



**UNIVERSITY OF NAIROBI**

**COLLEGE OF AGRICULTURE AND VETERINARY SCIENCES**

**FACULTY OF VETERINARY MEDICINE,**

**DEPARTMENT OF VETERINARY PATHOLOGY, MICROBIOLOGY AND  
PARASITOLOGY,**

**Service Charter**

**Foreword**

**INTRODUCTION**

The Department of Veterinary Pathology, Microbiology and Parasitology 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 services to our clients and stakeholders. We have set out commitments to you and welcome feedback on how to improve our services.

**Vision**

**To be a leading centre of excellence in research, training, diagnosis and consultancy in animal and zoonotic diseases; and environmental issues**

**Mission**

**To contribute to improved animal health and productivity, human health, poverty alleviation and environmental sustainability by providing relevant education, basic and applied research, consultancy, outreach and diagnostic services**

**Core Values**

- Uphold professionalism and ethics in all dealings with our stakeholders
- Uphold good governance and ensure that there is equity, accountable and transparent approach in all our operations
- Uphold integrity, honesty, dignity and quality *customer service*
- Promote participatory management and effective team work and team spirit in all activities and operations
- Promote linkages with industries, other institutions and alumni

- Recognize and esteem ideas and innovations.
- Uphold dignity of all members of staff through meritorious recognition and reward systems
- Provide quality and relevant education at all times
- Nurture the environment

## **PRINCIPLES F SERVICE DELIVERY**

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

- To serve our clients with dignity, courtesy and respect;
- To provide efficient and effective services at all times;
- To adhere to ethical and equitable service provision;
- To uphold transparency and accountability at all times;
- To maintain appropriate confidentiality;
- Espouse the principle of natural justice at all times
- To discharge our duties professionally, passionately and with patriotism.

## **CLIENTS OF THE DEPARTMENT**

The clients of the University are the clients of the Department 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 with submission to the Dean taking 7 days after the results are approved by the Departmental Board of Examiners.

Safe and healthy environment

Well maintained lecture theatres, laboratories, offices and other facilities

Respond to all letters from students within 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 Sections 2 weeks before commencement of examinations.

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

Applications for credit transfers/exemptions to be communicated to the Dean within 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

## **POSTGRADUATE STUDENTS**

Safe and healthy environment

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

Feedback to postgraduate assignments/theses draft to be given within two weeks from the date of receipt

## **STAFF**

Safe and healthy environment

All communications through the Chairman to be submitted to the next levels within 2 working days.

Consultations with the Dean are immediate depending on availability.

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

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

## **PARENTS**

Student progress reports to be dealt with immediately.

Consulting the Chairman to be immediate.

Information on admissions into Departmental 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 Departmental meetings.

Confidentiality and privacy shall be upheld.

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