

STUDENT WELFARE AUTHORITY

CITIZENS' SERVICE DELIVERY CHARTER

COMMITMENT TO SERVICE DELIVERY



MAMLAKA YA MASLAHI YA WANAFUNZI

MKATABA WA KUTOA HUDUMA KWA WANANCHI

MKATABA WA UTOAJI HUDUMA

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

HUDUMA	YANAYOHITAJIKA	GHARAMA YA HUDUMA	MUDA
Kutolewa fomu za kuomba chumba	Kufaulu kupata usajili chuoni	Hakuna	Wiki nane kabla ya tarehe ya kufika chuoni
Kuomba chumba kwa njia ya mtandao	Baada ya kupokea barua za usajili	hakuna	Wiki nane kabla ya tarehe ya kufika chuoni
Wanafunzi kuthibitishwa kupata chumba kupitia mtandao	Wanafunzi wote waliopewa vyumba kupitia mtandao na wakalipa ada za malazi zinazohitajika	Hakuna	Wiki 3 kuanzia tarehe ya kupewa chumba
Kufunguliwa meko za wanafunzi na mikahawa mingine kwa chamshakinywa	Wanafunzi wa Chuo kikuu cha Nairobi au wateja wengine	Malipo husika kwa kila mlo (menyu)	Saa moja asubuhi hadi saa tatu asubuhi (Baadhi ya mikahawa ina huduma za masaa 24)
Kufunguliwa meko za wanafunzi na mikahawa mingine kwa chamchana	Wanafunzi wa Chuo kikuu cha Nairobi au wateja wengine	Malipo husika kwa kila mlo (menyu)	Saa sita aduhuri hadi saa nane unusu (baadhi ya mikahawa ina huduma za masaa 24)
Kufunguliwa kwa meko za wanafunzi na mikahawa mingine kwa chajjo	Wanafunzi wa Chuo Kikuu cha Nairobi au wateja wengine	Malipo husika kwa kila mlo (menyu)	Saa kumi na mbili jioni hadi saa mbili usiku (Baadhi ya mikahawa ina huduma za masaa 24)
Kamati za nidhamu kwa wafanyikazi na wanafunzi	Matayarisho ya mashtaka	Hakuna	Miezi miwili (2)
Kutathmini utendakazi wa wafanyikazi	Kumaliza kujaza fomu za kutathmini utendakazi	Hakuna	Hufanywa kati ya mwezi Oktoba na Machi kila mwaka wa masomo
Mfumo wa kuajiriwa na kupandishwa madaraka	Kutuma maombi katika muda uliowekwa	Hakuna	Mahojiano kipindi cha majuma kumi na mawili baada ya kutuma maombi na kupokea barua
Ununuzi wa bidhaa na huduma	Kupata rufusa inayohitajika	Hakuna	Hutekelezwa katika muda wa wiki nane
Wanafunzi kumaliza masomo	Kusajili nia ya kutoka chuoni kupitia mtandao	Hakuna	Siku moja (1)
Kujibu simu		Hakuna	Katika muda wa sekunde 20

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
Director-swa@uonbi.ac.ke

Malalamiko, pongezi na maoni yatumwe kwa

Mkurungezi

Mamlaka ya Maslahi ya Wanafunzi
Chuo Kikuu cha Nairobi

S.L.P 30344-00100, Nairobi-Kenya
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