

**UNIVERSITY OF NAIROBI**  
**DEPARTMENT OF CIVIL & CONSTRUCTION ENGINEERING**

**SERVICE DELIVERY CHARTER**

In our service delivery we pledge that:

- The department is a corruption free zone
- The department shall not condone impropriety
- The department shall maintain a healthy, safe and pleasant environment
- The department shall remain 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 seven days from the date of receipt
- All lectures and other learning activities shall be conducted fully and on time, as per the approved schedules
- Consolidated examination mark sheets shall be finalized and forwarded to the Dean's office within one week of their approval by the School Board of Examiners
- Examination disciplinary cases for students shall be forwarded for action within one week of the completion of the examinations
- The department shall endeavor to link industry and students to secure them internship
- Staff performance appraisals shall be conducted between October and March every year
- Clearance of students and staff shall be finalized within one day of handing in the completed clearance form

**PROF. S. K. MWEA**  
**CHAIRMAN**  
**CIVIL ENGINEERING**

**MARCH 2013**