



UNIVERSITY OF NAIROBI
COLLEGE OF AGRICULTURE AND VETERINARY SCIENCES
FACULTY OF VETERINARY MEDICINE
**DEPARTMENT OF VETERINARY PATHOLOGY, MICROBIOLOGY AND
PARASITOLOGY**

SERVICE CHARTER

2018

FORWARD

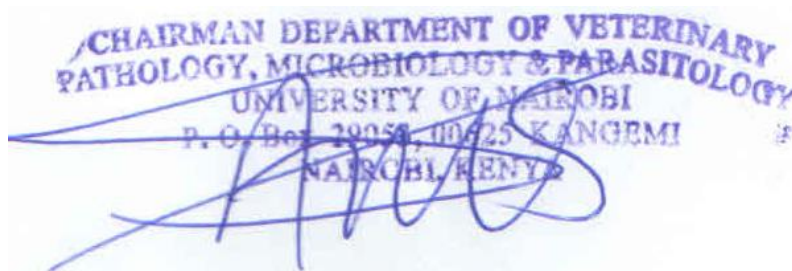
The Department of Veterinary Pathology, Microbiology and Parasitology (VPMP) is committed through all its sections to offer quality service all customers and stakeholders. This is in line with the University-wide service charter and the College of Agriculture and Veterinary Sciences (CAVS) Charters which guarantee 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.

The department will achieve quality service, guided by our vision which is to be a universal centre of excellence in training, research, outreach and consultancy services in veterinary, biomedical, environmental and natural resource sciences in order to realize sustainable and secure livelihoods. This vision is in tandem with the College and 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 and sustained human health.

VPMP's service charter is therefore a dedication to delivery of high quality service to students, clients, staff, suppliers, collaborators and other stakeholders with whom the department interacts in the pursuit of its core business.

We are happy to render our mandate and will be glad to receive feedback that will assist us continually improve our services.

Welcome.

A blue official stamp from the University of Nairobi, Department of Veterinary Pathology, Microbiology & Parasitology. The stamp includes the text: 'CHAIRMAN DEPARTMENT OF VETERINARY PATHOLOGY, MICROBIOLOGY & PARASITOLOGY', 'UNIVERSITY OF NAIROBI', 'P. O. Box 29058, 00625 KANGEMI', and 'NAIROBI, KENYA'. A blue ink signature is written over the stamp.

PROF. S. GITHIGIA
Chairman

Department of Veterinary Pathology, Microbiology and Parasitology

2.0 INTRODUCTION

The Department of Veterinary Pathology, Microbiology and Parasitology Service Charter spells out the scope and standards of service which are rendered to students, staff and all stakeholders.

The department is committed to quality training to produce competent and competitive graduates, quality scientific research, diagnostics, consultancy and outreach services to support the animal industry, food security and safety, and animal and human welfare.

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 leading centre of excellence in research, training, diagnosis and consultancy in animal and zoonotic diseases; and environmental issues..

MISSION

To pursue and maintain a world-class leadership status through contributing 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

The department is committed to realizing its vision and mission and operating within defined and treasured beliefs that have contributed to its success, shall:

- a. Uphold professionalism and ethics.
- b. Uphold integrity, honesty, dignity and quality customer service
- c. Good governance and participatory management
- d. Team-spirit and teamwork
- e. Recognize and esteem ideas and innovations.
- f. Nurture the environment
- g. National cohesion and inclusiveness

These values are the guiding beacons and remain the beams and bedrock in service delivery and are to be embraced by all members of staff and students in the department at all times.

3.0 DEPARTMENT STRUCTURE AND ADMINISTRATION

The Department of Veterinary Pathology, Microbiology and Parasitology (VPMP) is as old as the Faculty of Veterinary Medicine (FVM), which was

established at the commencement of training in Agriculture and Veterinary sciences in East Africa, to offer Diploma certificate in veterinary training in 1942.

The Department was among those collated in 1970 to establish the University of Nairobi through an Act of Parliament and came under the College of Agriculture & Veterinary Sciences that was established within the University pursuant to section 4 of the University of Nairobi Act, 1985 (cap 210) of the laws of Kenya and functions under the Universities Act No. 42 of 2012.

The Department

The department is the basic unit in academic functioning of the university. It makes recommendation to Faculty, College and Senate on student's academic progress, teaching syllabi and examinations as well as personnel and resources for the conduct of academic programs. It is the functional and operational unit where university strategic actions are carried out. In order to better carry out its functions, it is divided into sections.

There are three sections in the Department; namely: Veterinary Pathology; Veterinary Microbiology and Veterinary Parasitology.

The Chairman:

This officer is appointed by the Vice Chancellor and is the academic and administrative head of the department responsible to the Vice Chancellor, through the Dean and Principal, for the maintaining and promoting efficient management of the department.

Department Management Board:

This is comprised of the section heads and is responsible for assisting in the administrative functions of the department

Section Heads

Appointed by the Chairman of Department and are responsible for coordinating activities of the staff in teaching and examination activities of the specific sections.

Departmental committees

Members are nominated at departmental meetings and are responsible for specific duties at the department, namely:

- a. Academic activities
- b. Research and consultancy
- c. Strategic planning
- d. Biosafety
- e.

