



**UNIVERSITY OF NAIROBI  
COLLEGE OF HUMANITIES AND SOCIAL  
SCIENCES**

**SERVICE CHARTER**

**Foreword**

The College of Humanities and Social Sciences remains the biggest College in the University of Nairobi with over fifty percent of the total student enrolment and staff. It offers over 50 academic programmes in its thirteen Faculties, Schools, Institutes and satellite campuses.

The mandate of the College is to coordinate the implementation of University policies and programmes in Humanities and Social Sciences.

Like most dynamic colleges, the College of Humanities and Social Sciences is faced with challenges which it continues to systematically address within the context of its vision and mission. Our firm commitment to quality service remains hinged on the observance of the rule of law, skilled human resource, hard work, transparency, accountability, fairness and timely service delivery.

The College adheres to the tradition of excellence in teaching and learning, research, scholarship, consultancy, community service, good governance and management. This Service Charter is a commitment by the College to deliver quality service to our students, staff, research collaborators, donors, stakeholders and the public at large.

Your feedback on this Service Charter will enable us improve on our service delivery.

Prof. Isaac M. Mbeche  
Principal  
College of Humanities and Social Sciences

**Introduction**

The College of Humanities and Social Sciences Service Charter sets the scope and standards of services rendered to our students, staff and stakeholders. We are committed to provision of quality service to our clients and stakeholders. We have set our commitments to you, and welcome feedback on how to improve our service.

**Vision**

A leading College that promotes excellence in teaching, training, research and consultancy.

**Mission**

To provide quality teaching, learning research and consultancy in the field of humanities and social sciences by creating, preserving and transmitting knowledge.

**Core Values**

The College is guided by core values that comprise of the following:

- Freedom of thought and expression
- Innovativeness and creativity
- Good corporate governance
- Team spirit and teamwork
- Professionalism
- Quality customer service
- Responsible corporate citizenship and strong social responsibility
- Respect for and conservation of the environment.

### **Core Functions**

**Teaching and Learning:** The College offers adequate, innovative, relevant and market- driven academic programmes, at undergraduate and postgraduate levels, with in-built quality control systems. In addition, the College provides an enabling environment for integrated growth for students and staff.

**Research:** As part of its mandate to generate, preserve and disseminate knowledge, the College has created an environment that is conducive to undertaking quality and relevant research.

**Consultancy:** The College has mainstreamed consultancy as a core function.

**Community Service:** The College participates in community programmes and activities as part of its Corporate Social Responsibility.

### **Structure and Governance**

**Principal of the College:** Is the Academic and Administrative head of the College, responsible to the Vice-Chancellor for maintaining and promoting efficient management of the College.

**College Academic Board:** The Supreme academic organ that determines and oversees all academic programmes at the College.

**College Management Board:** Co-ordinates the College Development Plans, ensures efficient management of resources and makes proposals to the University Management Board on policies that have a University-wide application.

**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;
- Espouse the principles of natural justice at all times;
- Provide our services in a Professional manner;
- Commit ourselves to Patriotism;
- Discharge our duties with Passion; and
- Provide the services within specified Pace.

**College Clients**

- Students
- Customers
- Employees
- Parents
- Suppliers
- Alumni
- Community
- The general public.

**Partners/Stakeholders**

- Other government departments
- Universities
- Research collaborators
- Training Institutions
- Linkage partners

- Industry partners
- Business partners
- Employers
- Donors
- Sponsors
- Trade Unions
- Students' Union
- Professional Bodies
- Alumni Associations
- Neighbours
- Other stakeholders/partners.

**Client Expectations**

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

- A transparent admission process;
- Exhaustive coverage of the approved syllabi;
- Prompt and fair processing of examination results, transcripts and certificates;
- Increased funding for research;
- Prompt research output;
- Well maintained lecture theatres, laboratories, offices, hostels and other facilities;
- Support and marketing of consultancy services;
- Best practices in Human Resource Management;
- An effective performance appraisal system;
- Fair and just disciplinary procedures;
- Efficient Procurement processes;
- Recognition and acknowledgement of donors and sponsors;
- Expeditious processing of collaborative agreements;

- Honouring Memoranda of Understanding (MOUs) involving research institutions, industry and other partners;
- Application of modern Information Communication and Technology (ICT);
- Involvement of Alumni in governance and development of the College;
- Safe and healthy environment; and
- Courteous and timely response to requests and enquiries.

#### **College's Expectations**

The College expects its clients/ stakeholders to:

- Treat staff with respect and courtesy;
- Provide sufficient and accurate information to enable us respond to requests appropriately;
- Prompt payment of all fees and levies;
- Support of College programmes and activities;
- Observe College rules and regulations; and
- Provide feedback and comments on the services rendered.

#### **Support Services**

For efficient management of its functions, the College has various support services provided by:

- Schools, Institutes and Faculties
- Satellites Campuses
- Registrar's Office
- Campus Libraries
- Assistant Dean of Students' Office
- Sports and Games Department
- Bursar's Office
- Procurement Office
- Internal Audit

- Campuses Health Services Clinics
- Maintenance
- College and Campuses Information Communication and Technology (ICTC) support services
- Campuses Security
- Campuses Transport services
- College Alumni Chapters
- University of Nairobi Enterprises and Services Ltd. (UNES), among others.

