



**UNIVERSITY OF NAIROBI
FINANCE DEPARTMENT**

IMPLEMENTATION OF CITIZENS' SERVICE DELIVERY CHARTER

To all Finance Staff

This is to inform you that we have revised our departmental service delivery charter. The service delivery charter is available in both English and Kiswahili. In line with our Performance Contract 2018/2019, a copy is displayed in the Finance department entrance and in our website.

The Finance staff are required to ensure conformity with the commitments and standards in the charter by maintaining records on service delivery. All Sections should have a copy displayed in their office 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 familiarizing.

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

A handwritten signature in black ink, appearing to read 'Peter K. Busienei'.

**PETER K. BUSIENEI
FINANCE OFFICER**