



UNIVERSITY OF NAIROBI

INTERNAL AUDIT DEPARTMENT CITIZEN SERVICE DELIVERY CHARTER COMMITMENT TO SERVICE DELIVERY

	SERVICE	REQUIREMENT	COST	TIMELINE
1	Verification and auditing of payment vouchers	Compliant documentation	NIL	2 Days
2	Verification and auditing of Requisitions documents	Compliant documentation	Nil	2 Days
3	Verification of payments by cheque and electronic Funds transfer	Compliant documentation	Nil	2 Days
4	Verification of gratuity computation	Compliant documentation	Nil	2 Days
5	Auditing of income receipts	Receipts & Banking documentation	Nil	7 days
6	Auditing of grants accounting	Receipt of necessary information	Nil	30 days
7	Auditing of expenditure accounting documents	Receipt of necessary information	Nil	7 days
8	Issuance of systems audit reports	Completion of an audit	Nil	Annually
9	Commencement of fraud investigations	Receipt of notification	Nil	7 days
10	Communication of the results of an engagement	Completion of an engagement	Nil	30 days
11	Issuance of accountable documents	Filled up document	Nil	1 hour

Any service that does not conform to the above standard, or any officer who does not live up to commitment to courtesy and excellence in service delivery should be reported to:

Chief Internal Auditor, University of Nairobi, Gandhi Wing 2nd floor, P.O. Box 30197 00100

Tel. 020 318262 ext 28326, 020 2314314, E-mail: cia@uonbi.ac.ke

Website: internalaudit.uonbi.ac.ke

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