



**STUDENT WELFARE AUTHORITY**  
**CITIZENS' SERVICE DELIVERY CHARTER**  
**COMMITMENT TO SERVICE DELIVERY**

SERVICES	REQUIREMENTS	SERVICE COST	TIMELINE
Issuance of room application forms	Meeting University admission	Nil	Eight weeks prior to reporting date
Online room application	On receiving admission letters	Nil	Eight weeks prior to reporting date
Online room allotment	All UON students who have applied	Nil	1 month prior to reporting date
Online room confirmation by students	All students who have been allotted rooms online and have paid requisite accommodation charges	Nil	3 weeks from date of allotment
Opening of student's Kitchens & other cafeterias for Breakfast	UON students or other clients	Requisite charges per meal (menu)	7:00 am to 9:00am (Some cafeterias offer 24 hour service)
Opening of student's Kitchens & other cafeterias for lunch	UON student or other clients	Requisite charges per meal (menu)	12:00 pm to 2:30 pm (Some cafeterias offer 24 hour service)
Opening of student's Kitchens & other cafeterias for supper	UON student or other clients	Requisite charges per meal (menu)	6:00pm to 8:00 pm (Some cafeterias offer 24 hour service)
Students and staff disciplinary	Preparation of charges	Nil	2 months
Staff performance appraisal	Completing of appraisal forms	Nil	Conducted between October and March every academic year
Process of recruitment and promotion	Meeting application deadline	Nil	To be conducted within twelve weeks from application to issuance of letters
Procurement of goods and services	Getting the due approvals	Nil	Conducted within eight weeks
Students clearance	Registering intention to clear online	Nil	1 day
Responding to telephone calls	-	Nil	Within 20 seconds

Complaints, compliments and suggestions should be forwarded to

Director  
Student Welfare Authority  
University of Nairobi  
P. O. Box 30344 – 00100  
Nairobi – Kenya  
Tel: 020-2728116  
Email: [dswa@uonbi.ac.ke](mailto:dswa@uonbi.ac.ke)  
[Director-swa@uonbi.ac.ke](mailto:Director-swa@uonbi.ac.ke)