UNIVERSITY OF NAIROBI



Reviewed: December 2019

FACULTY OF VETERINARY MEDICINE

**CUSTOMER SERVICE DELIVERY CHARTER**

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**UNIVERSITY OF NAIROBI**

**FACULTY OF VETERINARY MEDICINE**

CUSTOMER SERVICE DELIVERY CHARTER

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# FOREWORD



This revised customer service charter represents an improvement in quality and standards of various services offered at the University of Nairobi, Faculty of Veterinary Medicine. As a globally competitive institution, we care about the satisfaction of our customers and value their loyalty.

This is a promise to our customers and stakeholders that we shall deliver on our commitment to provide reliable and excellent service. The charter outlines the rights and responsibilities of customers.

The Charter is reviewed after every five years after taking into account the valued feedbacks from stakeholders. It is aligned to the performance contracting objectives. Continuous assessment and monitoring will be carried out and reported in our performance evaluation reports.

The Faculty acknowledges that great customer service entail benchmarking with the best practice in the industry, having a pleasant attitude and being knowledgeable and resourceful in our service delivery.

At the Faculty, 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.

This Customer Service Delivery Charter is a commitment by the Faculty to deliver high quality service to students, staff, research collaborators, donors, alumni and all its stakeholders as well as the public.

We invite your feedback that would enable us improve our service delivery.

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**PROF. JOHN DEMESI MANDE, PhD, FKNAS**

**DEAN,**

**FACULTY OF VETERINARY MEDICINE**

Introduction

The philosophy behind public service delivery charters is that the client is informed in advance about what services are expected, required and demanded from a public institution. In the context of Kenya Public Service, the philosophy draws its basis from Chapter 232 of the Constitution of Kenya (2010) that provides for the values and principles of public service for all state organs and corporations. Similarly, the Public Service (Values and Principles) Act of 2015 provides a code for values and principles to guide in delivery of service. Indeed, Clause 7 (6) (a) of the Act requires that every public institution develops standards for responsive, prompt, effective, impartial and equitable provision of services. These values shall bind the University in providing a discourse that will not only be adaptive but also transformational in articulating the general interests of clients and stakeholders. Further, in its quest to reaffirm ethics and professionalism in provision of service, the Faculty shall be guided by its core values of freedom of thought and expression, innovativeness, commitment, trust, care and teamwork.

1.1 Our Vision

“A centre of excellence in Veterinary Medicine and related Sciences”

1.2 Our Mission

To pursue and maintain a leadership role in quality teaching, research, outreach and consultancy in Fisheries and Aquaculture, Leather Science and Technology, Wildlife and Tourism and Veterinary Medicine for secure livelihoods

1.3 Our Core Values

The Faculty commits itself to fully adhere to the National Values and Principles of Governance as espoused in articles 10 and 232 of the Constitution of Kenya.

In our quest for a timely provision of quality service, we shall be guided by the core values, contained in our Strategic Plan (2018 – 2023) and the University Council Strategic Plan (2019-2023)

* **Freedom of thought and expression.** We shall promote and defend freedom of thought and expression in all our academic inquiry and activities.
* **Excellence:** Our actions and interactions shall be guided by high standards and sustained endurance for excellence.
* **Care:** We foster a leadership culture that cares, is people focused, that connects to and is responsive to the needs of internal and external customers, and promotes stewardship over Faculty resources on behalf of beneficiaries.
* **Good governance:** We shall be guided by the national values and principles of governance specified under Articles 10 and 232 of the Constitution. These include integrity; transparency; accountability; inclusiveness; high standards of professional ethics; efficient, effective and economic use of resources; and responsive, prompt, effective, impartial and equitable provision of services. We shall adhere to Mwongozo; the code of governance for state corporations (2015)
* **Innovativeness and creativity:** Innovation and creativity shall be our hallmark in delivering value to our customers.
* **Partnership and teamwork:** We foster work culture characterized by teamwork and partnership with both internal and external stakeholders.