**Commitment to Service Delivery**

In our service delivery, we pledge that:

- Students admitted to the College shall receive admission letters two months prior to reporting date.
- Upon registration, a student shall be issued with clear guidelines on academic programmes, examination rules, fees structure, student support services and disciplinary procedures.
- All lectures shall be conducted fully and on time, as per approved timetables.
- Consolidated mark sheets shall be finalised and forwarded to examinations office within one month following end of examinations.
- Postgraduate supervisors for Masters or Doctoral degrees will give feedback to their students within four weeks after receiving a project or thesis chapter.
- Programme coordinators shall submit reports annually.
- Disciplinary cases for students and staff shall be completed within a period of thirty days.
- Graduation ceremonies shall be held on schedule in September and December.



- Degree certificates shall be issued within one month after graduation while transcripts shall be issued within one week upon application.
- The Jomo Kenyatta Memorial Library (JKML) and College libraries shall be open from 8.00 a.m. to 10.00 p.m. on weekdays and 9.00 a.m. to 3.00 p.m. on Saturdays and Sundays.
- Queries from Library users shall be responded to within a day.
- The process of recruitment and promotion shall be completed within three months, from advertisement to issuance of letters.
- Staff performance appraisal shall be conducted annually.
- The Bursar's office shall observe all financial regulations and procedures, ensure adherence to budgetary provisions; and process approved payments within three days.
- Procurement of goods and services shall be done within one month, and in line with the College and government procurement regulations.
- Campus clinics shall remain open from 8.00 a.m. to 5.00 p.m. daily. Senior Staff clinic shall remain open for 24 hours for all cases including emergencies. The mobile clinic shall open between 5.00 p.m. to 10.00 p.m. on weekdays and 8.00 a.m. to 4.00 p.m. on Saturdays.
- The College shall maintain a healthy, safe and pleasant environment.
- The College shall be a drug free and a no smoking zone.
- The College sports and games facilities and equipment shall be up-to-date and well maintained.
- Transport shall be provided on time as per approved requests.
- Quality ICT services shall be provided to students and staff.
- All telephone calls shall be attended to within five rings.

- Routine correspondence shall be replied to within seven days from the date of receipt.
- The College shall be gender sensitive.
- The College shall not condone impropriety.
- The College is a CORRUPTION FREE zone.

**Feedback**

- Complaints, compliments and suggestions should be forwarded to departmental heads and in case of appeals, to the Office of the Principal.
- The College has provided suggestion boxes for feedback.
- Confidentiality and privacy in respect of complainants' identity shall be respected.
- The College shall address complaints within seven days.
- All feedback shall be addressed within seven days.

**Following are E-mail addresses for key offices of the College:**

Principal- [principal-chss@uonbi.ac.ke](mailto:principal-chss@uonbi.ac.ke)  
Deputy Principal- [depprincipal-chss@uonbi.ac.ke](mailto:depprincipal-chss@uonbi.ac.ke)  
College Registrar- [registrar-chss@uonbi.ac.ke](mailto:registrar-chss@uonbi.ac.ke)  
College Bursar- [bursar-chss@uonbi.ac.ke](mailto:bursar-chss@uonbi.ac.ke)  
College Auditor- [auditor-chss@uonbi.ac.ke](mailto:auditor-chss@uonbi.ac.ke)  
College procurement- [procurement-chss@uonbi.ac.ke](mailto:procurement-chss@uonbi.ac.ke)  
Faculty of Arts- [dean-arts@uonbi.ac.ke](mailto:dean-arts@uonbi.ac.ke)  
School of Business- [dean-business@uonbi.ac.ke](mailto:dean-business@uonbi.ac.ke)  
School of Law- [dean-law@uonbi.ac.ke](mailto:dean-law@uonbi.ac.ke)

Institute of Anthropology, Gender and African Studies-

[\*director-aags@uonbi.ac.ke\*](mailto:director-aags@uonbi.ac.ke)

School of Economics- [\*director-economics@uonbi.ac.ke\*](mailto:director-economics@uonbi.ac.ke)

Institute of Diplomacy and International Studies-

[\*director-idis@uonbi.ac.ke\*](mailto:director-idis@uonbi.ac.ke)

Director, Institute for Development Studies,

[\*director-ids@uonbi.ac.ke\*](mailto:director-ids@uonbi.ac.ke)

Population and Research Institute-[\*director-psri@uonbi.ac.ke\*](mailto:director-psri@uonbi.ac.ke)

School of Journalism & Mass Communication-

[\*director-soj@uonbi.ac.ke\*](mailto:director-soj@uonbi.ac.ke)

Confucius Institute-[\*sadequan2007@hotmail.com\*](mailto:sadequan2007@hotmail.com)

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***All Comments and feedback on this Service Charter should be addressed to:***

Principal

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University of Nairobi

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