



UNIVERSITY OF NAIROBI
FACULTY OF HEALTH SCIENCES
DEPARTMENT OF DIAGNOSTIC IMAGING AND RADIATION MEDICINE
CITIZENS SERVICE DELIVERY CHARTER
 Commitment to Service Delivery

CORE MANDATE	SERVICE	REQUIREMENTS	COST	TIMELINES
TEACHING AND LEARNING	Admission	Meet senate approved course requirements	Nil	Admission letter issued 1 month prior to reporting date
	Teaching	Clearance of prescribed course fees and registration	Nil	As per timetables in compliance with senate approved dates
	Examinations	Payment of prescribed course fees and registration	Nil	Senate approve exam schedules
	Graduation	Clearance certificate, hire of academic gown and payment of prescribed fees	KES 1,000	September and December every year
STUDENT AFFAIRS	Mentorship counseling and guidance	Adherence to University regulations and core values	Nil	Mentors allocate within timelines specified in university policies Every calendar year
	Co-curricular activities	Joining clubs, societies and professional bodies	Prescribed student fees for professional bodies	
	Student welfare services	Fully registered student	Nil	Senate approved calendar
RESEARCH, INNOVATIONS AND ENTERPRISE	Supervision of, undergraduate, postgraduate research projects and theses Innovation	Submission of research projects and theses by a student	NIL	Feedback from supervisor should be within two weeks
		Adherence to applicable laws and policies	Nil	Approved calendar
	Consultancy and Enterprise	Adherence to applicable laws	Nil	Approved calendar
RESOURCE MANAGEMENT	Management of Human resource	Adherence to statutory, regulatory and relevant policies	Nil	Senate approved calendar
	Management of physical facilities and infrastructure	Adherence to statutory, regulatory and policy guidelines Adherence to statutory, regulatory and policy guidelines	Nil	Senate approved calendar
	Management of financial resources	Adherence to statutory, regulatory and policy guidelines	Nil	As per approved timelines and in conformity with policies
COMPETITIVENESS AND IMAGE	Corporate branding	Adherence to applicable laws and	Nil	Approved calendar

	Engagement with industry Maintain competitiveness	policies. Adherence to applicable laws and policies Adhere to applicable laws and policies	Nil Nil	Approved calendar Approved calendar
GOVERNANCE, LEADERSHIP AND CULTURE	Forster good corporate governance and leadership Entrench positive institutional culture	Adherence to statutory, regulatory and policy guidelines Adherence to statutory, regulatory and policy guidelines	Nil Nil	Approved calendar As per approved timelines and in conformity with policies and core values

COMPLAINTS, COMPLIMENTS AND SUGGESTIONS CAN ALSO BE FORWARDED TO HEAD OF DEPARTMENT, DETAILS TO BE ACCESSED IN THE UNIVERSITY WEBSITE.

**CHAIRMAN, DEPARTMENT OF DIAGNOSTIC IMAGING AND RADIATION MEDICINE
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