



UNIVERSITY OF NAIROBI PRESS

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Commitment to Service Delivery

	SERVICE	REQUIREMENTS	COST	TIMELINE
1.	Serve all stakeholders with courtesy, integrity, and professionalism	Required service falls within UONP mandate	Nil	Continuous
2.	Respond to correspondence in the shortest time possible	Clear statement of request/ query	Nil	Within 2 working days from receipt of the correspondence
3.	Efficient processing of manuscripts	Authors' compliance with all submission requirements	As per the Agreement	Within 1 year of receipt of manuscript from author
4.	Respond to purchase enquiry	Enquiry received through official communication channels	Nil	Within 1 working day
5.	Order fulfilment	Compliance with ordering instructions	Nil	Dispatch product within 2 working days

Complaints, compliments, and suggestions should be forwarded to:

Office of the Managing Editor:

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Tel: +254 020 4910000 Ext. 28581; Cellphone: +254-726610570, +254 733 201010
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Besides, complaints may be lodged with the Commission for Administrative Justice, Office of the Ombudsman:

The Commission Secretary/Chief Executive Officer, Commission for Administrative Justice,
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UNIVERSITY OF NAIROBI PRESS
MKATABA WA UTOAJI WA HUDUMA KWA WATEJA
Kujitolea kwa Utoaji wa Huduma

	HUDUMA	MAHITAJI	GHARAMA	MUDA
1.	Kuhudumia wadau wote kwa heshima, uadilifu, uaminifu na utaalamu	Huduma inayohitajika ipo kwenye mamlaka ya UONP	Hakuna	Wakati wote
2.	Kujibu barua/ mawasiliano ya kimaandishi katika muda mfupi iwezekanayo	Taarifa wazi ya ombi/swali	Hakuna	Ndani ya siku mbili za kazi kutoka kupokelewa kwa ombi/swali
3.	Usindikaji ufanisi wa miswada	Waandishi kutosheleza mahitaji yote ya makubaliano	Kulingana na makubaliano	Ndani ya mwaka mmoja kutoka kupokelewa kwa mswada kutoka kwa mwandishi
4.	Kujibu swala la ununuzi	Kupokea ombi kupitia njia rasmi za mawasiliano		Ndani ya siku moja ya kazi
5.	Kutimiza ombi la ununuzi	Kufuata maagizo ya kuagiza	Hakuna	Kutuma bidhaa ndani ya siku mbili za kazi baada ya ombi

Malalamiko, pongezi, na mapendekezo yanapaswa kuelekezwa kwa:

Ofisi ya Mhariri Mkuu:

University of Nairobi Press, Jomo Kenyatta Memorial Library Building, 3rd Floor,
University of Nairobi, University Way, Nairobi
Sanduku la Posta 30197 - 00100, Nairobi, Kenya
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Barua Pepe: nup@uonbi.ac.ke; Tovuti: uonpress.uonbi.ac.ke

**Pia, malalamiko inaweza kutumwa kwa Tume ya Haki ya Utawala,
Ofisi ya Ombudsman:**

Katibu wa Tume/Mkurugenzi Mkuu, Tume ya Haki ya Utawala,
West End Towers, 2nd Floor, Waiyaki Way, Westlands
Sanduku la Posta 20414 - 00200, Nairobi, Kenya.
Nambari ya Simu: 254 020 2270000; Simu Bila Malipo: 0800 221349 SMS: 15700
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