

DEPARTMENT OF BIOLOGY
CUSTOMER SERVICE DELIVERY CHARTER
Commitment to Service Delivery

CORE MANDATE	SERVICIE	REQUIREMENT	COST	TIMEINE	KEY PERFMANCE INDICATOR	OUTCOME
TEACHING AND LEARNING	(a) Admission	Meeting University Senate Approved Minimum admission Requirements	NIL	Shortlist applicants on rolling basis	Signed admission evaluators; Print-out list of admitted students from the system	Increased student numbers
	(b)Teaching	Payment of prescribed fees and registration	NIL	As per the approved senate schedules:	Teaching timetables; Class list from the SMIS for the registered students	Ensure that only registered students attends attend class; Minimize cases of fee defaulters
	(c)Examination	Payment of prescribed fees and registration	NIL	As per the approved senate schedules: End of semester exams	Examination timetables; Class list from SMIS for registered students	Ensure only registered students sit for exams: Minimize cases of lecturers not able to load marks for unregistered students
	(d)Graduation	Clearance certificate, hire of academic dress and payment of prescribed fees	Ksh 1,000	September and December Every Year	Consolidated mark sheets: List of students processed and cleared for graduation: Issuance of clearance certificates	Holistic graduates in diverse fields
STUDENT AFFAIRS	(a)Mentorship, Counselling and Career Guidance	Adherence to University regulations and core values	NIL	Within the timelines specified in University Policies	Mentorship committees formed: Students with awards; Minutes of meetings held; List of students mentored or participated in mentorship programs	Enhanced moral values and culture of responsibility among the students
	(b)Co-Curricular Activities	Joining clubs, societies and professional bodies	NIL	Every Academic year	Showcase student s who participate in co-curricular activities e.g sports and clubs	Holistic Development of students i.e body, mind and soul
	(c)Student welfare Services	Fully registered students	NIL	Senate approved calendar	Students recommended to the Dean of students for work study programs ; Class reps and students leaders participated in Departmental meetings and Students welfare clubs	Improved student satisfaction: Build future leaders
RESEARC, INNOVATIOBN AND ENTREPRISE	(a) Supervision of Postgraduate Research projects and Theses	Submission of research projects and theses a student	NIL	Feedback from the supervisor to the student should be within two (2) weeks	List/screenshot of students supervised; List/screenshot of supervisors: Progress reports from the supervisors	Increased visibility and uptake of University Research output
	(b)Innovation	Adherence to the applicable laws and policies	NIL	Approved calendar	List of staff and students participated in Innovation weeks; Presentations made: Projects generated from the University Innovation hub	Enhanced role in National Innovation Ecosystems
	(c)Consultancy and Enterprise	Adherence to the applicable laws and policies	NIL	Approved calendar	List of academic staff involved in Consultancy and types of consultancy:	Growth in Research: Ensure increased revenue/funding to

						support Research, scholarly and Creative activities
RESOURCES MANAGEMENT	(a)Management of Human Resources	Adherence to the statutory, Regulatory and Relevant policies	NIL	Senate approved calendar	Requests made for promotion and staff recruitment: Financial year appraisal reports: Staff and students given awards	Improved staff satisfaction and morale: Rationalized staffing and productive staff
	(b)Management of physical facilities and infrastructure	Adherence to the statutory, Regulatory and Policies guidelines	NIL	Senate approved calendar	Requests or M1 raised to repair facilities; Budget and petty cash prepared for maintenance	Well maintained and accessible physical facilities and infrastructure
	(c)Management of Financial Resources	statutory, Regulatory and Policies guidelines	NIL	As per the approved guidelines and inconformity with the policies	Purchase based on procurement plans and approved budgets: Processed AIEs	Improved cash flow and informed decision making Ensure sustainable financial resource base
COMPETITIVE NESS AND IMAGE	(a)Corporate Branding	Adherence to the applicable laws and policies	NIL	Approved calendar	Populate services offered by Department on its website	Improved visibility: and branding Strong corporate image: Quick access of services to clients
	(a)Engagement with the Industry	Adherence to the applicable laws and policies	NIL	Approved calendar	MOUs created: Proposed partnerships: Students recommended for internship in the Industry	Strong industry linkages and partnerships
	Maintain Competitiveness	Adherence to the applicable laws and policies	NIL	Approved calendar	Drawing MOUs and renewal of expired MOUs: Register of partners: Meetings held by Department with the partners	Improved competitiveness and image, Leadership role in the region and beyond
GOVERNANCE, LEADERSHIP AND CULTURE	(a)Foster Good Corporate Governance and Leadership	Adherence to the statutory, Regulatory and Policies guidelines	NIL	Approved calendar	Committees created for various leadership Forums: Staff and student leaders involved in Governance and Leadership: List Departmental UNSA Leaders: Staff elected as Senate Reps: Staff involved in development of strategic plans	A pillar of good corporate Governance: Institutional efficiency and effectiveness
	(b)Entrench Positive Institutional Culture	Adherence to the statutory, Regulatory and Policies guidelines	NIL	As per the approved timeliness and inconformity with the policies and core values	Engage staff and students in sensitization culture	Institutional optimal performance; Enhanced commitment, royalty and responsibility amongst us

Complaints, compliments and suggestions as well cases of appeal should be forward to the Departmental Chair
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