

Commitment to Service Delivery

In our service delivery, we pledge that:

- All Lectures shall be conducted fully and on time, as per approved timetables.
- Consolidated mark sheets shall be finalized and forwarded to examinations office within one month following end of examinations.
- Postgraduate supervisors for Master or Doctoral degrees will give feedback to their students within two weeks after receiving a project or thesis.
- The School shall participate fully in ensuring graduation ceremonies are held on schedule in September.
- The process of short listing for recruitment and promotion shall be completed within two weeks on reception of the applications.
- Staff performance appraisal shall be conducted between October and March every academic year.
- Procurement of goods and services shall be done within eight weeks (8), and in line with the University and government procurement regulations
- The School shall maintain a healthy, safe and pleasant environment
- The School is an **ILLICIT DRUG FREE** and a **NO SMOKING ZONE**.
- All telephone calls shall be attended to within twenty seconds
- Routine correspondence shall be replied to within seven days from the date of receipt.
- In line with University policy, the School shall not condone impropriety.
- In line with the University policy, the School shall be a **CORRUPTION FREE** zone.
- Clearance of students and staff shall be finalized within two days.
- Timeliness shall be observed in the course of service delivery.
- The School shall endeavour to link industry and students to secure them employment and internship.

Feedback

Complaints, compliments and suggestions should be forwarded to respective Departments.

Feedback may be channeled via telephone, letters, e-mail or suggestion boxes.

Confidentiality and privacy shall be respected.

All feedback shall be addressed within seven days

Comments to:

Dean, School of Built and Environment

P.O. BOX 30197-00100, Nairobi, Kenya. Tel: +254 – 20 – 2318944

Email: deanfadd@uonbi.ac.ke