

# Launching of the Service Charter

The University of Nairobi became the first local public University to launch a Service Charter. The purpose of the service charter is to outline the services that the University of Nairobi renders. It states categorically that its aim is to enhance the level of awareness on our role as a University, give an insight on our core values, our set standards of service, clients expectation and avenues for redress where services fall short of the set standards.

Launching the service charter on 18<sup>th</sup> May 2006, the Vice-Chancellor, Prof. George .A.O. Magoha who presided over the event said, “ the charter was a major milestone, that goes along way in meeting the goals spelt out in the Strategic Plan of the University.”



*Academic Registrar, Mr. S. Mbalu, with beneficiaries of Long Service Award, Mr. Ben Gitau, Prof. V. Kimani and Prof. P. Kariuki.*

The service charter defines the functions of the UoN, its structure and governance, principles of service delivery, University clients, partners/ stakeholders, client's

expectations, client obligations, the support services, commitments to service delivery and handling complaints.

The defining feature of the

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# Launching of Service Charter and Awarding Employees

service charter is the timelines it sets in rendering service to University clients. The Deputy Vice-Chancellor, Administration and Finance, Prof. Peter M. F. Mbithi who took members of staff through the charter stressed that the timelines given were realistic and were agreed upon by the relevant departments. If strictly adhered to he added, the institution shall experience a turnaround within a very short period.

Timelines given include quick response to telephone calls, speedy processing of transcripts, faster processing of admission letters, issuance of certificates within three months after graduation, annual publication of the University Calendar, recruitment process to be finalised within three months and annual staff appraisal. The service charter touched on almost all the core areas.

The event also doubled as a service award ceremony for members of staff who had worked for long and those who had exemplarily served the University. 10 members of staff in grades 1 to IV were awarded for good service. The prizes included a cash token of Ksh 4,000/= and a certificate. Members in this category were awarded based on their performance in the staff appraisal held last year. Those awarded were, John K. Kimbo – Design, Edward Ndung’u –Medical Physiology, D.K. Wafula –Medical Physiology, Martin B. Kaburia –Medical Physiology, Eliud N. Maingi –SWA, Lawrence Odhiambo –Principal’s Office College of Health Sciences, Samuel H. Gachuhi, Mechanical Engineering, Lilian Nyakwara – Orthopaedic Surgery (CAVS), Caroline Mbugua –Principal’s Office

Vane M. Birundu (Students Welfare Authority).

The middle grades staff were awarded Ksh 6,000 and a certificate of long service with the longest serving member being Mr. Amos Odongo, a telephone operator, who has served the University



*Members of staff follow proceedings during the launch of the Service Charter.*

for close to 40 years. Others were John K. Gitau, Assistant Secretary- 39 years, George K. Ndung’u, Hall Assistant – 38 years, John Kiarie, Senior Technologist – 38 years and Eric Ogutu, Halls Assistant – 38 years.

Staff serving in Senior Administrative, Library and Technical grades who were awarded Kshs 10,000.00 and a long service certificate included Nicholas Mwehia, Principal Technologist, 36 years, Edward Macharia 35, John K. Kanja 34, Julius N. Kamau 33 and Peter A. Kanjama 33.

The teaching staff were also awarded for long service and each was presented with a cash prize of Ksh. 10,000 and a long service certificate. The staff were included Karuga Ben Gitau Senior Lecturer, Department of Distance Studies, 37 years, S. K. Maina Senior Lecturer, Surveying, 37 Years, Prof. A. J. Rodrigues School of Computing and Informatics 31, Prof. Elias Ayiemba Geography and Environmental Studies, 31, Dr. Kimani A. M. Kuria Senior Lecturer, Pharmacy and Pharmaceutical Practice 31, Dr. Dominic S. Karanja Lecturer Pharmacy and Pharmaceutical Practice, 31, Dr. F.M. Nderu, Lecturer PHPT 31, Mr. G.M.G Aritho Lecturer, Real Estate and Construction Management 31, Prof. V.N. Kimani Community Health 30 and Prof. Joseph A. M. Otieno, Mathematics 30.

The event was lauded by many members of staff who said that it should be held annually to benefit more members.