1.4 Our Core Functions

* **Teaching and Learning:** The Faculty offers innovative, relevant and market-driven academic programmes, at undergraduate and postgraduate levels.
* **Research:** The Faculty provides a conducive environment for quality research that contributes to the development of the society through the generation, preservation, dissemination and application of knowledge.
* **Consultancy:** The Faculty has integrated consultancy within its mandate.
* **Community Service:** The Faculty engages in community programmes and activities as part of its corporate social responsibility.

# STRUCTURE AND GOVERNANCE

The Faculty has a clear academic and administrative governance structure in place headed by the Dean who is responsible to the Vice Chancellor for maintaining and promoting efficient management of the Faculty.

All Faculty activities are coordinated by the Faculty Management Committee and the Faculty Academic Committee.

The Faculty comprises of five Departments namely:-

* Department of Veterinary Anatomy and Physiology.
* Department of Animal Production.
* Department of Veterinary Pathology, Microbiology and Parasitology.
* Department of Clinical Studies.
* Department of Public Health, Pharmacology and Toxicology.

# VALUES AND PRINCIPLES OF SERVICE DELIVERY

In our service delivery we pledge to:

* + - Maintain high standards of professional ethics;
    - Use resources efficiently, effectively and economically;
    - Provide services which are responsive, prompt, effective, impartial and equitable;
    - Involve stakeholders in the process of policy and decision making;
    - Be accountable for administrative actions and decisions;
    - Be transparent in the provision of timely and accurate information to the public;
    - Ensure fair competition and merit as the basis of appointments and promotions;
    - Observe representation of Kenya’s diverse communities;
    - Provide adequate and equal opportunities for appointment, training and advancement of men and women, members of all ethnic groups, and persons with disabilities, and
    - Maintain an effective internal conflict resolution mechanism.

## Faculty Clients

Faculty clients consist of:

* + - Students,
    - Employees,
    - Parents,
    - Suppliers,
    - Alumni,
    - The community, and
    - The public.

## Partners and Stakeholders

The Faculty partners and stakeholders comprise:

* + - Alumni associations,
    - Business partners,
    - The Commission for University Education,
    - Donors,
    - Employers,
    - External examiners,
    - The Higher Education Loans Board,
    - Higher learning institutions,
    - Industry,
    - The Kenya Education Network,
    - The Kenya Universities and Colleges Central Placement Service,
    - Media,
    - The Ministry of Education, Science and Technology
    - Neighbours,
    - Government departments,
    - Training institutions,
    - Parents and guardians,
    - Professional bodies,
    - Research collaborators,
    - Sponsors,
    - Students’ organizations,
    - Taxpayers, and
    - Trade unions.

## Client Expectations

Our clients expect:

* + - Quality and timely services;
    - Access to relevant information and feedback;
    - Courteous and timely responses to requests, complaints and inquiries;
    - Utmost confidentiality in the treatment of personal information provided to the university;
    - Application of modern and adaptive information and communication technology;
    - Safety and security;
    - Healthy and pleasant environment;
    - Fairness and equity;
    - No soliciting of gifts, money or other favours;
    - Integrity and reliability; and
    - Customer satisfaction.

## Client Obligations

The Faculty expects its clients and stakeholders to:

* + - Treat staff with respect and courtesy;
    - Provide sufficient and accurate information to enable us to respond to requests appropriately;
    - Pay all fees and levies promptly where applicable;
    - Support university academic programmes and other related activities;
    - Adhere to principles of ethics and integrity;
    - Observe university rules and regulations;
    - Familiarise themselves with relevant university requirements in relation to their enquiries;
    - Provide details of changes in your circumstances as soon as they occur;
    - Indicate need for special requirements, such as an interpreter or assistance to understand or access our services;
    - Not offer us gifts, money or favours for service;
    - Adhere to all statutory and regulatory requirements;
    - Report corruption, misconduct and unethical behaviour; and
    - Provide feedback and comments.

