

Foreword

The University of Nairobi remains the premier institution of higher learning in Kenya. It offers over 400 academic programmes in twenty six Faculties, Schools and Institutes.

Like most dynamic institutions, the University faces challenges which it continues to systematically address within the context of its Vision and Mission. Our firm commitment to quality service is hinged on the observance of the rule of law, skilled human resource, hard work, transparency, accountability, fairness and timely service delivery in all units.

The University adheres to the tradition of excellence in teaching and learning, research and scholarship, consultancy and community service, good governance and management.

This service charter is a commitment by the University of Nairobi to deliver high quality service to our students, staff, research collaborators, donors, other stakeholders and the public at large.

Your feedback will enable us improve on our service delivery.



Prof. George A.O. Magoha, FOM, EBS
Vice-Chancellor

UoN Service Charter

Introduction

The University of Nairobi Service Charter sets the scope and the standards of service rendered to our students, staff and stakeholders. We are committed to the provision of quality service to our clients and stakeholders. We have set our commitments to you, and welcome feedback on how to improve our service.

Vision

A world-class University committed to scholarly excellence

Mission

To provide quality university education and training and to embody the aspirations of the Kenyan people and the global community through creation, preservation, integration, transmission and utilization of knowledge

Core Values

In our quest for timely provision of quality service, we shall be guided by the following Core Values, as articulated in our Strategic Plan (2008 – 2013):

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- **Freedom of thought in academic enquiry:** We shall promote and defend freedom of thought and academic enquiry
- **Innovativeness:** Innovativeness shall be the hallmark of our business activities through fostering pro-activeness, creativity, and adaptability to change.
- **Good corporate governance:** We embrace and practice good corporate governance. In this regard, we shall ensure that all our processes and procedures are marked by efficiency, effectiveness and transparency; we are accountable for our decisions and actions; our decision-making processes are participative and consultative; and our actions reflect meritocracy and are open and transparent.
- **Team work:** In the course of performing our duties, we shall work as a team at all levels.
- **Professionalism:** In all our actions and interactions, we shall maintain ethical behaviour, professional etiquette and honesty.
- **Responsible corporate citizenship and strong social responsibility:** We shall nurture responsible corporate citizenship and strong social responsibility.

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- **Respect for and conservation of the environment:** In all our activities, we shall strive to respect and protect the environment.

Core Functions

Teaching and Learning: The University offers adequate, innovative, relevant and market driven academic programmes, at undergraduate and postgraduate levels, with in-built quality control systems. Further, the University provides an enabling environment for integrated growth for students and staff.

Research: As part of its mandate to generate, preserve and disseminate knowledge, the University has created a conducive environment to undertake quality and relevant research.

Consultancy: The University has integrated consultancy within its core functions.

Community Service: The University participates in community programmes and activities as part of its Corporate Social Responsibility.

Structure and Governance

The University of Nairobi is a body corporate constituted in accordance with the University of Nairobi Act (Cap 210) of the laws of Kenya.

Chancellor: Head of the University.

The University Council: Supreme organ charged with the governance, control and administration of the University.

Vice-Chancellor: Academic and Administrative head of the University and the Accounting Officer.

Deputy Vice-Chancellor (Administration & Finance): Head of the Administration and Finance Division, responsible for human resource management, finance and assets.

Deputy Vice-Chancellor (Academic Affairs): Head of Academic Division responsible for development of syllabi and regulations, examinations, postgraduate studies, research, admissions and academic staff training.

Deputy Vice-Chancellor (Student Affairs): Head of Student Affairs responsible for planning, organising and management of social, counselling, career, accommodation, catering and recreational services.

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Principals of Colleges: Academic and Administrative heads of the Colleges, responsible to the Vice-Chancellor for maintaining and promoting efficient management of the Colleges.

The Senate: Supreme academic organ that determines and oversees all academic programmes at the University.

University Management Board: Co-ordinates the University development plans, ensures efficient management of resources, and makes proposals to the Council and Senate on policies that have a University-wide application.

Principles of Service Delivery

In our service delivery we pledge to:

- Serve our clients with dignity, courtesy and respect;
- Provide efficient and effective service at all times;
- Adhere to ethical and equitable service provision;
- Uphold transparency and accountability at all times;

- Espouse the principles of natural justice at all times;
- Maintain appropriate confidentiality
- Discharge our duties Professionally, Passionately and with Patriotism.

University Clients

University clients comprise the following among others:

- Students
- Employees
- Parents
- Suppliers
- Alumni
- The community
- The general public.

Partners/Stakeholders

University partners and stakeholders comprise the following among others:

- Taxpayers
- Ministry of Education
- Commission for Higher Education
- Higher Education Loans Board
- Other government departments
- Universities

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- Research collaborators
- Training Institutions
- Linkage partners
- Industry partners
- Business partners
- Kenya Education Network (KENET)
- Employers
- Donors
- Sponsors
- Trade Unions
- Students' Union
- Professional Bodies
- Alumni Associations
- Neighbours
- Other stakeholders/partners.

Client Expectations

Our clients expect efficient and effective provision of services as follows:

- A transparent admission process;
- Exhaustive coverage of the approved syllabi;
- Prompt and fair processing of examination results, transcripts and certificates;
- Increased funding for research;

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- Prompt research output;
- Well maintained lecture theatres, laboratories, offices, hostels and other facilities;
- Aggressive marketing of consultancy and research services;
- Adaptive Human Resource Management practices;
- An effective performance appraisal system;
- Fair and just disciplinary procedures;
- Efficient procurement processes;
- Recognition and acknowledgement of donors and sponsors;
- Expeditious processing of collaborative agreements;
- Honouring Memoranda of Understanding (MOUs) involving research institutions, industry and other partners;
- Existence and application of modern Information and Communication Technology (ICT);
- Involvement of Alumni in governance and development of the University;
- Safe and healthy environment;
- Courteous and timely response to requests and enquiries; and
- Prompt clearance of students and staff.

