



SERVICE	REQUIREMENTS	COST	TIMELINE
Conducting of lectures and other learning activities	Prompt payment of fees and other charges	As detailed in the fees structure	Fully and on time as per approved teaching schedules
Supervision of Doctoral, Masters and undergraduate research projects, dissertation thesis or dissertation writings	Completion of bench work and writing of thesis or dissertations	Nil	Ongoing supervision feedback to students within two(2) weeks after receiving students' work
Conducting and marking of CATs and university examinations	Timely conducting and marking of examinations	Nil	Two(2) weeks of submitting marked scripts and duly filled individual mark sheets
Preparation of graduands for graduation	Successful completion of subscribed examinations	Kshs. 3000.	To be done annually three(3) weeks before December graduation
Staff performance appraisal	Filling of staff appraisal forms.	Nil	To be conducted between October and march of every academic year.
Procurement of goods and services	Getting the due approvals providing proper specifications and filling necessary documents	Nil	To be done within eight(8) weeks
Responding to inquiries	Communication to be received and responded to promptly	Nil	Within seven (7) working days Telephone calls attended to within 20 seconds.

Complaints, compliments and suggestions should be forwarded to the Chairman Department of Biochemistry.

All appeals on feedback to be forwarded to:

Chairman Department of Biochemistry, P.O. Box 30197-00100, Nairobi. Tel 254-204442841

Email: dept-biochem@uonbi.ac.ke