

Please circulate
to staff.



UNIVERSITY OF NAIROBI
INTERNAL MEMO
FINANCE DEPARTMENT

From: Director, Finance

Date: May 16, 2022

To: All Finance Staff

IMPLEMENTATION OF CITIZENS' SERVICE DELIVERY CHARTER

This is to inform you that we are sensitizing staff on our commitment as per the departmental service delivery charter. The service delivery charter is available in both English and Kiswahili. In line with our Performance contract 2021/2022, a copy is displayed at the finance department entrance and on our website.

The Finance staff are required to ensure conformity with the committed standards standard in the charter by maintaining records on service delivery. All sections should have a copy displayed on their notice board and visible to our customers.

Attached, please find a soft copy of the service charter in both English and Kiswahili for your reference and familiarization

This email serves as a sensitization to all and should be adhered to.

A handwritten signature in blue ink, appearing to read 'D. Kavoi'.

DAMARIS M. KAVOI
AG. DIRECTOR FINANCE