



# UoN-CHIVPR SERVICE CHARTER-ENGLISH

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**UNIVERSITY OF NAIROBI**

**COLLEGE OF HEALTH SCIENCES**

**CENTRE FOR HIV PREVENTION AND RESEARCH**

### CITIZENS SERVICE DELIVERY CHARTER

#### COMMITMENT TO SERVICE DELIVERY

<b>SERVICE</b>	<b>REQUIREMENTS</b>	<b>COST</b>	<b>TIMELINE</b>
Recruitment and Promotion of staff	Meeting University Recruitment/Promotion requirements	Nil	Shall be completed within 4 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 March of every Academic year
Disciplinary cases for staff	Preparation of charges	Nil	To be completed within 10 working 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 working days
Financial Accounting	To observe all University financial regulations and procedures	Nil	To process approved payments within three (3) days
Responding to telephone calls	Communication to be	Nil	Calls to be attended to



seconds

received and responded to promptly

Complaints, compliments and suggestions should be forwarded to Heads of Departments, details to be accessed in the University website.

[www.chivpr.uonbi.ac.ke](http://www.chivpr.uonbi.ac.ke)

All appeals on feedback to be forwarded to:

The Director,

CENTRE FOR HIV PREVENTION AND RESEARCH

P.O. Box 19676

Email:[chivpr@uonbi.ac.ke](mailto:chivpr@uonbi.ac.ke)

[www.chivpr.uonbi.ac.ke](http://www.chivpr.uonbi.ac.ke)

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Attachment	Size
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