



## **UNIVERSITY OF NAIROBI**

### **COLLEGE OF AGRICULTURE AND VETERINARY SCIENCES**

#### **FACULTY OF VETERINARY MEDICINE**

#### **Foreword**

#### **INTRODUCTION**

The Faculty of Veterinary Medicine 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 out commitments to you and welcome feedback on how to improve our service.

#### **Vision**

To be a leading centre of excellence in education, training, research, outreach and consultancy in Veterinary, Biomedical, Wildlife, Fish, Environmental and allied Management.

#### **Mission**

To produce quality graduates

To provide services to farmers, governments, national and international institutions through relevant updated curricula and quality delivery systems

To provide diagnostic, clinical consultancy, extension and advisory services nationally, regionally and internationally

To generate relevant technologies through research

#### **Core Values**

- Uphold professionalism and ethics in all its dealings with its stakeholders
- Be accountable and transparent in all its operations
- Uphold integrity, honesty and quality in all its activities
- Promote participatory management and effective team work in all its activities and operations
- Promote linkages with industries, other institutions and alumni
- Uphold dignity of all members of staff through meritorious recognition and reward systems
- Provide quality and relevant education at all times

#### **PRINCIPLES F SERVICE DELIVERY**

In line with the University policy on service delivery, the Faculty pledges as follows:

- To serve our clients with dignity, courtesy and respect;
- To provide efficient an effective service at all times;

- To adhere to ethical and equitable service provision;
- To uphold transparency and accountability at all times;
- To maintain appropriate confidentiality;
- To discharge our duties professionally, passionately and with patriotism.

## **CLIENTS OF THE FACULTY**

The clients of the University are the clients of the Faculty including the following among others:

Students

Employees

Parents

Suppliers

Alumni

The community

The general public and

Partners and stakeholders (Ministry of Education, Commission for Higher Education, Higher Education Loans Board, other Government Departments, Universities, Research collaborators, Training institutions, Linkage partners, Industry partners, Business partners, Employers, Kenya Education Network, Donors, Sponsors, Trade Unions, Student unions and organizations, professional bodies, alumni associations and neighbours)

## **EXPECTATIONS FROM CLIENTS**

### **STUDENTS**

Exhaustive coverage of the approved syllabi

Prompt and fair processing of examination results and issuance results slips to take a maximum of 7 working days after approval by the Faculty Board of Examiners.

Well maintained lecture theatres, laboratories, offices, hostels and other facilities

Safe and healthy environment

Clearance of students to take a maximum of 2 working days if the internet is working and if the officer with the password is present.

All letters from students including confirmation, loss of ID, CDF forms for signature, requests for transport, deferment, attachment outside the country to take a maximum of 2 working days.

Teaching and examination timetables to be circulated within a maximum of 2 working days after approval by the Dean.

Final lists of registered students to be forwarded to Heads of Department 2 weeks before commencement of examinations.

Requests for remarking of examinations to be forwarded to respective departments within two working days from the date of receipt.

Applications for credit transfers/exemptions to take a maximum of 2 working days from the date of receipt.

Facilitation of elections, sports, career days to take a maximum of 2 working days

Admission process for Module II students to take 21 working days on receipt of application forms from admissions office.

## **POSTGRADUATE STUDENTS**

Merit listing for University of Nairobi scholarships to be processed within 5 working days after approval by the Heads of Department on behalf of the Faculty Board.

Intentions to submit theses to be forwarded to BPS within 2 working days.

Consolidated reports to be submitted to BPS within 14 working days from the date of defence.

## **STAFF**

All communication through the Dean to be submitted to the next levels within 2 working days.

Consultations with the Dean is immediate depending on availability.

Communication of University of Nairobi information to staff to reach everybody within 2 working days from the date of receipt.

Faculty Board meeting notices to be done at least 14 working days before the meeting.

## **PARENTS**

Student progress reports to be dealt with immediately.

Consulting the Dean to be immediate.

Information on admissions into FVM programs to be immediate.

## **ALUMNI**

Requests for recommendation and reference letters to be completed within 2 days from the date of receipt.

## **CUSTOMER FEEDBACK**

Complaints, compliments and suggestions to be discussed by the next scheduled Heads of Department/Faculty Board meetings.

Confidentiality and privacy shall be upheld.

All feedback shall be addressed within seven (7) days.