

UNIVERSITY OF NAIROBI
COLLEGE OF ARCHITECTURE AND ENGINEERING
SCHOOL OF ENGINEERING
SERVICE CHARTER

FOREWORD

The school of Engineering is one of the three Schools in the College of Architecture and Engineering. The School offers undergraduate, Masters and PhD degree programmes.

The School comprises of five departments namely Department of Civil and Construction Engineering, Department of Electrical and Information Engineering, Department of Mechanical and Manufacturing Engineering, Department of Environmental and Biosystems Engineering and Department of Geospatial and Space Technology.

The School continues to systematically upgrade its curricular to be in line with the trends and needs of the industry and technological advancement. Our firm commitment to quality is hinged on observance of rule of law, skilled human resource, hard work, transparency, accountability, fairness and timely service delivery in all departments.

Excellence in teaching and learning, research and scholarship, consultancy and community service, good governance and management shall remain our focus.

The Service Charter is a commitment by the school of Engineering to deliver high quality service to our stakeholders, students, staff, research collaborators, donors and general public at large. We have set our commitment to you and welcome feedback on how to improve our services.

Signed by

Prof. P.M.A. Odira
Dean
School of Engineering

INTRODUCTION

This service charter is a commitment by the School to deliver high quality service to our students, staff, research collaborators, donors, other stakeholders and public at large.

Vision

To be a leading centre for the development of knowledge in the discipline of engineering and to inspire through our activities and relationships, in order to raise the standard of life of the people of Kenya and Africa as a whole.

Mission

To advance the knowledge and practice of the discipline of Engineering and to foster the intellectual and economic vitality of the Kenyan people through teaching, research and outreach.

Core Values

In line with the University service delivery charter, our quest for timely provision of quality service shall be guided by the following core values, as articulated in our School Strategic Plan (2008 – 2013):

- Pursuit of excellence.
- Free and open exchange of ideas.
- Professionalism.
- Team-work.
- Honesty and integrity.
- Devotion to service.
- Promotion of environmental conservation and sustainability.
- Mentorship.

Principles of Service Delivery

In our service delivery we pledge to:

- Serve our clients with dignity, courtesy and respect;
- Provide efficient and effective service at all times;
- Adhere to ethical and equitable service provision;
- Uphold transparency and accountability at all times;
- Maintain appropriate confidentiality;
- Discharge our duties professionally, passionately and with patriotism.

School Clients

The School clients comprise the following among others;

- Students
- Employers
- Parents
- Suppliers
- Alumni

- The general public

Partners/ Stakeholders

The School partners and stakeholders comprise the following among others:

- Taxpayers
- Ministry of Education
- Commission for Higher Education
- Higher Education Loans Board
- Research collaborators
- Training institutions
- Linkage partners
- Industry partners
- Kenya Education Network (KENET)
- Employers
- Donors
- Sponsors
- Trade unions
- Students' unions
- Professional bodies
- Alumni associations
- Other stakeholders

Client Expectations

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

- A transparent admission process;
- Exhaustive coverage of the approved syllabi;
- Prompt and fair processing of examination;
- Increased funding for research;
- Prompt research output
- Well maintained lecture theatres, laboratories, offices and other facilities;
- Adoptive human resource management practices;
- Aggressive marketing of consultancy and research services;
- An effective performance appraisal system;
- Fair and just disciplinary procedures;
- Efficient procurement processes;
- Recognition and acknowledgement of donors and sponsors and sponsors;
- Honouring Memoranda of Understanding (MOU) involving research institutions, industry and other partners;
- Application of modern Information 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; and

- Prompt clearance of students and staff

School Expectations

The School expects its clients/ stakeholders to:

- Treat staff with respect and courtesy;
- Provide sufficient and accurate information to enable us respond to requests appropriately;
- Pay all fees and levies promptly;
- Support School programmes and activities;
- Observe University rules and regulations; and
- Provide feedback and comments on the service rendered.

Support Services

In addition to the many offices within the University, for efficient management of its functions, the School has various support services provided by:

- Dean's Office
- Postgraduate Studies Committee
- Timetabling & Examinations committee
- Office of the Assistant Dean of students

Commitment to Service Delivery

In our service delivery, we pledge that:

- The School shall maintain a healthy, safe and pleasant environment
- The School is an **ILLCIT DRUG FREE** and a **NO SMOKING ZONE**.
- All telephone calls shall be attended to within twenty seconds.
- Routine correspondence shall be replied to within seven days from the date of receipt.
- In line with University policy, the School shall not condone impropriety.
- In line with the University policy, the School shall be a **CORRUPTION FREE** zone.
- Timeliness shall be observed in the course of service delivery.
- We shall endeavor to achieve the highest value of benefit from the utilization of our resources.
- The School shall endeavor to link industry and students to secure them employment and internship.
- We are committed to setting and maintaining high standards of what we do through continual improvement in service delivery.
- We are committed to performing our duties with the highest level of competence and relevant skills.

- We shall embrace teamwork and collaboration within the Department and with all our partners in the provision of services.
- Staff performance appraisal shall be conducted between October and March every academic year.
- Postgraduate supervisors for Master of Doctoral degrees will give feedback to their students within two weeks after receiving a project or thesis.
- All Lectures shall be conducted fully and on time, as per approved timetables
- Consolidated marksheets shall be finalized and forwarded to examinations office within the framework of SMIS one month following end of examinations.

Feedback

Complaints, compliments and suggestions should be forwarded to respective Departments and the Deans office.

Feedback may be channeled via telephone, letters, e-mail or suggestion boxes. Confidentiality and privacy shall be respected.

All feedback shall be addressed within seven days.

The following are the e-mail addresses for key offices in the School:

Dean	deanengg@uonbi.ac.ke
Senior Administrative Assistant	felgona.midamba@uonbi.ac.ke
Chairman, Electrical & Information Engineering	dept-elec@uonbi.ac.ke
Chairman, Environmental & Biosystems Engineering	uon-ebe@uonbi.ac.ke
Chairman, Geospatial & Space Technology	surveying@uonbi.ac.ke
Chairman, Mechanical & Manufacturing Engineering	dept-mmengineering@uonbi.ac.ke
Chairman, Civil & Construction Engineering	civileng@uonbi.ac.ke