UNIVERSITY OF NAIROBI
COLLEGE OF AGRICULTURE AND VETERINARY SCIENCES

SERVICE CHARTER
FOREWORD

The College of Agriculture & Veterinary Sciences (CAVS) is committed through all its units to offer quality service all customers. This is line with the University-wide service charter which guarantees quality service hinged on the observance of the rule of law, skilled human resource, hard work, transparency, accountability, fairness and timely service delivery in all units.

For the College to achieve quality service, it is guided by our vision which is to be a universal centre of excellence in training, research, outreach and consultancy services in agriculture, veterinary, biomedical, environmental and natural resource sciences in order to realize sustainable and secure livelihoods. This vision is in tandem with the overall University vision. Consequently, our mission is to pursue and maintain a world-class leadership role in the quest for knowledge by way of quality research, capacity building, consultancy and innovative outreach in order to contribute to agricultural productivity for poverty reduction and secure livelihoods through sustainable natural resources management.

CAVS’s service charter is therefore a dedication to delivery of high quality service to students, staff, suppliers, collaborators and other stakeholders with whom the College interacts in the course of its core business.

We trust that your feedback will go along way in helping us to keep continual improvement of our service on track.

PROF. AGNES W. MWANG’OMBE, EBS
PRINCIPAL
COLLEGE OF AGRICULTURE & VETERINARY SCIENCES
1.0 INTRODUCTION
The College of Agriculture & Veterinary Sciences Service Charter spells out the scope and standards of service which are rendered to students, staff and all stakeholders. We are committed to the provision of quality service to our clients and stakeholders. We have set our commitment to you, and welcome feedback on how to improve our service.

Vision
To be a universal centre of excellence in training, research, outreach and consultancy services in agriculture, veterinary, biomedical, environmental and natural resource sciences in order to realize sustainable and secure livelihoods.

MISSION
To pursue and maintain a world-class leadership role in the quest for knowledge by way of quality research, capacity building, consultancy and innovative outreach in order to contribute to agricultural productivity for poverty reduction and secure livelihoods through sustainable natural resources management.

CORE VALUES:
The College of Agriculture and Veterinary Sciences is committed to realizing its vision and mission. It operates within certain treasured beliefs, which have contributed to its success. The college shall:
- 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 training and all other activities.
- Promote participatory management and effective teamwork in all its activities and operations.
- Promote and maintain linkages with industry, other institutions and Uphold dignity of all members of staff and students.
- Recognize and esteem ideas and innovations.
- Committed to sustainable management of natural resources and promotes biodiversity at the local level.

These values remain the cornerstone in service delivery and are to be embraced by all members of staff and students in the College at all times.

2.0 COLLEGE STRUCTURE AND ADMINISTRATION
The College of Agriculture & Veterinary Sciences was established within the University pursuant to section 4 of the University of Nairobi Act, 1985 (cap 210) of the laws of Kenya.
- The College Principal: Appointed by the University Council is the academic and administrative head. Responsible to the Vice Chancellor for the maintaining and promoting efficient management of the college.
- College Management Board: Responsible for administrative functions of the College
- Deans of Faculties: Elected by the Faculty Board from among Professors and Senior Lecturers. Serves as the chairman of the Faculty Board, Boards of examiners and management Board of the Faculty.
- Director of the Institute: Appointed by the Vice Chancellor
- College Academic Board: Responsible for administration and management of the academic programs of the college
- Chairmen of Department: Appointed by the Vice-Chancellor in consultation with the Principal and the Dean of the Faculty to head the Department
• **Department**: The basic unit in academic functioning of the university. Makes recommendation to Faculty and management on student's academic progress, teaching syllabi and examinations as well as personnel and resources for the conduct of academic programs.

There are two Faculties and one Institute; namely, Faculty of Agriculture, Faculty of Veterinary Medicine and the Wangari Maathai Institute for Peace and Environment Studies which are each run by Deans and a Director.

### 3.0 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.

### 4.0 CLIENTS OF THE COLLEGE
The clients of the University are the clients of the College. They include the following among others:
- Students;
- Employees;
- Parents/guardians;
- Suppliers;
- Alumni;
- The community;
- The general public; and

**PARTNERS AND STAKEHOLDERS**
The college partner and stakeholders comprise the following among others:
- Tax payers,
- Ministry of Higher Education, Science and Technology
- Ministry of Agriculture,
- Ministry of Education
- Ministry of Livestock Development
- Ministry of Fisheries
- 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, Students' unions and organizations, Professional bodies, Alumni associations and neighbours).
5.0 EXPECTATIONS FROM CLIENTS

