

# UNIVERSITY OF NAIROBI

DEPARTMENT OF ELECTRICAL AND INFORMATION ENGINEERING

## SERVICE DELIVERY CHARTER

### In our service delivery we pledge that:

- The Department is a Corruption Free zone
- The Department shall not condone impropriety
- The Department shall maintain a healthy, safe and pleasant environment
- The Department shall remain an illicit-drug-free and a no-smoking zone
- All telephone calls shall be attended to within twenty seconds
- Routine correspondence shall be replied to within seven days from the date of receipt
- All lectures and other learning activities shall be conducted fully and on time, as per the approved schedules
- Consolidated examination mark sheets shall be finalized and forwarded to the Dean's office within one week of their approval by the School Board of Examiners
- Examination disciplinary cases for students shall be forwarded for action within one week of the completion of the examinations
- The Department shall endeavor to link industry and students to secure them internship
- Staff performance appraisals shall be conducted between October and March every year
- Clearance of students and staff shall be finalized within one day of handing in the completed clearance form

MARCH 2012

CHAIRMAN  
DEPT. OF ELECTRICAL AND INFORMATION  
ENGINEERING  
UNIVERSITY OF NAIROBI.  
P. O. Box 30197, NAIROBI.