

UNIVERSITY OF NAIROBI
DEPARTMENT OF DIRECTORATE OF FACILITY MANAGEMENT
CUSTOMER SERVICE DELIVERY CHARTER
Commitment to Service Delivery

CORE MANDATE	SERVICE/TARGET/COMMITMENT	REQUIREMENTS	COST	TIMELINE	KEY PERFORMANCE INDICATOR/Activities required to meet the target	EXPECTED OUTCOME
TEACHING & LEARNING	Admission	Meeting university senate approved minimum admission requirements	NIL	Shortlisting applicant and follow up issuance of admission letter to allow applicant pay fee and register for courses	Ensure that admission offices and spaces are clean/, functional and well equipped; Setting dedicated spaces for document verification, counselling; provide necessary equipments such as projectors; ensure seats for the applicants/new students ;	Department ensures that admission process runs efficiently , providing a positive first impression for the participants (students and their families)
	Teaching	Payment of prescribed fee and registration	NIL	As per the senate approved schedules	Provision of well maintenance class rooms; labs. Libraries and other facilities for effective learning; ; Adequate space that encourages student engagement and participation;	Create comprehensive and effective teaching and learning experience that empowered both educator and learners
	Examination	Payment of prescribed fee and registration	NIL	As per the senate approved schedules	Provision of adequate, clean and equipped examination halls with seating arrangements clearly marked spaces to maintain discipline; Transport required resources Ferry invigilators and support staff to ensure smooth conduct of exams;	These outcomes ensure a reliable and effective administration of examination processes that maintain integrity ;
	Graduation	Clearance certificate, hire of academic dress and payment of prescribed fees	NIL	September and December every year	Well organized graduation ceremony with properly arranged venue, seating and facilities for attendees'	The outcomes ensure that graduation process is efficient, organized, respective
STUDENTS AFFAIRS	Mentorship, Counselling and career guidance	Adherence to the University regulations and core values	NIL	Within the timeliness specified in the University policies	Ensures dedicated space for mentorship, sessions, counselling and workshops; provide resources transport, seating arrangements, projectors and other tools)	By ensuring functional and well maintained facilities, the Department enables mentorship, counselling
	Core-curricular activities	Joining clubs, societies and professional bodies	NIL	Every academic year	Ensure classrooms and labs and other spaces used for academic purposes are well maintained, equipped and conducive; for learning; Manage sports fields;	Ensures that core and co-curricular activities can be conducted effectively,

	Student welfare services	Fully registered students	NIL	Senate approved calendar	Allocate office space; Maintain rooms and offices for students services such as counselling and career guidance; provide areas like cafeteria or recreational spaces where students can relax	Ensure facilities meet the needs of student services , enhance overall students experience, supporting their
RESEARCH, INNOVATIONS AND ENTREPREISE	Supervision of postgraduate Research Projects and theses	Feedback from the supervisor to the student within two weeks	NIL	Approved calendar	Ensure that labs, libraries and workshops are accessible and well maintained: Allocate space: Ensure availability of essential utilities e.g water and electricity	Create conducive environment for academic and research excellence; Well equipped and supportive environment contribute to higher satisfaction levels among postgraduate students and supervisors;
	Innovation	Adherence to the applicable laws and policies	NIL	Approved calendar	Allocate spaces and meeting rooms for the innovators; Support innovation in renewable energy, waste reduction and resource efficiency; Regular maintenance of existing infrastructure to ensure efficiency	Enhanced creativity and problem solving capabilities
	Consultancy and Enterprise	Adherence to the applicable laws and policies	NIL	Senate approved calendar	Ensure access to meeting rooms, conference halls required for consultancy; Provide space and meeting rooms;	Ensure smooth operations, enhances services delivery and foster business growth; Enhanced business productivity
RESOURCE MANAGEMENT	Management of Human Resources	Adherence to the statutory, regulatory and policy guidelines	NIL	Senate approved calendar	Maintain safe, efficient and supportive workplace environment; Ensure that workspaces are comfortable , clean and conducive to productivity	Increased productivity[; Improved employee satisfaction; Enhanced retention rates;
	Management of physical facilities and infrastructure	Adherence to the statutory, regulatory and policy guidelines	NIL	As per the approved timelines and in conformity with the policies	Oversee routine maintenance and repair of buildings; Implement preventive maintenance schedules to avoid breakdown	Operational efficiency; Cost saving; Safe and secure environment for employee, customer and visitors;
	Management of Financial resources	Adherence to the statutory, regulatory and policy guidelines	NIL	Approved calendar	Prepare budgets for maintenance, repairs and upgrades; Forecast facility related costs such as energy, utilities and staffing needs;	Reduced operational and maintenance cost; Lower energy and utility expenses
COMPETITIVENESS AND IMAGE	Corporate Branding	Adherence to the applicable laws and policies	NIL	Approved calendar	Design, clean and maintain corporate facilities directly impact visitor's and client's perception of the company	Improved employee morale and productivity i.e comfortable, safe

						and inspiring workplace fosters employee satisfaction leading to higher engagement
	Engagement with the Industry	Adherence to the applicable laws and policies	NIL	Approved calendar	Hosting industry events i.e the department coordinates and manages venues, logistics and resources for the conferences	Foster engagement with the industry by ensuring that organization's environment, operations and events align with the professional standards
	Maintain competitiveness	Adherence to the applicable laws and policies	NIL	Approved calendar	Provide spaces that enable high quality outputs' Implement preventive maintenance schedules to reduce disruptions	Improved productivity i.e good environmental lead to higher output
GOVERNANCE, LEADERSHIP AND CULTURE	Foster Good Corporate Governance and Leadership	Adherence to the statutory, regulatory and policy guidelines	NIL	Approved calendar	Provide space and tools for open or transparent dialogue; ; Maintain systems for tracking resource allocation and utilization thereby fostering accountability; Offer space for the stakeholders consultations	Improved accountability and transparency; Lead to efficient leadership processes;
	Entrench positive institutional culture	Adherence to the statutory, regulatory and policy guidelines	NIL	As per the approved timelines and in conformity with the policies and core values	Maintain welcoming spaces and pleasing; Ensure cleanliness; Ensure facilities are accessible to persons with disabilities;	Enhanced organizational cohesion with shared spaces and positive Green practices contribute to long-term sustainability and institutional success

Complaints, compliments and suggestions should be forwarded to:
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