



**UNIVERSITY OF NAIROBI
DEPARTMENT OF EXTRA MURAL STUDIES
SERVICE CHARTER**

COMMITMENT TO SERVICE DELIVERY

- **All lectures shall be conducted fully and on time as per approved timetable.**
- **Supervisors for Masters and Doctoral degree will give feedback to their student within two weeks after receiving a project or thesis.**
- **The Department shall be opened from 8am – 5pm and the evening up to 8pm**
- **The staff of the Department shall serve over the weekends from 8am to 5pm.**
- **The Department is a corrupt free zone**
- **The Department shall provide efficient and effective services at all time**
- **The staff of the Department shall discharge their duties professionally and passionately and with patriotism.**
- **The examination results shall be released on time that is two weeks after external moderation.**
- **The certificate student shall be issued with their certificates two months after completion of the course.**
- **The Department is an illicit drug free and no smoking zone.**
- **The following is an email address of the Department:-**

dems.staff@yahoo.com