



UNIVERSITY OF NAIROBI
FACULTY OF HEALTH SCIENCES
DEPARTMENT OF DENTAL SCIENCES

Customer Service Charter

Commitment to Service Delivery

Core Mandate	Service	Requirements	Cost	Timelines
1. TEACHING AND LEARNING	1. Admissions	a. Meets approved requirements as per senate approved curriculum b. Pays fees c. Attends classes	Nil	Shortlisting done in one week upon receipt of application
	2. Teaching	a. Evidences of payment of all fees b. Has attended at least two third of lectures/clinics/log book.	Nil	Within University term/semester dates
	3. Examination	Has cleared with the dept as per the clearing requirements.	Nil	End of academic year as per semester dates
	4. Graduation	Clearance with various departments.	Nil	Immediately upon presentation of clearance documents
2. STUDENT AFFAIRS	1. Mentorship	1. Chairman assigns students to staff	Nil	Continuous
	2. Co-Curricular activities	2. Clubs/Associations/social groups/professional entities.	Pay prescribed fees	Continuous
	3. Student Welfare Services	Registered students in the department.	Nil	When required
3. RESEARCH, INNOVATION & ENTREPRISE	1. Supervision of post-graduate thesis and dissertation.	Identification of topic, proposals and approvals given.	Approval fees	Continuous
	2. Conduct Research in diverse areas.	Identification of topic, proposals and approvals given	Approval fees	Continuous

	3. Innovation	Conduct relevant innovations that address real problems	Pay applicable fees	Continuous
	4. Consultancy and enterprise	Competency and Competitiveness	Pay as per situation	Continuous
4. RESOURCE MANAGEMENT	1. Human Resource	Keep staff motivated	Nil	
	2. Physical infrastructure	All infrastructure is in functional and usable state	As per situation	Continuous
	3. Financial	Prudent financial management	Nil	Continuous
5. IMAGE AND COMPETITIVENESS	1. High quality academic programs	Offer high notch academic program as per industry	Nil	Continuous
	2. Timely delivery of service	Skilled and dedicated personnel	As per need	Continuous
	3. Attend to Patients promptly and professionally	Skilled and dedicated personnel	Nil	Continuous
6. GOVERNANCE, LEADERSHIP AND CULTURE	Embrace good leadership, governance and strong values	Adhere to established UON governance structures and values	Nil	Continuous

For Inquiries, please contact 0204915901 Or 0204915907