



**COLLEGE OF HEALTH SCIENCES
SCHOOL OF DENTAL SCIENCES
DEPT. OF PAEDIATRIC DENTISTRY & ORTHODONTICS**

**CITIZENS SERVICE DELIVERY CHARTER
COMMITMENT TO SERVICE DELIVERY**

SERVICE	REQUIREMENTS	COST	TIMELINE
Conducting of lectures and other learning activities	Prompt payment of fees and other charges	As detailed in the admission letter	Fully and on time as per approved schedules
Supervision of Masters projects/Doctoral dissertations or Thesis	Completion and forwarding of Masters Project, Doctoral Dissertation/Thesis	Nil	Ongoing supervision feedback to students within two(2) weeks after receiving the students' work
Consolidated mark sheets	Timely marking of examinations	Nil	Four (4) weeks following the end of examinations
Disciplinary cases for students	Preparation of absent students list	Nil	At the end of every quarter
Recruitment and promotion of staff	Meeting University Recruitment/Promotion requirements	Nil	Shall be completed within 12 weeks from advertisement to issuance of letters
Staff performance appraisal	Filling the appraisal form and having served in a particular position for at least six months of the appraisal period.	Nil	To be conducted between October and March of every Academic year.
Responding to telephone calls	Communication to be received and responded to promptly	Nil	Calls to be attended to within 20 seconds
Clearance of students	Students to be fully cleared by the respective department	Nil	To be finalized within two (2) days
Procurement of goods and services	Getting the due approvals providing materials and services that reflect the true value for money paid	Nil	To be done within eight (8) weeks

Financial Accounting	To observe all University financial regulations and procedures	Nil	To process approved payments within three (3) days
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Complaints, compliments and suggestions should be forwarded to The Head of Department, Paediatric Dentistry & Orthodontics:

**Chairman
Department of Paediatric Dentistry & Orthodontics
P.O. Box 19676
Nairobi -00200, Kenya
Telephone: +254-020-2713627
E-mail: dept-paeddentistry@uonbi.ac.ke**



CHUO KIKUU CHA NAIROBI
CHUO CHA SAYANSI ZA TIBA
IDARA YA HUDUMA YA MENO YA WATOTO
HATI YA UTOAJI HUDUMA KWA UMMA

HUDUMA	MAHITAJI	GHARAMA	MUDA
Kutolewa kwa Mihadhara na shughuli nyingine za mafunzo	Baada ya kulipa karo na ada nyinginezo zilizoidhinishwa	Kama ilivyolezwa katika barua ya mwaliko kujiunga na chuo	Kwa wakati ufaao na kwa mujibu wa ratiba zilizoidhinishwa
Usimamizi wa Miradi, Tafiti na Tasnifu za Uzamili na Uzamifu	Kumaliza na kupeleka karatasi na tasnifu za Uzamili na Uzamifu kwa wasimamizi	Hakuna malipo	Wanafunzi kupata maoni na majibu ya kazi zao wiki mbili (2) baada ya kuwasilisha kazi hizo
Kutolewa kwa maelekezo ya mipango ya masomo, taratibu na kanuni za nidhamu kwa wanafunzi	Baada ya kujiunga na chuo na kusajiliwa	Hakuna malipo	Baada ya kusajiliwa
Kesi za Nidhamu kwa Wanafunzi na Wafanyikazi	Kutayarishwa kwa mashtaka na tuhuma	Hakuna malipo	Kuhitimishwa katika kipindi cha siku thelethini (30) za utendakazi
Orodha jumuishi ya alama za mitihani	Mitihani kusahihishwa na kuhitimishwa kwa wakati ufaao	Hakuna malipo	Wiki (4) baada ya mitihani kumalizika
Kuajiriwa na Kupandishwa vyeo kwa Wafanyikazi	Kutimiza masharti ya Chuo Kikuu juu ya mahitaji ya Uajiri na Upandishwaji vyeo	Hakuna malipo	Kuhitimishwa katika kipindi cha wiki kumi na mbili tokea kutangazwa kwa nafasi hadi kutolewa kwa barua Uajiri au Upandishwaji vyeo
Tathimini za Utendakazi wa Wafanyikazi	Kujaza form za tathimini baada ya kuhudumu katika daraja fulani angalau kwa miezi sita katika mwaka kunapofanywa tathimini	Hakuna malipo	Kufanywa kati ya mwezi wa Oktoba na Machi kila mwaka

Kupokelewa kwa simu kwa haraka	Mawasiliano yote yatapokelewa na kushughulikiwa kwa haraka	Hakuna malipo	Simu kujibiwa katika muda usiozidi sekunde ishirini (20)
Ununuzi wa Bidhaa na Huduma	Kupata idhini zinazotakikana, kuwasilisha bidhaa na huduma zinazowiana na thamani kamili ya pesa zinazolipwa	Hakuna malipo	Kuhitimishwa katika kipindi cha wiki nane (8)
Uhasibu wa Fedha	Kuzingatia kanuni na taratibu za uhasibu za Chuo Kikuu	Hakuna malipo	Kushughulikia malipo yaliyoidhinishwa kwa muda usiozidi siku tatu (3)

UPOKEAJI MAONI NA MAJIBU

Malalamiko, pongezi na mapendekezo yatahitaji kuepelekwa kwa mkuu wa idara, idara ya huduma ya meno ya watoto:

Mkuu wa Idara
Idara ya huduma ya meno ya watoto
S.L.P. 19676—00200
NAIROBI

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