



UNIVERSITY OF NAIROBI
FACULTY OF AGRICULTURE
DEPARTMENT OF PLANT SCIENCE & CROP PROTECTION
CITIZEN SERVICE DELIVERY CHARTER

CORE MANDATE	SERVICE	REQUIREMENTS	COST	TIMELINE
TEACHING AND LEARNING	Admissions, Issuance of Admission Letters	Meeting University Senate approved minimum admission requirements	Nil	Issuance of admission letters at least one month before reporting
	Orientation of Students	Those who have been admitted	Nil	One (1) week after reporting
	Registration of Students	All Students must register for courses each semester	Payment of fees	Five weeks
	Issuance of guidelines on Academic programmes and Regulations on conduct and discipline of students	After admission to the University	Nil	Upon Registration
	Teaching/Conducting of Lectures, Practicals, Tutorials,	As per UoN Senate approved lecture timetable Full payment of the tuition fees and registration	Nil	First day of each semester to 13th week of each semester
	Student Experiential Learning and Academic Trips	Budget and schedule of activities as per number of students and staff	Nil	Two weeks
	Conducting Examinations	As per UoN Senate approved examination timetables Full payment of the tuition fees and registration	Nil	14th and 15th week of each semester
	Issuance of Provisional Results	Approval by the Faculty Committee of Examiners	Nil	One week after approval
	Submission of Consolidated Marksheets	Finalized results sent to the Central Examinations Centre following the end of the academic year examinations	Nil	One week after Faculty Academic Committee approval
	Graduation	Successful completion of studies Clearance certificate, payment of convocation fee, congregation fee and other prescribed fees	3,500/=	To be held in September and December every year
STUDENT AFFAIRS	Mentorship, counseling and career guidance	Adherence to University regulations and Core Values	Nil	Within timelines specified in University policies
	Provision of Library Services	Students/staff ID	Nil	Library open 8.00 am to 10.00 pm weekdays; 8.00 am to 5.00 pm weekends; Online services available
	Co-curricular activities	Joining clubs, societies and professional bodies	Nil	Every academic year
	Disciplinary cases for students	Preparation of evidence	Nil	To be completed within 30 working days
	Clearance of Students	Completed clearance forms	Nil	To be finalized within seven (7) days from the date of receipt
RESEARCH, INNOVATION AND ENTERPRISE	Innovation Consultancy and Enterprise	Adhere to applicable laws and policies	Nil	Approved calendar
	Supervision of Postgraduate Research Projects and theses	Submission of the thesis by student Give feedback on thesis Payment of supervision fees as per the programme	Nil	Feedback to student within two (2) weeks after receiving the thesis
RESOURCES MANAGEMENT	Management of Human Resource	Rationalized teaching workload Duty allocation to all staff Adherence to statutory, regulatory and relevant policies Staff Performance Appraisal	Nil	Teaching and staff duty allocation approved in departmental meeting prior to commencement of academic year. Staff Appraisal for each Financial to be completed 30th June every year
	Procurement of Goods and Services	Getting the due approvals	As per the budget	To be done within eight weeks
	Payment for Services and Goods Received	LPO; Invoices; Delivery notes	As per the budget	Within credit period/60 days
	Management of Physical Facilities, Infrastructure and equipment	Filled MI forms Necessary approvals Prudent use of equipment and facilities	As per the budget	Updating inventory every year Repairs and calibration of equipment before commencement of each academic year
COMPETITIVENESS AND IMAGE	Engagement with industry	Active agreements and memorandum of understanding	Nil	Processing of agreements immediately after conclusion Implement as per agreed milestones
	Maintain Competitiveness	Updated departmental website		Updating of website every 3 months
	Responding to Telephone Calls	Official lines	Nil	Within twenty seconds
	Routine correspondence	Correspondence including e-mails to be received and responded to promptly	Nil	Correspondence replied to within 7 days after receipt

Complements and suggestions should be forwarded to:
Chairman,
Department of Plant Science and Crop Protection, Faculty of Agriculture, University of Nairobi
P.O. Box 29053-00625 Kangemi, Nairobi.
Email: dept-pscp@uonbi.ac.ke Tel. No. +254-020-4916020, <https://plantscience.uonbi.ac.ke/>

Complaints may also be lodged with the Commission of Administrative Justice, Office of the Ombudsman, as follows:
The Commission Secretary/ Chief Executive Officer, Commission on Administrative Justice, West End Towers, 2nd Floor, Waiyaki Way, Westlands;
P. O. Box 20414-00200; Tel:+254 020 2270000 Nairobi; Toll free line: 0800 221349
SMS: 15700; E-mail: complain@ombudsman.go.ke; Website: www.ombudsman.go.ke

Chairman
Department of Plant Science and Crop Protection

10th September 2025