



THE NAIROBI HOSPITAL CICELY McDONELL COLLEGE OF HEALTH SCIENCES

SERVICE DELIVERY CHARTER

Vision

To be a centre of excellence in healthcare training in the region providing world class professional education and service

Mission

To train world class health care professionals by offering excellent training, engaging in research and community outreach using cutting edge technology and innovation

Values

Excellence, Respect, Educational access, Holistic development, Integrity and Partnership.

Mandate

The Charter communicates our commitment to provide consistent and professional services to our customers. It is a demonstration and a reflection of the College's dedication to meeting and exceeding our stakeholder's expectations.

	SERVICES RENDERED	REQUIREMENT	CHARGES (Kshs.)	TIMELINES
1.	Verbal enquiries	-	Free	Immediate
2.	Responding to written correspondences/enquiries	Request received	Free	7 working days
3.	Provision of application forms	Download from the website/hard copies upon request	Free	Immediate
4.	Processing of application to training	Fully filled application documents	2,000	To be advised
5.	Communicating to candidates after interview	Candidates contacts	Free	30 working days
6.	Issuance of provisional transcript (ongoing students)	Request letter to Principal	500	2 weeks
7.	Request of transcript (Alumni)	Payment receipt	5,000	21 working days
8.	Verification of certificates and transcripts	Photocopy of the document to be certified Payment receipt	2,000	Five (5) working days
9.	Filling of verification forms	Submission of the forms Payment receipt	5,000	21 working days
10.	Collection of certificates (within 1 year of graduation)	Present self	Free	Immediate
11.	Collection of overdue certificates and transcripts	Payment receipt	1,000 for every year of storage Short courses -1000 after one month	Immediate
12.	Staff/student clearance	Clearance form	Free	Immediate
13.	Processing of disciplinary appeal	Appeal request	Free	28 working days
14.	Handling of customer complaints	Lodged complaint	Free	14 days
15.	Venue usage	Formal request to Principal	As per service agreement	Quotation within 5 working days
16.	Processing teaching practice requests	Application letter	As per institutional MOU	30 days
17.	Teaching practice supervision	Objectives	As per institutional MOU	As per specified period
18.	Graduation Convocation Fees	Completed training	5,000	As advised
19.	Student Accommodation	Admitted Cicely McDonell student	Single Room - 10,000 p.m. Double Room - 8,000 p.m.	On request and receipt of payment
20.	Laundry Services	Cicely McDonell Student	50 per kg.	As advised
21.	Reprographic services at the Library <ul style="list-style-type: none"> • Printing • Binding • Photocopying 	Make a request/present self	10 per page/30 for colored print outs. 50 (50 paged document) 5 per page	Immediate

* **Review of Service Charter:** In acknowledgement of stakeholder changing needs and expectations, the College will subject this charter to regular reviews as and when deemed necessary.

Further enquiries, complaints, compliments and suggestions should be forwarded to:

The Principal, P.O. Box 30026-00100 Nairobi - Kenya • TEL: 0703082000 /0730666850 or Email: schoolofnursing@nbihosp.org