



**UNIVERSITY OF NAIROBI
COLLEGE OF BIOLOGICAL AND
PHYSICAL SCIENCES**

Foreword

The Service Charter is a commitment by the College of Biological and Physical Sciences (CBPS) to deliver high quality service to our students, staff, research collaborators, donors, other stakeholders and the public at large.

The College of Biological and Physical Sciences encourages feedback that will enable us continuously improve on our service delivery.

Prof. B. Aduda

Principal, CBPS

Introduction

The College of Biological and Physical Sciences 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 our commitments to you, and welcome feedback on how to improve our services.

Vision

To be a centre of excellence in Science, Technology, and Innovation.

Mission

To provide quality education in Science, Technology and innovation through quality interdisciplinary training, research and consultancy for the benefit of humanity.

Core Values

In our quest for timely provision of quality service, we shall be guided by the following Core Values, which are articulated in our Strategic Plan (2008 – 2013):

- Professionalism
- Innovativeness and Creativity
- Positive response to students and other stakeholders
- Respect for and protection of the environment
- Responsible corporate citizenship and strong social responsibility
- Team spirit and Team work
- Freedom of thought in academic enquiry

Core Functions

Teaching and Learning: The College offers adequate and competitive, innovative, relevant and market driven academic programmes, at both undergraduate and postgraduate levels, with in-built quality control systems. Further, the College provides an enabling environment for integrated growth for students and staff.

Research: As part of its mandate to generate, preserve and disseminate knowledge, the College has created a conducive environment to undertake quality and relevant research.

Consultancy: The College has integrated consultancy within its core functions

Community Service: The College participates in community programmes and activities as part of its Corporate Social Responsibility.

Structure and Governance

Principal: Academic and Administrative head of the College, responsible to the Vice-Chancellor for maintaining and promoting efficient management of the College

College Academic Board: Academic organ that determines and oversees all academic programmes at the College.

College Management Board: Co-ordinates the College's development plans, ensures efficient management of resources, and makes proposals to the University Management Board and Senate on policies that have a University-wide application.

Principles of Service Delivery

In our service delivery, we pledge at all times to:

- Serve our clients with dignity, courtesy and respect;
- Provide efficient and effective service;
- Adhere to ethical and equitable service provision;
- Uphold transparency and accountability;
- Espouse the principles of natural justice;
- Discharge our duties Professionally, Passionately, and with patriotism;
- Maintain confidentiality

College Clients

- Students
- Employees
- Parents
- Suppliers
- Alumni
- The Community
- The general public.

Partners/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
- Donors
- Sponsors
- Trade Unions
- Students' Union
- Professional Bodies
- Alumni Associations
- Neighbours
- Other stakeholders/partners.

Client Expectations

Our clients expect efficient and effective provision of services as follows:

- A transparent admission process;
- Exhaustive coverage of the approved syllabi;
- Prompt and fair processing of examination results, transcripts and certificates;

- Increased funding for research;
- Prompt research output;
- Well maintained lecture theatres, laboratories, offices, hostels and other facilities;
- Support and marketing of consultancy services;
- Best practices in Human Resource Management;
- An effective performance appraisal system;
- Fair and just disciplinary procedures;
- Efficient procurement processes;
- Prompt payment of claims and services rendered.
- Recognition and acknowledgement of donors and sponsors;
- Expeditious processing of collaborative agreements;
- Honouring Memoranda of Understanding (MOUs)

- Application of modern Information Communication and Technology (ICT);
- Involvement of Alumni in governance and development of the College;
- Safe and healthy environment;
- Courteous and timely response to requests and enquiries.
- Prompt clearance of students and staff

College's Expectations

The College expects its clients/ stakeholders to:

- Treat staff with respect and courtesy;
- Provide sufficient and accurate information to enable us respond to requests appropriately;
- Prompt payment of all dues, fees and levies;
- Support of College programmes and activities;

- Observe University rules and regulations; and
- Provide feedback and comments on the service rendered.

Support Services

For efficient management of its functions, the College has various support services provided by:

- College Registrar's office
- Library
- Students Welfare Authority (SWA)
- Assistant Dean of Students Office
- Sports and Games Department
- Special Students Advisor
- Bursar's Office
- Procurement Office
- Internal Audit
- University Health Services (UHS)

- Construction & Maintenance
- Information Communication and Technology Office
- College Security
- UNES
- Among others

Commitment to Service Delivery

In our service delivery, we pledge that:

- Students admitted to the College shall receive admission letters two months prior to reporting date.
- The orientation of students admitted to the College shall be undertaken within one (1) week after reporting date.
- Upon registration, a student shall be issued with clear guidelines on academic programmes, examination rules, fees structure, student support services and disciplinary procedures.

- All lectures shall be conducted fully and on time, as per approved timetables.
- Consolidated mark sheets shall be finalised and forwarded to examinations office within one month following end of examinations.
- Postgraduate supervisors for Masters or Doctoral degrees will give feedback to their students within two weeks after receiving a project or thesis.
- Programme coordinators shall submit reports annually.
- Disciplinary cases for students and staff shall be completed within a period of thirty days.
- Staff Performance Appraisal shall be conducted between October and March every academic year
- Campus Library shall be open from 8:00 a.m. to 10:00 p.m. on weekdays, 8:00 a.m. to 5:00 p.m. on Saturdays, and from 11:00 a.m. to 5:00p.m. on Sundays.

- Queries from library users shall be responded to within one (1) day
- College Based recruitment and promotion shall be completed within twelve (12) weeks from advertisement to issuance of letters
- The Bursar's office shall observe all financial regulations and procedures, ensure adherence to budgetary provisions; and process approved payments within three (3) days
- Procurement of goods and services shall be done within four (4) weeks, after approval by College Procurement Committee and in line with the University and government procurement regulations
- The College shall maintain a healthy, safe and pleasant environment
- The College shall be illicit drug free and a no-smoking zone
- The College shall facilitate students to attend sport activities

- Transport shall be provided on time as per approved 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
- Clearance of students and staff shall be finalized within two (2) days
- The College is a Corruption Free Zone
- The College shall not condone impropriety.
- The College shall be gender sensitive
- The College shall endeavour to provide for those with special needs

Feedback

- Complaints, compliments and suggestions should be forwarded to departmental heads and in case of appeals, to the Office of the Principal
- The Feedback may be channelled via telephone, letters, e-mail or suggestion boxes
- Confidentiality and privacy in respect of complainant's identity shall be respected.
- All feedback shall be addressed within seven days.

College Administrative Offices

The following are the e-mail addresses for the key offices of the college;

- **College Administration**
Principal CBPS:
principal-cbps@uonbi.ac.ke
College Registrar:
registrar-cbps@uonbi.ac.ke
College Bursar:
bursar-cbps@uonbi.ac.ke
College Auditor:
auditor-cbps@uonbi.ac.ke
- Schools/Centres
SPS
SCI
SBS
SOM
CEBIB
College Librarian

Asst. Dean of Students
Security Offices

All comments and Feedback on this Service Charter should be addressed to:

The Principal
College of Biological & Physical Sciences
Chiromo Campus
University of Nairobi
P.O. B OX 30197-00100
NAIROBI, KENYA

[Tel:4449002-4](tel:4449002-4)

Email: principal-cbps@uonbi.ac.ke

Hotline: 020-2667114

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