

DEPARTMENT OF LAND RESOURCE MANAGEMENT & AGRICULTURAL TECHNOLOGY

SERVICE CHARTER

CORE MANDATE	SERVICE	REQUIREMENTS	COST	TIMELINE
TEACHING AND LEARNING	Registration and Orientation of new students	<ul style="list-style-type: none"> - Student registration as per the prescribed university procedures - Student Information Handbook issued during registration - Guidelines on Academic programmes, Examination Rules and Regulations, Student Support Services and disciplinary procedures 	NIL	Week one of commencement of Academic programmes
	Registration of course Units	<ul style="list-style-type: none"> - Mandatory online student registration for courses offered in each academic semester - Courses registered for by the student captured in the Student Management Information System (SMIS) 	Tuition Fee	Within the first four weeks of semester commencement
	Planning and conducting Teaching and Learning	University of Nairobi Senate approved timetables/Semester schedules	NIL	First day of reporting to the 13 TH week of each semester
	Student experiential learning and academic trips	<ul style="list-style-type: none"> - Faculty/Department Approved budgets and schedule of activities 	Based on number of students and staff	Any time between commencement of the semester and two weeks to End of semester Examinations
	Conducting of examinations	<ul style="list-style-type: none"> - UoN Senate approved Examination Timetables and guidelines 	NIL	13th to the 15th week of each semester
	Submission of Consolidated Mark sheets	<ul style="list-style-type: none"> - Moderated External Examiner results - Departmental Examination Committee Meeting - Approved results from department sent to the Dean, after Departmental Committee of examiners' meeting 	NIL	One week after Departmental Examiners Committee Meeting
	Missing marks	<ul style="list-style-type: none"> - Evidence of exams having been done - Evidence of fee payment and registration on the student portal 	Nil	Within 1 day of launching the complaint
	Student clearance	<ul style="list-style-type: none"> - Student indicate reason or intention for clearance - Duly filled Clearance forms 	NIL	2 days after submission of clearance form to the department
STUDENT AFFAIRS	Student mentorship and counselling	<ul style="list-style-type: none"> - Adherence to University rules and regulations Sensitization on University Vision, mission and core values 	Nil	Throughout the semester
	Membership to Student organizations	Register as a member of existing departmental; clubs, societies and/or professional bodies	As per the approved society by laws	At beginning of every academic year
RESEARCH INNOVATION AND ENTERPRISE	Supervision of Postgraduate students (proposal and thesis) and 4 th Year special project reports	<ul style="list-style-type: none"> - Student supervisor allocation by the Department/Faculty - A research proposal/special project proposal prepared by the student under the guidance of the supervisor. - Oral proposal/thesis/special project defense by the student - Timely supervisor feedback on student proposal/thesis/special projects - Minutes for proposal/thesis/special projects defense University statutes/Graduate School/Faculty guideline on processing of proposals and thesis 	NIL	<ul style="list-style-type: none"> - At application for admission (for PhD conducted through research) and completion of second semester - Examination for postgraduate conducted through course work and research - First week of first semester to the 13th week of the second semester for 4th Year special projects
	Seminar/ proposal /progress /Special projects presentations	<ul style="list-style-type: none"> - Approved departmental schedules - Every post graduate student must attend and/or present a seminar / progress reports once per semester - Every post graduate student must submit 	NIL	<ul style="list-style-type: none"> - Faculty PhD proposal oral presentations, 2 weeks after departmental presentation.

		quarterly progress reports based on their research work 4 th Year Special Projects presented towards end of 2 nd Semester		<ul style="list-style-type: none"> - Throughout the semester until two weeks to end of semester examination. - Quarterly submission of student research progress reports - 3-6 months to graduation, Submission of thesis and special projects reports
	Outreach services to community and schools	- Identification of need and/or on request Packaged research results/messages for sharing with community	NIL	Within 2 weeks of receiving request and/or project completion
	Soil and water sampling and analysis	Request for sampling and receiving of the samples in the lab	As per the approved prices	Within 2 weeks of receiving the request
RESOURCES MANAGEMENT	Staff performance appraisals	<ul style="list-style-type: none"> - Performance contracting secretariat circular - Chairman and staff Completion of the Staff Performance Appraisals - Signed performance contract 	NIL	2 weeks from the time of receipt of the circular
	Procurement of goods and services	- Getting due approvals as per procurement policy and guidelines	NIL	Within 8 weeks
	Payment of goods and services	- Facilitate approvals for LPOs, Invoices and delivery notes	NIL	Within agreed credit periods
COMPETITIVENESS AND IMAGE	Third year Industrial/Field Attachment	<ul style="list-style-type: none"> - Student must have Completed third year - Letter of introduction by the field attachment coordinator 	Nil	Eight weeks from end of third year second semester exams
	Work environment	- Healthy, safe and pleasant environment free of corruption, illicit drugs and no smoking	NIL	Always
	Well maintained and accessible physical facilities and infrastructure-Learning Facilities	<ul style="list-style-type: none"> - Adherence to statutory, regulatory and policy guidelines - Senate approved calendar 	NIL	Always
	Research Collaboration and linkages	<ul style="list-style-type: none"> - Request for collaboration with interested partners - Development and signing of MoU and MOA 	NIL	Within 30 days
GOVERNANCE, LEADERSHIP AND CULTURE	Resolution of public complaints	<ul style="list-style-type: none"> - Recording complaint in the complaint register - Complaint Resolution Committee 	Nil	5 working days
	Responding to telephone calls	- Official telephone lines in effective use and timely response	NIL	Within 20 seconds of call
	Routine correspondences	- Acknowledgement and response	NIL	Within 5 working days of receipt

Complaints, compliments and suggestions should be forwarded to:

Office of the Chairman, Department of Land Resource Management and Agricultural Technology,
University of Nairobi, Upper Kabete Campus, Kapenguria Road, Off Waiyaki Way: P.O. Box 29053 - 00625, Nairobi, Kenya
E-mail: larmat@uonbi.ac.ke; Website: <https://larmat.uonbi.ac.ke/>

Complaints may also be lodged with the Commission of Administrative Justice, Office of the Ombudsman, as follows:

The Commission Secretary/ Chief Executive Officer, Commission on Administrative Justice, West End Towers, 2nd Floor, Waiyaki Way, Westlands; E-mail: complain@ombudsman.go.ke; Website: www.ombudsman.go.ke