



**UNIVERSITY OF NAIROBI
SCHOOL OF DENTAL SCIENCES**

SERVICE DELIVERY CHARTER

S.NO	SERVICE	REQUIREMENTS	COST FOR IMPLEMENTING	TIMELINE
1	Processing applications for Module II applicants	Upon receiving online applications	Nil	2 weeks after receiving uploads
2	Orientation of first year students after reporting	After students have finalized registration details	Nil	7 working days from reporting time
3	Providing guidelines to students can on examination procedures, fee payments rules, students support within the School, Teaching Timetables, Dressing code	Upon Registration	Nil	Day of registration
4	Lecturers and other activities to be conducted as per timetable	Payment of fee	Nil	Fully and on time as per approved timetable
5	Examination will be marked and results declared	- Upon sitting for examination - Completion of fee payable	Nil	As per approved timetable
6	Consolidated mark sheet will be finalized and forwarded to examination centre	- Successful completion of examination - Completion of fee payable	Nil	4 weeks
7	Supervisors of Projects, Dissertation and Thesis shall give feedback to students	Submission of dissertations, project and thesis by students to supervisor	Nil	Within 2 weeks of receiving student's work
8	School Library shall open from 8.00am to 5.00pm	Student ID Card to access	Nil	All 5 days of the week (Monday – Friday)

9	Shortlisting of applicants for vacant positions to be finalized	Applicants Lists	Nil	Within 2 weeks from date of receiving applicants list
10	Patients will be issued with a receipt upon payment through pay bill for services to be offered	A cashier and receipt dispensing machine	Nil	Immediate
11	Medical file will be opened for new patient	Payment of registration fee	300	Within 10 minutes of reporting at reception
12	Old and existing patient(s) files will be returned and submitted to Nursing desk in respective clinics	Appointment card	Nil for patient file with appointments of less than six months	Less than 10minutes
13	Clearance of students	Cleared fee	Nil	Immediately
15	Patient(s) will be received promptly and given clear guidelines at the Reception pertaining services	Receptionist availability	Nil	Promptly
16	Theatre Services will be provided as decided by clinicians	Clinician availability	Nil	As soon as possible
17	Clients complaint will be channeled through available mechanisms	- Complaints Register - Emails - Telephones - Suggestion boxes - Verbal	Nil	Immediately
18	Clearance for students	Completed term	Nil	Immediately
19	Inpatient services	Fees as required	-	As prescribed by clinician
20	Ambulance Services	Suitable Ambulance	-	As need arises
21	Patients confidentiality is maintained	Authorized staff to be handed the Personal file	-	All times