4.0 PRINCIPLES OF SERVICE DELIVERY

In our service delivery, we pledge to:

- a. Serve our clients with dignity, courtesy and respect;
- b. Provide efficient and effective service at all times;
- c. Adhere to ethical and equitable service provision;
- d. Uphold transparency and accountability at all times;
- e. Espouse the principles of natural justice at all times;
- f. Maintain appropriate confidentiality;
- g. Discharge our duties professionally, passionately and with patriotism.

4.0 CLIENTS OF THE DEPARTMENT

The clients of the Department include the following, among others:

- a. Students;
- b. Employees;
- c. Farmers
- d. Parents/guardians;
- e. Suppliers;
- f. Alumni;
- g. Collaborators
- h. The community;
- i. The general public;

5.0 PARTNERS AND STAKEHOLDERS

The department partners and stakeholders comprise, among others, the following:

- a. Tax payers,
- b. University management
- c. Ministry of Education, Science and Technology
- d. Commission for University Education,
- e. Higher Education Loans Board,
- f. Other Government Departments, Universities, Research collaborators,
- g. 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).

6.0 EXPECTATIONS FROM CLIENTS

6.1 STUDENTS & STAFF

- a. Exhaustive coverage of the approved syllabi;
- b. Prompt and fair processing of examination results, issuance of examination results;
- c. Well maintained lecture theatres, laboratories, offices, hostels and
- d. other facilities;
- e. Fair and just listening to student complaints;
- f. Existence and application of modern Information and Communication Technologies (ICTs);
- g. Safe and health environment;
- h. Prompt attendance to students and staff matters;
- i. Courteous and timely response to requests and inquiries;
- j. Increased funding for research;
- k. Aggressive marketing of consultancy and research services;
- l. Adaptive human resource management practices;
- m. An effective performance appraisal system;
- n. Efficient procurement processes; and
- o. Expeditious processing of collaborative agreements;

6.2 DONORS

- a. Prompt research output; prompt delivery of reports as per logframe
- b. Honoring Memorandum of Understanding (MOU) involving research institutions, industry and other partners and
- c. Recognition and acknowledgement of donors and sponsors.
- d. Ensure transparency and accountability

6.3 SUPPLIERS

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

6.4 ALUMNI

Involvement of alumni in the teaching, research and student mentorship.

6.5 NEIGHBOURS

Maintenance of good neighbourliness through fruitful interactions.

7.0 EXPECTATIONS OF THE DEPARTMENT

- a. The College shall expect the following from its clients/stakeholders.
- b. To treat staff with respect and courtesy;
- c. To give feedback and comments on service rendered;

- d. To support College programmes and activities;
- e. To observe University rules and regulations;
- f. To provide sufficient and accurate information for accurate and appropriate response; and
- g. To pay all fees and other levies promptly.

7.0 SERVICE DELIVERY PLEDGE

- a. Upon registration, a student shall pursue to be issued with student information handbook and clear guidelines on academic programmes, examination rules, fees structure; student supports services and disciplinary procedures.
- b. All lectures shall be conducted fully and on time as per approved timetables and teaching schedules
- c. The Consolidated mark sheets for the final semester examinations shall be finalized by subject coordinators after submission by all lecturers as requested for the discussion by the department prior to forwarding to the Dean of the Faculty
- d. Consolidated continuous assessment (CAT) marks for each subject shall be collated and displayed on the departmental notice board within one (1) week after date of CAT
- e. Postgraduate supervisors for masters or doctoral degrees will give feedback to their students within two weeks after receiving a project or a thesis.
- f. Preparation and prompt clearance of graduates in time for graduation ceremonies held annually in September.
- g. The department shall remain open to all on week days from 8.00 a.m. and including 5.00 p.m. except during examination period when it will be out of bounds for students.
- h. The department Annual Report containing information shall be published once annually.
- i. The process of recruitment and promotion shall be completed within three months.
- j. Staff performance appraisal shall be conducted between October and March every academic year.
- k. The department Office shall observe all financial regulations and procedures, ensure adherence to budgetary provision; and process approved payments as permitted by cash flow.
- l. The department shall hold its department meetings once per semester and as per needs of the department
- m.
- n. The department shall maintain a healthy, safe and pleasant environment.
- o. The department is an illicit drug free
- p. Quality ICT services shall be provided to students and staff.
- q. All telephone calls shall be attended to within twenty (20) seconds.
- r. Routine correspondence shall be replied to within seven (7) days from the date of receipt.

- s. The department shall not condone any indiscipline or impropriety.
- t. The department is a corrupt free zone.

FEEDBACK

1. Complaints, compliments and suggestions are to be forwarded to the Chairman who shall deal with those pertinent to the department and forward the remainder to the Dean for further attention. In case of appeals, the Vice Chancellor shall be willing to consider.
2. Feedback may be communicated through telephone, letters, e-mail or suggestion boxes which have been made available within the department in appropriate locations for the appropriate use.
3. Confidentiality and privacy shall be upheld.
4. All feedback shall be addressed within seven (7) days.

ADDRESS COMMENTS AND FEEDBACK ON THIS CHARTER TO:

CHAIRMAN

Department of Veterinary Pathology, Microbiology and Parasitology
P.O Box 29053-00625
Kangemi

TEL: +254 20 4916016

E-MAIL: vetpath@uonbi.ac.ke