



UNIVERSITY OF NAIROBI

## SECURITY DEPARTMENT

Citizen's service charter  
Commitments to service delivery

SERVICE	REQUIREMENTS	COST	TIME LINE
Taking all necessary steps to detect and prevent crime incidents, and apprehension of offenders	Reporting of crime incidences to security personnel	Nil	At all times
Providing Direction on all inquiries into matters of criminal nature and maintaining contacts with external security forces in matters relating/of crime and other incidents.		Nil	At all times
To provide rapid response to Emergencies/Disasters.	Reporting of the emergencies to security personnel	Nil	Instant
To control /regulate Motor Vehicle/Human Traffic within the University.	-	Nil	At all times
Strive to improve on disaster management preparedness and operations.		Nil	At all times
Liaising with external security organs.	-	Nil	At all times
Protection of life and property.	-	Nil	At all times
Issuance to parking stickers	Production of both original Student ID and Staff ID and Motor Vehicle logbook bearing names on the said ID to Chief Security Officer's office.	Nil	Twenty seconds

*Security Department is operational round the clock ie 24/7. Any queries, information or report may be made through the following telephone numbers. 0717035268-0750982391,0731453262 or 318262 Exts, 28701 &28295*

*Security staff as servants to the University, pledge our commitment to the University in its vision of a world Class University committed to scholarly excellence. Confidentiality shall be observed at all times. All feedback shall be addressed within seven days*

Huduma	YANAYO-HITAJIKA	MATOZO	MUDA
Kuzuia ,Kufichua, na kuchunguza uhalifu.	Kupeana ripoti kwa maafisa wa usalama	Hakuna malipo	Wakati wote
Kukamata Wahalifu	Kupeana ripoti kwa maafisa wa usalama	Hakuna malipo	Wakati wote
Kukusanya habari muhimu kuhusu uhalifu.		Hakuna malipo	Wakati wote
Kulinda maisha na mali ya Chuo kikuu cha Nairobi.		Hakuna malipo	Wakati wote
Kuhimiza utekelezaji wa masharti ya usalama kwa uongozi wa Chuo.	Kupeana ripoti kwa maafisa wa usalama	Hakuna malipo	Wakati wote
Kuhimiza utekelezaji wa masharti ya usalama kwa uongozi wa Chuo		Hakuna malipo	Wakati wote
Kushirikiana na Idara zingine za usalama.		Hakuna malipo	Wakati wote
Kuzuia uharibifu wa rasimali.		Hakuna malipo	Wakati wote
Kupena cheti cha kukeza magari kwa wanafunzi na wafanyi kazi	Kuthibitisha umiliki wa ghari	Hakuna malipo	Wakati wote

### MAONI

*Maoni chanya au hasi yalitishwe kwa ofisi ya mkuu wa kitengo cha usalama cha chuo au pasipo kuridhika yalitishwe kwa ofisi ya makamu wa Chancellor.*

*Maoni yaweza kuwazilishwa kwa simu, barua,barua pepe na vijisanduku vya maoni. Uadilifu na faraga zitaheshimiwa wakati wote.*

*Maoni yoyote yatashugulikiwa mara moja. Kitengo cha usalama chafanya kazi masaa ishirini na manne kila siku.*

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