## Support Services

For an efficient management of its functions, the Faculty has support services provided by

* Dean’s Office.
* Department of Veterinary Anatomy and Physiology.
* Department of Animal Production.
* Department of Veterinary Pathology, Microbiology and Parasitology.
* Department of Clinical Studies.
* Department of Public Health, Pharmacology and Toxicology.
* Faculty Registrar’s Office,

**•** Faculty Accountant’s Office,

**•** ICT Office,

**•** Procurement Office,

**•** Office of the Assistant Dean of Students,

**•** Sports and Games Department,

**•** Campus Library and Information Services,

**•** Faculty Health Services,

# 4.0 COMMITMENT TO SERVICE DELIVERY

In delivering our services, we pledge to meet the expectations of our clients by ensuring all our services achieve the desirable outcomes as shown below.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **CORE MANDATE** | **SERVICE** | **REQUIREME NTS** | **COST** | **TIMELINES** | **KEY**  **PERFORMANC**  **E INDICATOR** | **OUTCOME** |
| **TEACHING**  **& LEARNING** | Admissions | Meeting  University Senate approved minimum admission requirements | NIL | Issuance of Admission letter at least one month prior to a reporting date | Compliance with University & other statutory bodies’ admission requirements | There shall be at least one intake every year |
| Teaching | Payment of prescribed fees & registration | NIL | As per Senate approved Schedules | Increased pass rate | Improved quality  and delivery of teaching and learning programmes |
| Examinations | Payment of prescribed fees & registration | NIL | As per Senate approved schedules | Issuance of academic transcripts | Release of  examination results at the end of academic year i.e four weeks after examinations have been conducted |
| Graduation | Clearance  certificate, hire of academic  dress and | 1,000 | September and December every year | Issuance of certificates | Holistic graduates in diverse fields |

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| **CORE MANDATE** | **SERVICE** | **REQUIREME NTS** | **COST** | **TIMELINES** | **KEY**  **PERFORMANC E INDICATOR** | **OUTCOME** |
|  |  | payment of  prescribed fees |  |  |  |  |
| **STUDENT AFFAIRS** | Mentorship,  counseling and career guidance | Adherence to  University regulations and Core Values | NIL | Within timelines  specified in University policies | Positive student culture | Enhanced moral  values and culture of responsibility among students |
| Co-curricular activities | Joining clubs,  societies and professional  bodies | NIL | Every academic year | Show case  student talent in co-curricular  activities | Holistic  development of students i.e. body,  mind and soul |
| Student  welfare services | Fully registered student | NIL | Senate approved  calendar | Improved student satisfaction | Preferred student service provider |
| **RESEARCH, INNOVATIO N AND ENTERPRIS E** | Supervision  of postgraduate research projects and  theses | Submission of research projects and theses by a student | NIL | Feedback from a  supervisor to a student should be within two weeks | Contribution of research output to policy | Increased visibility and uptake of University research output |
| Innovation | Adherence to applicable laws & policies | NIL | Approved  calendar | Projects  generated from the University Innovation hub | Enhanced role in national innovation ecosystem |

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| **CORE MANDATE** | **SERVICE** | **REQUIREME NTS** | **COST** | **TIMELINES** | **KEY**  **PERFORMANC E INDICATOR** | **OUTCOME** |
|  | Consultancy & Enterprise | Adherence to applicable laws & policies | NIL | Approved  calendar | Growth in  research, consultancy and commercialization revenue | Adequate funding  to support research, scholarly and creative activities |
| **RESOURCES MANAGEME NT** | Management of Human Resource | Adherence to  statutory, regulatory and  relevant policies | NIL | Senate approved  calendar | Improved staff productivity | Rationalized staffing and productive staff |
| Management of Physical facilities & Infrastructure | Adherence to statutory, regulatory and policy guidelines | NIL | Senate approved calendar | Well maintained and accessible physical facilities and infrastructure | Appropriate,  adequate and properly maintained physical facilities and  infrastructure |
| Management of Financial resources | Adherence to statutory, regulatory and policy guidelines | NIL | As per the  approved timelines and in conformity with policies | Improved cash flow and informed decision making | Adequate and sustainable financial resource base |
| **COMPETITI VENESS AND IMAGE** | Corporate Branding | Adherence to  applicable laws & policies | NIL | Approved  calendar | Improved brand equity & visibility | Strong corporate image |

