



UNIVERSITY OF NAIROBI

DEPARTMENT OF THE OFFICE OF THE DEAN OF STUDENTS

Service Delivery Charter Our Commitment to Service Delivery

The Office of the Dean of Students deals specifically with the students' issues upon joining the University up to when they graduate. The University life is the basis of an individual's profession and thus requires the person to be prepared psychologically. In case you are in need of any assistance, whether small or big, do not hesitate to visit the office of the Dean of students, his/her Deputies, Counsellors or the University Chaplain.

	SERVICES	REQUIREMENTS	COST	TIME LINE
1	Receipt and Acceptance of announcements or printed instructions from organisation in the University departments.....	<ul style="list-style-type: none"> To receive the job training or employment Verification of the Organisation giving the employment 	Nil	24 Hours upon receipt of the application
2	To receive and accept application from a student on job training, instructions printing or employment	<ul style="list-style-type: none"> The applicant should be a continuing student or has graduated from the University of Nairobi Application to be sent through the email 	Nil	Within 24 Hours upon receipt of the application
3	Letter of introduction to the employers	<ul style="list-style-type: none"> The applicant should be a continuing student or a graduate of the University of Nairobi Receipt of the application 	Nil	With the working days
4	Start of counselling	<ul style="list-style-type: none"> Receipt of the application or reply The person in need of the service must be student or staff of the University of Nairobi Presence of person in need of the service 	Nil	Within 24 Hours of application or given an appeal
5	The Counsellor will be treated with respect and kindness	<ul style="list-style-type: none"> The client must continue to receive counselling/must be counselled 	Nil	Every time
6	Registration of the Students Organisations	<ul style="list-style-type: none"> Receipt of the application To follow the Constitution of Kenya and other legislation that govern formation and registration of student's organisations 	Nil	14 Days after Interviews or verification and approval
7	Religious Services	<ul style="list-style-type: none"> Receipt of application The service must be offered to the staff or the students of University of Nairobi 	Nil	Within 1 working day

Any observations or question to be directed to

The Dean of Students

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Twitter: [@UoNDeanStudents](https://twitter.com/UoNDeanStudents)