester Exams
Submission of consolidated mark sheets	Final results sent to Deans (FVM)	NIL	One (1) week after department board of examiners approval
Entering exams online	Entering Examinations Results in the Lecturer Module	NIL	Within two weeks after the EXAM
Supervision of postgraduate thesis	Thesis	As per program	Two weeks after receiving report
Correction of thesis and issuance of Certificate of Correction	Student to do correction	NIL	Within one month OR as per the guidelines
Handling disciplinary cases for student and staff	Prepare Charges and forwarded to Dean (FVM)	NIL	48 hours following the event
Student clearance	Reason/intention by the student	NIL	Two days
Staff performance appraisal	Filled appraisal forms	NIL	Between April and June every academic year
Response to telephone calls	Working VIOP and extensions	NIL	Within 20 seconds
Response to routine correspondence	Correspondence at chairman's office	NIL	Within 7 days from date of receipt
Laboratory services	Sample in acceptable state Lab request form filled and signed Payment receipt	As per lab diagnostic services price list	As per the outline TAT for every test in the SOPs

Date: 02/06/2022

**Prof. James M. Mbaria**  
 Chairman, PHPT