



UNIVERSITY OF NAIROBI

FACULTY OF AGRICULTURE

DEPARTMENT OF FOOD SCIENCE, NUTRITION & TECHNOLOGY

CUSTOMER DELIVERY CHARTER

Committed to Service Delivery

SERVICE	REQUIREMENTS	COST	TIMELINE
Orientation of students	<ul style="list-style-type: none"> Every student must be duly registered Students shall be given clear guidelines on academic programmes, university rules, students support services and disciplinary procedure 	Nil	One (1) week
Registration of students	<ul style="list-style-type: none"> All students must register ONLINE for courses each semester 	Full payment of tuition fees	Five (5) weeks
Teaching / Conducting of lectures	<ul style="list-style-type: none"> As per approved schedule and lecture timetable 	Nil	First day of each semester to 13 th week of each semester
Student Experiential Learning/Academic trips	<ul style="list-style-type: none"> Budget and schedule of activities 	As per field of study	First day of each semester to 13 th week of each semester
Seminar	<ul style="list-style-type: none"> Every final year student and post-graduate student must attend-present at least one 	Nil	As per schedule
Conducting of examinations	<ul style="list-style-type: none"> As per approved examination timetable 	Nil	14 th and 15 th week of each semester
Processing of examination results	<ul style="list-style-type: none"> Approval by Departmental board of examiners 	Nil	Within one and a half months after examinations
Submission of consolidated mark sheets	<ul style="list-style-type: none"> Finalized results send to the dean, faculty of Agriculture 	Nil	One week after Departmental Board approval
Handling disciplinary cases for students and staff	<ul style="list-style-type: none"> Preparation of charges 	Nil	As need arise
Supervision of postgraduate project reports or thesis	<ul style="list-style-type: none"> Process/approve progress reports 	Payment of supervision fees as per programme	Quarterly for each MSc AND PhD student
Student clearance	<ul style="list-style-type: none"> Students indicate reason or intention 	Nil	One day
Publication of Department's newsletter	<ul style="list-style-type: none"> Information on activities in the Department 	Nil	Annually
Staff performance appraisal	<ul style="list-style-type: none"> Completion of the appraisal forms 	Nil	To be conducted between July and June every academic year
Work Environment	<ul style="list-style-type: none"> Healthy, safe and pleasant environment. Provision of adequate working spaces 	Nil	Always
Responding to mails and calls	<ul style="list-style-type: none"> Official lines 	Nil	Within one day
Procurement of goods and services	<ul style="list-style-type: none"> Getting the due approvals 	Nil	To be done within two weeks
Payment for services and goods received	<ul style="list-style-type: none"> Facilitate approvals for AIE and LPO; invoices; delivery note 	Nil	Within the agreed credit period

FOR COMPLAINTS & COMPLIMENTS:

Dr. Geroage Abong', Chairman, Department of Food Science, Nutrition & Technology (DFSNT)
P. O. Box 29053-00625 Nairobi, Kenya. Tel +254 20 4916023 Email: dftn@uonbi.ac.ke Website <https://foodtech.uonbi.ac.ke>

FOR APPEALS:

Dean, Faculty of Agriculture, University of Nairobi,
P.O. Box 29053-00625 Nairobi, Kenya. Tel +254 20 4916003 Email: dean-fagric@uonbi.ac.ke