



UNIVERSITY OF NAIROBI

COLLEGE OF AGRICULTURE AND VETERINARY  
SCIENCES

DEPARTMENT OF LAND RESOURCE MANAGEMENT AND AGRICULTURAL  
TECHNOLOGY

CLIENT SERVICE CHARTER



## FOREWORD

The Department of Land Resource Management and Agricultural Technology (LARMAT) is committed to maintaining a culture of strong client-focused service. This is in line with the University-wide service charter which guarantees quality service to all its clients based adherence to rule of law, transparency, accountability, fairness and timely service delivery. Excellence in teaching and learning, research, outreach consultancy services and good governance are our hallmarks. We will achieve this vision through quality research, capacity building, consultancy and community outreach in order to contribute to agricultural productivity for poverty reduction and secure livelihoods.

This Charter explains who we are and establishes the scope and standards of service that our clients can expect from us. The Charter further spells out who our clients are-- students, staff, suppliers, collaborators and other stakeholders with whom the department does business. The Charter also provides information about how our clients can comment on our service and performance against the set standards; including any complaints, compliments or suggestions they may have. The ways in which you can contact us are set out at the end and in front and end of the Charter. To ensure we continuously improve our service delivery we welcome your feedback.

**Prof. R. Kinuthia Nguji**

**Chairman,**

**Department Land Resource Management & Agricultural Technology (LARMAT)**

This Service Charter is informed by the following Vision, Mission and Core values:

## VISION

A school of excellence in sustainable land resource management

## MISSION

To provide leadership in sustainable management of land resources and technologies through quality training, research and outreach.

## CORE VALUES

- Professionalism and ethics
- Transformative education, research and outreach
- Teamwork and partnership
- Environmental sustainability and food security
- Equity and inclusiveness

## Principles of Service Delivery

Whilst showing respect, professionalism, honesty, fairness and integrity, we will:

- Be sensitive to the needs of others and to diverse beliefs and opinions  
Deal competently with our clients and our colleagues
- Be accessible and communicate clearly
- Be objective and impartial in our decision-making, and
- Be accountable and observe sound business practices
- Provide efficient and effective service at all times
- Adhere to ethical and equitable service provision
- Uphold transparency and accountability at all times
- Espouse the principles of natural justice at all times
- Maintain appropriate confidentiality
- Discharge our duties passionately and with patriotism

## Our Clients

The clients of the University are the clients of the Department. They include the following among others:

- Students
- Employees
- Parents/guardians
- Suppliers
- Alumni
- The community
- The general public

## Partners and Stakeholders

The Department's partners and stakeholders comprise the following among others:

- Tax Payers
- Ministry of Higher Education, Science and Technology
- Ministry of Agriculture, Livestock & Fisheries
- Ministry of Education
- Other Government Departments, Universities, Research collaborators, 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.
- Ministry of Water and Irrigation
- Ministry of Environment
- Commission for Higher Education
- Higher Education Loans Board

## Expectations from Clients

### *Students & Staff*

- Quality teaching
- Exhaustive coverage of the approved syllabi
- Prompt and fair processing of examination results
- Well maintained laboratories, offices and other facilities
- Fair and just disciplinary procedures
- Existence and application of Information and Communication Technologies (ICT)
- Safe and healthy learning environment
- Prompt clearance of students and staff
- Courteous and timely response to requests and inquiries
- Aggressive marketing of consultancy and research services;
- Adaptive human resource management practices
- An effective performance appraisal system
- Efficient procurement processes
- Expedient processing of collaborative agreements

### *Donors*

- Prompt research output;
- Honoring Memorandum of Understanding (MOU) involving research institutions, industry and other partners
- Recognition and acknowledgement of donors and sponsors.
- Ensure transparency and accountability

### *Suppliers*

- Prompt processing of payment for services and/or goods delivered.

## ***Alumni***

- Involvement of alumni in the governance and development of the Department

## ***Neighbours***

- Maintenance of good neighborliness through fruitful interactions.

## **Expectations of the Department**

The Department shall expect the following from its clients/stakeholders.

- Respect and courtesy
- Feedback on service rendered
- Adherence to university rules and regulations
- Sufficient and accurate information for accurate and appropriate response
- Prompt payment for services rendered when due

## **Service Delivery Pledge**

- All lectures shall be conducted fully and on time as per approved timetables
- Examination results shall be consolidated and submitted to the Dean within one month following end of examinations
- Postgraduate student supervision shall be conducted according the Common Regulations
- Clearance of 4<sup>th</sup> year students shall be finalized within two (2) days
- Staff Performance Appraisal (SPA) shall be conducted in a fair and transparent manner.
- The Department shall observe all financial regulations and procedures
- The Department shall maintain a healthy, safe and pleasant environment
- The Department's precincts shall remain smoke and drug free zone
- Incoming 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
- The Department shall not condone impropriety.
- The Department shall strive to attain zero tolerance to corruption

## **How we Measure, Monitor and Report on our Performance**

We measure and monitor performance against our service commitments and standards by:

- Recording and acting on your feedback and complaints about our service, and
- Regularly reviewing the terms and effectiveness of this Charter.

## Feedback

- Complaints, compliments and suggestions should be forwarded to the Chairman of the Department
- Feedback may be communicated through telephone, letters, e-mail or suggestion boxes which have been made available in conspicuous locations in the Department
- Confidentiality and privacy shall be upheld.
- All feedback shall be addressed within seven (7) days

The following are contacts of key officers in the Department whom you may wish to contact as and when in need to do so.

### CHAIRMAN

Department of Land Resource Management & Agricultural Technology

University of Nairobi

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KANGEMI

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