



UNIVERSITY OF NAIROBI
FACULTY OF HEALTH SCIENCES
DEPARTMENT OF OPHTHALMOLOGY
CUSTOMER SERVICE DELIVERY CHARTER - COMMITMENT TO SERVICE

| CORE MANDATE | SERVICE | REQUIREMENT | COST | TIME FRAME |
|------------------------------|---|--|-------------------------------|--|
| TEACHING AND LEARNING | Admission | Meet the University of Nairobi Senate approved minimum requirements for the MMed in Ophthalmology Degree | Pay required application fees | Admission letter issued 1 month before semester begins |
| | | Pass the pre-entry written online examination and oral interview | | |
| | Teaching & Learning | Biometric registration and payment of prescribed fees | Nil | Continuous as per schedules |
| | Orientation | Within the first 2 weeks of reporting to – welcome, issue guidelines, regulations, conduct and discipline | | Upon registration |
| | Examination | Pass mark in the taught and examined units/modules | Nil | As per examination schedules – February and August |
| | Graduation | Successful completion of studies and meeting the Departmental/ Senate set pass marks /examination standard, clearance certificate and compliance with all other graduation obligations | Nil | September and December annually |
| STUDENT AFFAIRS | Mentorship, counselling and career guidance | Membership into the Dean of students activities schedules | Nil | Continuous |
| | Co-curricular Activities | Admission to the available clubs and students led unions | Nil | Continuous and within the academic period |
| | Welfare Services | Student representative Co-opted into the Departmental Curriculum review as stakeholders | Nil | Continuous and within the academic period |
| | Supervision of Master project reports / PhD | Successful completion, submission, duly signed and accepted Master | Prescribed fees | Continuous and within the academic period |

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|---------------------------------|---|--|---------------------------|---|
| | dissertations/ theses | project reports / PhD dissertations/ theses | | |
| STAFF WELFARE | Recruitment and promotion | Meeting the set promotion requirements | Nil | As per the available HR policy provisions |
| | Performance appraisal | Filling and compliance with the online appraisal system and having worked in Unit for 6 months within the appraisal period | Nil | As per performance & financial year cycle |
| ADMINISTRATIVE FUNCTIONS | Budgeting and procurement | Preparation, follow up and compliance with set allocations | As per approved provision | As set within the financial year |
| | Assets, Office Equipment and inventory | Maintaining catalogue and updating as per requirements | Nil | As per performance cycle |
| | Maintenance and Work environment | Supervision and compliance | Nil | As per performance cycle |
| | Reporting, communication and feedback | Prompt responses to stakeholders, report submission and routine communication | Nil | Immediately |
| | Servicing the Departmental and Faculty Committees | Attend meetings, prepare and submit reports to support decision making | Nil | As required |

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| <p>COMPLAINTS, COMPLIMENTS AND SUGGESTIONS should be forwarded to:</p> <p>The Office of the Dean, University of Nairobi Faculty of Health Sciences Kenyatta National Hospital Campus P. O. Box 30197 00100 GPO, Nairobi Tel: 020-4910000 Voip: 5002/5038/5040 Tel: 0721665077 Email: dean-fhs@uonbi.ac.ke Website: healthsciences.uonbi.ac.ke</p> | <p>Or lodged with the Commission on Administrative Justice, Office of the Ombudsman, through:</p> <p>The Commission Secretary/CEO West end Towers, 2nd floor Waiyaki Way P. O. Box 20414, 00200 City Square Nairobi Tel: 020-2270000 Toll free line: 0800221349 SMS: 15700 Email: complain@ombudsman.go.ke Website: www.ombudsman.go.ke</p> |
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Chairman
Department of Ophthalmology

May 2022