



UNIVERSITY OF NAIROBI

FINANCE DEPARTMENT

CUSTOMER SERVICE DELIVERY CHARTER

Commitment to Service Delivery

SERVICE	REQUIREMENTS	COST	TIMELINE
Response to telephone calls, enquiries, and routine correspondence	Courteous and prompt response	Nil	Within twenty seconds for telephone calls and enquiries, and seven days for correspondence
Disbursement and acknowledgement of student's bursaries, HELB loans and scholarships	Proof of remittance of funds and authentic list(s) of beneficiaries from the donor	Nil	Within seven days
Acknowledgement of revenue receipts	Evidence of payment by presentation of payment slips or bank advice	Nil	Immediately
Payment of stipend	Letter of award from sponsor, registration number and bank details of beneficiary; confirmation of receipt of funds	Nil	Two working days before month end
Preparation of annual Financial Statement and Accounts	End of year procedures and documents	Nil	By 30 th September
Processing of bills	Certified invoices	Nil	Within fourteen days
Replacement or change of fuel card	Letter from the transport officer and banking slip to VIVO	Nil	Within one day
Submission of donor report	MoUs and guidelines on financial reporting from the donor	Nil	Within seven days
Remittance of statutory deductions	Payroll deduction list and bank details of beneficiaries	Nil	By 9 th day of the following month
Clearance from the University	Clearance form	Nil	Within two days
Payment of suppliers	Local purchase order or contract and invoice proof of services rendered or goods delivered and bank details	Nil	Within thirty days
Remittance of withholding taxes	Supplier's PIN certified invoice	Nil	Within fourteen days

Complaints, Compliments and Suggestions should be forwarded to:

**Office of the Vice Chancellor University of Nairobi, Main Campus, Administration Block,
Harry Thuku Road, P.O. Box 30197-00100, Nairobi, KENYA. Telephone: +254 20 3318262, 3318701/
Fax: +254 20 245566 Mobile No: +254 732020207 Toll Free Line 0800 221343
Email: vc@uonbi.ac.ke, Website: www.uonbi.ac.ke**

Complaints may also be submitted to the Commission for Administrative Justice, Office of Ombudsman:

**The Commission Secretary/Chief Executive Officer, Commission for Administrative Justice,
West End Towers, 2nd Floor, Waiyaki Way, Westlands, P.O. Box 20414-00200. Nairobi, Kenya.
Tel: +254 020 2270000, Toll free line: 0800 221349 SMS: 15700 Email: complain@ombudsman.go.ke
Website: www.ombudsman.go.ke**

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