



**UNIVERSITY OF NAIROBI**  
**TRANSPORT & GARAGE DEPARTMENT**  
**SERVICE DELIVERY CHARTER**  
**Commitment to service delivery**

SERVICE	REQUIREMENT	COST	TIMELINESS
Process of transport request	Seek approval from DVC(A&F)	Nil	Atleast 14 days prior to date of travel
Informing applicant on availability of motor vehicle	Approval from DVC(A&F)	As per the estimated budget for fuel and allowances	One (1) day on approval
Issuance of travel permits	Approval from DVC(A&F)	Nil	One (1) day on approval
Motor vehicle inspection and preparation of specification	- Request from the user department - A vehicle availed for inspection	Nil	One (1) day
Minor internal service	- Request from the user - A vehicle availed for inspection - Availability of funds and spares - Procurement of spare consumables	As per the estimates	Three (3) days
Major motor vehicle repairs in outside garages	- Request from the user - A vehicle availed for inspection - Availability of funds & spares	As per the estimate	Four (4) weeks
Dealing with accident cases	- Report from the	Nil	Within 24 hours

SERVICE	REQUIREMENT	COST	TIMELINESS
	driver - Provision of relevant documents - Report to Capital section		
Procurement of new motor vehicles	- Approval from the DVC(A&F) - Availability of funds - Motor vehicle specification - Forwarding specifications to the procurement department	Nil	Four (4) weeks
Staff performance appraisal	- Completing appraisal forms	Nil	To be conducted between October and March, each academic year
Processing of motor vehicle repair invoices	Original invoice	Nil	Within 7 days on delivery of motor vehicle and invoice
Certification of repairs in outside garages	- Copy of local purchase order (LPO) in outside garages - Original invoice from outside garage	Nil	Three (3) days from the day of request by the user department

All comments and feedback on this charter shall be addressed to :

Coordinator, Transport and Garage

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