

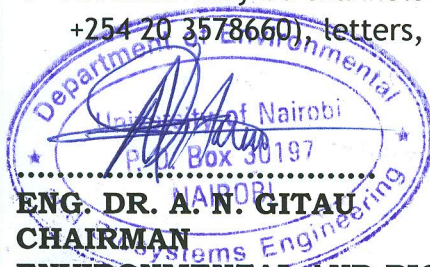
## **DEPARTMENT OF ENVIRONMENTAL AND BIOSYSTEMS ENGINEERING** **SERVICE DELIVERY CHARTER 2012/2013**

### **Commitments to service delivery**

- ❖ Upon registration, a new student shall be issued with clear guidelines on academic programmes, examination rules, fees structure, student support services and disciplinary procedures.
- ❖ All lectures and other learning activities shall be conducted fully and on time, as per approved schedules.
- ❖ Consolidated mark sheets shall be finalized and forwarded to examinations office, within the framework of SMIS one (1) month following end of examinations.
- ❖ Postgraduate supervisors for Masters or Doctoral degrees will give feedback to their students within two weeks after receiving a project or thesis.
- ❖ Staff performance appraisal shall be conducted between October and March every academic year.
- ❖ The Department shall maintain a healthy, safe and pleasant environment.
- ❖ The Department 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 one day from the date of receipt.
- ❖ The Department shall not condone impropriety.
- ❖ The Department 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.
- ❖ We shall endeavour to link industry and students to secure them attachment, internship and employment.

### **Feedback**

- ❖ Complaints, appeals, compliments and suggestions should be forwarded to the head of department.
- ❖ Feedback may be channeled via telephone (+254 20 318262 Ext. 28452 and or +254 20 3578660), letters, and e-mail ([uon-ebe@uonbi.ac.ke](mailto:uon-ebe@uonbi.ac.ke)) or suggestion boxes.



**ENG. DR. A. N. GITAU**  
**CHAIRMAN**  
**ENVIRONMENTAL AND BIOSYSTEMS ENGINEERING**

*4th September 2012*  
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**STAMP & DATE**