



**UNIVERSITY OF NAIROBI**  
**FACULTY OF ARTS AND SOCIAL SCIENCES**  
**DEPARTMENT OF JOURNALISM AND MASS COMMUNICATION**

**CITIZEN SERVICE DELIVERY CHARTER**

**Commitment to Service Delivery**

SERVICE	REQUIREMENTS	COST	TIMELINE
Issuance of admission letters	Meets admission requirements	Nil	Eight weeks prior reporting date
Orientation of students	Admission to University	Nil	Within seven (7) days reporting
Issuance of academic guidelines	Admission to University	Nil	Upon registration
Conducting of lectures and other academic activities	Course registration	As per the admission letter	As per approved schedules
Consolidated mark sheets	Timely marking of exams	Nil	six (6) weeks following end of examination
Supervision of Masters & Doctoral Project/Thesis	Submission of Project/Thesis	Nil	Feedback to students with two (2) weeks after receiving a Project / Thesis
Issuance of Attachment letter	Must be in second semester third year	Nil	Within two (2) working days
Missing Marks	Filling in examination query form	Nil	Within seven (7) working days
Responding to telephone calls	Nil	Nil	Within twenty seconds
Clearance of students	As per guidelines	Nil	To be finalized within one (1) working day
Routine correspondence/requests	As per guidelines	Nil	Within four (4) working days
Graduation Ceremonies	Completion of studies	Kes 5,000	Held every September & December

**Complaints, complements and suggestions should be forwarded:**

Chairman, Department of Journalism and Mass Communication, Education Building, Third Floor,  
Room 302, P.O. Box 30197-0100, Nairobi Tel: 0757 115431, 020-4913208 Extension:3208/28080

Email: [soj@uonbi.ac.ke](mailto:soj@uonbi.ac.ke)

**Besides, complaints may be lodged with the Commission for Administrative Justice, Office of the Ombudsman:**

The Commission Secretary/Chief Executive Officer, West End Tower, 2<sup>nd</sup> Floor, P.O. Box 20414-00200,  
Nairobi Tel: 020 2270000,

Email: [complain@ombudman.go.ke](mailto:complain@ombudman.go.ke)