

UNIVERSITY OF NAIROBI
CENTRE FOR INTERNATIONAL PROGRAMMES & LINKS
SERVICE CHARTER
COMMITMENTS TO SERVICE DELIVERY

S/NO.	SERVICE	REQUIREMENTS	COST	TIME LINE
1.	Serving our clients with dignity, courtesy and respect.	NIL	NIL	At all time
2.	Provide efficient and effective service	NIL	NIL	At all time
3.	Adhere to ethical and equitable service provision	NIL	NIL	At all time
4.	Uphold transparency and accountability	NIL	NIL	At all time
5.	Maintain appropriate confidentiality, passionately and with patriotism	NIL	NIL	At all time
6.	Maintain a healthy, safe and pleasant environment	NIL	NIL	At all time
7.	Attend all telephone calls	NIL	NIL	20 seconds
8.	Reply to routine correspondences	NIL	NIL	7 days from date of receipt
9.	Addressing complaints and suggestions from our customers	NIL	NIL	7 days from date of receipt

Centre for International Programmes & Links is located at the Main Campus, 2nd floor, Gandhi wing, Room 213 and is operational between 8.00 a.m. - 1.00 p.m. and 2.00-5.00 p.m.

Any queries, information or reports can also be made to:

The Director, CIPL

- P.O. Box 30197,00100, NAIROBI
- Tel : 2214917/318262 Extn. 28113/28135 Cellphone: 0712-718808
- Email: international@uonbi.ac.ke

CIPL is committed to be a leading Centre that enhances the University of Nairobi's international visibility, research, academic and cultural interactions