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| **CORE MANDATE** | **SERVICE** | **REQUIREME NTS** | **COST** | **TIMELINES** | **KEY**  **PERFORMANC E INDICATOR** | **OUTCOME** |
|  | Engagement with industry | Adherence to  applicable laws & policies | NIL | Approved  calendar | Increased  industry linkage/ partnerships | Strong industry  linkage/ partnerships |
| Maintain  Competitive ness | Adherence to  applicable laws & policies | NIL | Approved  calendar | Improved  competitiveness and Image | Leadership role in  the region and beyond |
| **GOVERNAN CE, LEADERSHI P AND CULTURE** | Foster Good  Corporate Governance and leadership | Adherence to statutory, regulatory and policy guidelines | NIL | Approved  calendar | Institutional efficiency and effectiveness | A pillar of good corporate governance |
| Entrench positive institutional culture | Adherence to statutory, regulatory and policy guidelines | NIL | As per the  approved timelines and in conformity with policies & core  values | Enhanced commitment, loyalty and responsibility among staff | Institutional optimal performance |

# FEEDBACK

* + - Complaints, compliments and suggestions should be forwarded to the Office of the Dean.
    - Feedback may be channeled via telephone, letters, e-mail, University website or suggestion boxes.
    - Confidentiality and privacy shall be maintained.
    - All feedback shall be addressed within seven working days.

All complaints should be addressed to: The Dean

**Faculty of Veterinary Medicine**

**UNIVERSITY OF NAIROBI**

P O BOX 29053 -00625, Nairobi, Kenya

**Email:**  [dean-vet@uonbi.ac.ke](mailto:dean-vet@uonbi.ac.ke)

**Office :**+254 20 4916009

Website: [www.uonbi.ac.ke](http://www.uonbi.ac.ke/)

Complaints may also be lodged with the Office of the Ombudsman

The Commission Secretary/Chief Executive Officer Commission on Administrative Justice

West End Towers, 2nd Floor Waiyaki Way, Westlands

P. O. Box 20414-00200, Nairobi

Tel +254 020 2270000/020 2603765/020 2303000/020 2270017

Mobile: +254 772 125 818 SMS: 15700

Toll free line: 0800 221349

E-mail:info@ombudsman.go.ke/complain@ombudsman.go.ke Website: [www.ombudsman.go.ke](http://www.ombudsman.go.ke/)

# RESOLUTION OF COMPLAINTS

* + - Complaints shall be acknowledged immediately they are received.
    - Complaints shall be addressed on the spot by apologizing, explaining, or taking necessary action to address the complaint within seven working days.
    - Investigations on serious cases shall commence immediately and a complainant shall be informed of the action being taken within three working days. The outcome of investigations and action taken shall be communicated to the complainant within 20 working days.

# 7.0. REVIEW OF THE CUSTOMER SERVICE DELIVERY CHARTER

To ensure efficiency and effectiveness in service delivery, the university in consultation with its stakeholders shall review this service charter after every five years or whenever need arises.

# 8.0. CONTACTS

The following are the e-mail addresses of key offices of the Faculty:

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| --- | --- |
| **Office** | **E-mail Address** |
| The Dean | dean-vet@uonbi.ac.ke |
| The Chairman, Department of Veterinary Anatomy and Physiology | dept-vetanat@uonbi.ac.ke |
| The Chairman, Department of Animal Production | aniprod@uonbi.ac.ke |
| The Chairman, Department of Veterinary Pathology, Microbiology and Parasitology | vetpath@uonbi.ac.ke |
| The Chairman, Department of Clinical Studies | dept-clinicalstudies@uonbi.ac.ke |
| The Chairman, Department of Public Health, Pharmacology and Toxicology | dept-publichealth@uonbi.ac.ke |
| The Faculty Registrar | registrar-vetmed@uonbi.ac.ke |

**Security Hotline:** 0717 035 268

## Contacts:

The Dean

**Faculty of Veterinary Medicine**

**UNIVERSITY OF NAIROBI**

P O BOX 29053 -00625, Nairobi, Kenya

**Email:**  [dean-vet@uonbi.ac.ke](mailto:dean-vet@uonbi.ac.ke)

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