



UNIVERSITY OF NAIROBI

INSTITUTE OF ANTHROPOLOGY, GENDER AND AFRICAN STUDIES

SERVICE CHARTER

Vision

To be a leading Institute promoting excellence in teaching, training, research and consultancy.

Mission

To provide quality teaching, learning, research and consultancy in the field of Anthropology, Gender and African studies.

Core Values

The Institute is guided by the core values of:

- **Freedom of expression and thought:** We shall promote and defend the freedom of thought and academic inquiry.
- **Innovativeness and creativity:** Innovativeness shall be the hallmark of our business activities through fostering pro-activeness, creativity and adaptability to change.
- **Good corporate governance:** We embrace and practice good corporate governance. In this regard, we shall ensure that all our processes and procedures are marked by efficiency, effectiveness and transparency; we are accountable for our decisions and actions; our decision-making processes are participative and consultative; and our actions reflect meritocracy, openness and transparency.
- **Team spirit and teamwork:** In the course of performing our duties, we shall work as a team at all levels.
- **Professionalism:** In all our actions and interactions, we shall maintain ethical behavior, professional etiquette and honesty.
- **Quality customer service.**

- **Responsible corporate citizenship and strong social responsibility:** We shall nurture responsible corporate citizenship and strong social responsibility.
- **Respect for and conservation of the environment:** In all our activities, we shall strive to respect and protect the environment.

Core Functions

Teaching and Learning: The Institute offers adequate, innovative, relevant and market driven academic programmes at both undergraduate and postgraduate levels, with in-built quality control systems based on ISO 2001-2008 standard. In addition, the Institute provides an enabling environment, to undertake quality and relevant research.

Consultancy: The Institute has mainstreamed consultancy as a core function.

Community Service: The Institute participates in community and outreach programmes and Activities, as part of its contribution to the University's Corporate Social Responsibility.

Structure and Governance

Director of the Institute: Academic and Administrative head of the Institute, responsible for maintaining and promoting efficient management of the Institute; answerable to the Vice-Chancellor.

Institute Academic Board: The supreme academic organ that determines and oversees all academic programmes at the Institute.

Principles of Service Delivery

In our service delivery we pledge to:

- Service our clients with dignity, courtesy and respect;
- Provide efficient and effective service all times;
- Adhere to ethical and equitable service provision;
- Uphold transparency and accountability at all time;
- Espouse the principles of natural justice at all times;
- Provide our services in a professional manner;
- Commit ourselves to patriotism; discharge our duties with passion; and
- Provide the services within specified pace.

Institute Clients

- Students
- Customers
- Employees
- Parents
- Suppliers
- Alumni
- Community
- Development partners
- The general public

Client Expectations

Our client efficient and effective provision of services as follows:

- A transparent admission process;
- Exhaustive coverage of the approved syllabi;
- Prompt and fair processing of examination result, transcript and certificates;
- Increased funding for research;
- Prompt research output;
- 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;
- Recognition and acknowledgment of donors and sponsors;
- Expeditious processing of collaborative agreements;
- Honouring Memoranda of Understanding (MoUs) involving research institutions, Industry and other partners;

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

Institute's Expectations

The Institute expects its clients/stakeholders to:

- Treat staff with respect and courtesy;
- Provide sufficient and accurate information to enable us to respond to requests timely and appropriately;
- Prompt payment for services rendered;
- Prompt payment of all fees and levies;
- Support of Institute programmes and activities;
- Observe the Institute's rules and regulations; and
- Provide feedback and comments on the services rendered.

Commitment to Service Delivery

In our service delivery, we pledge that:

- Students admitted to the Institute shall receive admission letters eight weeks prior to reporting date.
- Students shall be issued with clear guidelines on academic programmes, examination rules, fees structure, student support services and disciplinary procedure.
- All lectures shall be conducted fully and on time, as per approved timetables.
- Consolidated mark sheets shall be finalized and forwarded to examinations office within the frame work of SMIS one month following end of examinations.

- Postgraduate supervisors for Masters or Doctoral degrees will give feedback to their students within two weeks of receiving a project or thesis.
- Programme coordinators shall submit reports annually.
- Staff performance appraisal shall be conducted annually.
- The Institute shall maintain a healthy, safe and pleasant environment.
- The Institute shall be a drug free and a no smoking zone.
- Quality ICT services shall be provided to students and staff.
- All telephone calls shall be attended to within five rings.
- Routine correspondence shall be replied to within seven days from the date of receipt.
- The Institute shall be gender sensitive. The Institute shall not condone impropriety.
- The Institute is CORRUPTION FREE zone.

Feedback

- Complaint, compliments and suggestions should be forwarded to the office of the Director or using the appropriate complaint/corruption reporting boxes located at the Institute.
- The Institute shall address complaints within seven (7) days.
- All feedback shall be addressed within seven days.

The following is the e-mail address of the Institute.

Director-iagas@uonbi.ac.ke