5.1 STUDENTS & STAFF
- Exhaustive coverage of the approved syllabi;
- Prompt and fair processing of examination results, issuance of transcripts and certificate;
- Well maintained lecture theatres, laboratories, offices, hostels and other facilities;
- Fair and just disciplinary procedures;
- Existence and application of modern Information and Communication Technologies (ICTs);
- Safe and health environment;
- Prompt clearance of students and staff;
- Courteous and timely response to requests and inquiries;
- Increased funding for research;
- Aggressive marketing of consultancy and research services;
- Adaptive human resource management practices;
- An effective performance appraisal system;
- Efficient procurement processes; and
- Expeditious processing of collaborative agreements; and

5.2 DONORS
- Prompt research output;
- Honoring Memorandum of Understanding (MOU) involving research institutions, industry and other partners and
- Recognition and acknowledgement of donors and sponsors.
- Ensure transparency and accountability

5.3 SUPPLIERS
- Prompt feedback on acceptance or rejection of quotations;
- Prompt preparation on Local Purchase Orders (LPOs) and provision of respective feedback thereof; and
- Prompt processing of payment for services and goods delivered.

5.4 ALUMNI
- Involvement of alumni in the governance and development of the University.

5.5 NEIGHBOURS
- Maintenance of good neighborliness through fruitful interactions.

6.0 EXPECTATIONS OF THE COLLEGE
The College shall expect the following from its clients/stakeholders.
- To treat staff with respect and courtesy;
- To give feedback and comments on service rendered;
• To support College programmes and activities;
• To observe University rules and regulations;
• To provide sufficient and accurate information for accurate and appropriate response; and
• To pay all fees and other levies promptly.

7.0 SERVICE DELIVERY PLEDGE

• Upon registration, a student shall be issued with student information handbook and clear guidelines on academic programmes, examination rules, fees structure; student supports services and disciplinary procedures.
• All lectures shall be conducted fully and on time as per approved timetables.
• Consolidated mark sheets shall be finalized and to the Central Examination Centre within one month following end of examinations.
• Issuance of provisional results within one (1) week after Faculty Board meeting.
• Disciplinary cases for students and staff shall be completed within a period of thirty (30) days.
• Postgraduate supervisors for masters or doctoral degrees will give feedback to their students within two weeks after receiving a project or a thesis.
• Preparation and prompt clearance of graduates in time for graduation ceremonies held annually in September.
• Clearance of students shall be finalized within two (2) days.
• The College Library shall remain open from 8.00 a.m. up to and including 10.00 p.m. on week days and from 8.00 a.m. up to and including 5.00 p.m. on Saturdays.
• The College Librarian shall respond to library inquiries within one (1) day.
• The College Annual Report containing information on the developments in the College shall be published once annually.
• The process of recruitment and promotion shall be completed within three months.
• Staff performance appraisal shall be conducted between October and March every academic year.
• The College's Accounts Office shall observe all financial regulations and procedures, ensure adherence to budgetary provision; and process approved payments as permitted by cash flow.
• The College shall hold its procurement meeting on a weekly basis while ensuring that goods and services are procured within one (1) month and in line with the University and Government procurement regulations.
• The College Health Clinic shall remain open from 8.00 a.m. up to 5.00 p.m. Emergencies shall be attended as and when they occur.
• The College shall maintain a healthy, safe and pleasant environment.
• The College is an illicit drug free
• The College Sports and Games facilities and equipment shall be up to date and well maintained.
• Transport for academic trips shall be provided on time as per scheduled agreed requests.
• Quality ICT services shall be provided to students and staff.
• All telephone calls shall be attended to within twenty (20) seconds.
• Routine correspondence shall be replied to within seven (7) days from the date of receipt.
• The College shall not condone impropriety.
• The College is a corrupt free zone.

FEEDBACK
• Complaints, compliments and suggestions should be forwarded to the Principal, Deans of Faculties, Director of Institute, Chairmen of Departments and section heads. In case of appeals, the Vice Chancellor shall be willing to consider.
• Feedback may be communicated through telephone, letters, e-mail or suggestion boxes which have been made available within the College in appropriate locations for your use.
• Confidentiality and privacy shall be upheld.
• All feedback shall be addressed within seven (7) days.
ADDRESS COMMENTS AND FEEDBACK ON THIS CHARTER TO:

PRINCIPAL
COLLEGE OF AGRICULTURE &
VETERINARY SCIENCES
UNIVERSITY OF NAIROBI
P.O. BOX 29053-00625
KANGEMI

TEL: 022055126
FAX:
E-MAIL: principal-cavs@uonbi.ac.ke
The following are contacts of key officers in the College whom you may wish to contact as and when in need to do so.

<table>
<thead>
<tr>
<th>SNO.</th>
<th>NAME</th>
<th>POSITION</th>
<th>OFFICE NO.</th>
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