



UNIVERSITY OF NAIROBI

DIRECTORATE OF FACILITY MANAGEMENT

CUSTOMER SERVICE DELIVERY CHARTER

CORE MANDATE	SERVICE	REQUIREMENT	COST	TIMELINES
RESOURCES MANAGEMENT	Allocation of University houses	Applicant must be a university staff Applicant must apply for the house	NIL	A day after release of minutes of the Housing Allocation Committee
	Checking out tenants	One month notice to vacate Clearance of latest utility bills & closure of utility accounts with the service provider & Rent clearance	NIL	One month after receiving notice to vacate
	Processing of utility bills	Timely forwarding of utility bills	NIL	Within one week of receiving
	Servicing of Equipment	Executed maintenance contract	As per the contracts	As per the contracts
	Payment of rates for university land	Invoices from relevant local authorities	As per the invoices	31st March for every Financial year
	Payment of ground rent for university land	Invoices from the Ministry of Lands	As per the invoices	30 June for every financial year
	Rent collection	Quarterly payments in advance	Rent payable as per the lease agreement	Quarterly in advance
	Lease Administration	Signed letter of offer by the university management and the landlord	Rent deposit	Lease term
	Valuation of assets	Written instructions from the user	Cost of travel	Within 3 weeks of receiving
	Maintenance of facilities	Fill M1 form Receipt of materials	Nil	Within 7 days of receiving materials
	Preparation and forwarding of estimates request	Written request	Nil	Within 7 days of receiving the request
	Motor vehicle repair/servicing	Written request from the user Availability of funds and spares	As per the estimates	4 weeks of receiving request
	Process transport requests	Written request from the user Approval from COO	Nil	5 days prior to date of travel
	Issuance of travel permits	Approval from COO	Nil	1 day after receiving of approval
Motor vehicle accidents	Report from the Driver Provision of relevant documents A report to Capital Section	NIL	Within 24 hours	
Motor vehicle Inspection and preparation of specifications	Written request from the user	Nil	1 day after approval	

Complaints, compliments and suggestions should be forwarded to:

Office of the Director,
 Directorate of Facilities Management
 University of Nairobi, Main Campus, Estates Block
 Harry Thuku Road, P. O. Box 30197 – 00100, Nairobi, Kenya
 Tel: +254 772 262488
 Fax: +254-020-245566,
 Mobile: +254 732 020207
 Toll free line: 0800 221343
 E-mail: vc@uonbi.ac.ke
 Website: www.uonbi.ac.ke

Complaints may also be lodged with the Commission of Administrative Justice, Office of the Ombudsman, as follows:

The Commission Secretary/ Chief Executive Officer,
 Commission on Administrative Justice,
 West End Towers, 2nd Floor, Waiyaki Way, Westlands
 P. O. Box 20414-00200
 Tel: +254 020 2270000 Nairobi
 Toll free line: 0800 221349 SMS: 15700
 E-mail: complain@ombudsman.go.ke
 Website: www.ombudsman.go.ke