University Expectations

The University expects its clients/stakeholders to:

- Treat staff with respect and courtesy;
- Provide sufficient and accurate information to enable us respond to requests appropriately;
- Pay all fees and levies promptly;
- Support of University programmes and activities;
- Observe University rules and regulations; and
- Provide feedback and comments on the service rendered.

Support Services

For efficient management of its functions, the University has various support services provided by:

- Academic Division
- Administration Division
- Construction and Maintenance Department
- Dean of Students Office
- Estates Department
- Finance Department

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- Information and Communication Technology Centre (ICTC)
- Internal Audit
- Legal Office
- Office of the Special Students Advisor
- Planning Division
- Procurement Department
- Public Relations Office
- Sports and Games Department
- Students Welfare Authority (SWA)
- The Centre for Open and Distance Learning (CODL)
- Transport and Garage Department
- University Health Services (UHS)
- University Library
- University of Nairobi Alumni Association (UONAA)
- University of Nairobi Bookshop
- University of Nairobi Enterprises and Services Ltd. (UNES)
- University of Nairobi Pension Scheme (UONPS)
- University of Nairobi Press (UONP)
- Security Department
- CHUNA Savings and Credit Cooperative Society Ltd

Commitment to Service Delivery

In our service delivery, we pledge that:

- Students admitted to the University shall receive admission letters two months prior to reporting date.
- Upon registration, a student shall be issued with clear guidelines on academic programmes, examination rules, fees structure, student support services and disciplinary procedures.
- All lectures shall be conducted fully and on time, as per approved timetables.
- Consolidated mark sheets shall be finalised and forwarded to examinations office within one month following end of examinations.
- Postgraduate supervisors for Masters or Doctoral degrees will give feedback to their students within two weeks after receiving a project or thesis.
- Disciplinary cases for students and staff shall be completed within a period of thirty days.
- Graduation ceremonies shall be held on schedule – in September and December annually.
- University certificates shall be issued within two months after graduation while

transcripts shall be issued within one week upon application.

- The Jomo Kenyatta Memorial Library (JKML) and college libraries shall be open from 8.00 a.m. to 10.00 p.m. on weekdays and 8.00 a.m. to 5.00 p.m. on Saturdays.
- Queries from library users shall be responded to within a day.
- The University of Nairobi Bookshop shall open from 9:00 a.m. to 6:00 p.m. on weekdays, 9:00 a.m. to 4:00 p.m. on Saturdays and 11:00 a.m. to 4:00 p.m. on Sundays.
- The University Calendar containing the almanac and all programmes shall be published in August every year.
- The process of recruitment and promotion shall be completed within three months, from advertisement to issuance of letters.
- Staff performance appraisal shall be conducted between October and March every academic year.
- The Finance Department shall observe all financial regulations and procedures, ensure adherence to budgetary provisions; and process approved payments within three days.

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- Procurement of goods and services shall be done within one month, and in line with the University and government procurement regulations.
- University clinics shall open from 8.00 a.m. to 5.00 p.m. daily. Senior Staff clinic shall open for 24 hours for all cases including emergencies. The mobile clinic shall open between 5.00 p.m. to 10.00 p.m. on weekdays and 8.00 a.m. to 4.00 p.m. on Saturdays.
- The University shall maintain a healthy, safe and pleasant environment.
- The University is an illicit drug free and a no smoking zone.
- Sports and games facilities and equipment shall be up-to-date and well maintained.
- Transport shall be provided on time as per approved requests.
- Quality ICT services shall be provided to students and staff.
- All telephone calls shall be attended to within twenty seconds.
- Routine correspondence shall be replied to within seven days from the date of receipt.
- The University shall not condone impropriety.

- The University is a CORRUPTION FREE zone.
- Clearance of students and staff shall be finalised within two days.

Feedback

- Complaints, compliments and suggestions should be forwarded to departmental heads and in case of appeals, to the Office of the Vice-Chancellor.
- Feedback may be channeled via telephone, letters, e-mail or suggestion boxes.
- Confidentiality and privacy shall be respected.
- All feedback shall be addressed within seven days.

The following are the e-mail addresses for the key Offices of the University:

I. Central Administration

- Vice-Chancellorvc@uonbi.ac.ke
- Deputy VC (A&F).....dvcaf@uonbi.ac.ke
- Deputy VC (AA)dvcaa@uonbi.ac.ke
- Registrar, Admin.reg-administration@uonbi.ac.ke
- Academic Registrarreg-academic@uonbi.ac.ke

II. Colleges

- Principal CAVSprincipal-cavs@uonbi.ac.ke
- Principal CAE.....principal-cae@uonbi.ac.ke
- Principal CBPS.....principal-cbps@uonbi.ac.ke
- Principal CEES.....principal-cees@uonbi.ac.ke
- Principal CHSprincipal-chs@uonbi.ac.ke
- Principal CHSS.....principal-chss@uonbi.ac.ke

III. Student Welfare Authority

- Director SWAdirector-swa@uonbi.ac.ke

IV. UNES

- Managing Directordirector-unes@uonbi.ac.ke