



**UNIVERSITY OF NAIROBI**  
**COLLEGE OF HEALTH SCIENCES**  
**DEPARTMENT OF PERIODONTOLOGY/COMMUNITY AND PREVENTIVE DENTISTRY**

**CITIZENS SERVICE DELIVERY CHARTER**  
**COMMITMENT TO SERVICE DELIVERY**

<b>SERVICE</b>	<b>REQUIREMENTS</b>	<b>COST</b>	<b>TIMELINE</b>
Conducting of Lectures and other learning activities	Attendance of scheduled lectures/clinical sessions	As detailed in the admission letter	Fully and on time as per approved schedules
Supervision of undergraduates Masters projects/Doctoral Dissertations or Thesis	Completion and forwarding of undergraduates Masters Project, Doctoral Dissertation/Thesis	Nil	Ongoing supervision feedback to students within two (2) weeks after receiving the students' work
Consolidated mark sheets	Timely marking of examinations	Nil	Two (2) weeks following the end of examinations
Provide clinical care to patients in the Periodontology clinic	Prompt payment of fees	As per approved charges per procedure	Patient seen on first day of referral and subsequent appointments.
Recruitment and Promotion of staff	Meeting University Recruitment/Promotion requirements	Nil	Shall be completed within 12 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 October and March of every Academic year
Procurement of goods and	Getting the due approvals, providing materials and services that	Nil	To be done within eight (8) weeks

services	reflect the true value for money paid		
Responding to telephone calls	Communication to be received and responded to promptly	Nil	Calls to be attended to within 20 seconds
Clearance of students	Students to be fully cleared by the department.	Any liability to be paid as per specified cost	To be finalized within two (2) days

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

All appeals on feedback to be forwarded to:

**Chairman, Department of Periodontology/Community and Preventive Dentistry**

**School of Dental Sciences**

**University Dental Teaching Hospital**

**Argwing's Kodhek Road**

**Telephone: 254-020-2713618**

**Telegrams: Varsity Nairobi, Telefax: 254-020-336885, Email: [dept-periodontology@uonbi.ac.ke](mailto:dept-periodontology@uonbi.ac.ke)**

Approved for issue: \_\_\_\_\_

Date: \_\_\_\_\_

Chairman, Dept. of Periodontology/Community & Preventive Dentistry