

UNIVERSITY OF NAIROBI
COLLEGE OF ARCHITECTURE AND ENGINEERING
Institute of Nuclear Science and Technology
Service Charter

Introduction

This service charter is a commitment by the Institute to deliver quality service to our students, staff, research collaborators, donors, other stakeholders and the general public.

Vision

To be a centre for the development and application of knowledge in nuclear sciences and technology, for enhancement of life in our society.

Mission

To train local manpower in the applications and peaceful utilization of nuclear science and technology and promote intellectual service to our country through teaching, research and outreach.

Core Values

In line with the University and the College service delivery charters, our quest for our efficient and effective provision of quality service shall be guided by the following core values, as articulated the Institute's Strategic Objectives:

- 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
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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
- Maintain appropriate confidentiality
- Discharge our duties professionally, passionately and with patriotism.

Institute's Clients

The clients of the Institute comprise the following among others:

- Students
- Parents
- Suppliers
- Alumni
- Employers
- General public

Partners/Stakeholders

The Institute partners and stakeholders comprise the following among others:

- Taxpayers
- Ministries of Education
- Ministry of Energy
- National Council for Science & Technology
- Commission for Higher Education
- Higher Education Loans Board
- Government Ministries/Departments
- Research Collaborators
- Training Institutions
- Linkage Partners
- Industry Partners
- Business Partners
- Employers
- Donors
- Sponsors
- Professional bodies
- Alumni association
- Neighbours
- Others

Client Expectations

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

- Exhaustive coverage of the approved syllabi
- Prompt and fair processing of examination results
- Prompt research output
- Well maintained lecture theatres, laboratories, offices and other facilities
- 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
- Honouring memoranda of understanding involving research institutions, industry and other partners
- Application of modern Information and Communication Technology (ICT)
- Safe and healthy environment
- Courteous and timely response to requests and enquiries
- Prompt clearance of students and staff

Institute Expectations

The Institute 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 Institute programmes and activities
- Observe University/College/Institute rules and regulations
- Provide feedback and comments on the service rendered

Support Services

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

Office of the Director

Office of the Senior Administrator

Office of the Principal Technologist

Commitment to Service Delivery

- All lectures shall be conducted fully and on time, as per approved timetables
- Consolidated mark sheets shall be finalized 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 two weeks after receiving a project or thesis.
- Disciplinary cases for students and staff shall be completed within a period of thirty days.
- The institute shall participate fully in ensuring that students due for graduation are cleared to graduate on time.
- On the process of recruitment and promotion, short listing shall be completed within one week, for onward action.
- Staff performance appraisal shall be conducted between October and March every academic year.
- Requisition and quotations for procurement of goods and services shall be done within stipulated time and in line with the University and government procurement regulations.
- The Institute shall maintain a healthy, safe and pleasant environment.
- In line with the University/College policy, the Institute shall be an ILLICIT DRUG FREE, CORRUPTION FREE and 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 the University policy, the Institute shall not condone impropriety.
- Clearance of students and staff shall be finalized in one day.
- Timelines shall be observed in the course of service delivery.

Feedback

Complaints, compliments and suggestions should be forwarded to the Director's office. Feedback may be channeled via telephone, letters, e-mail, appropriate feedback forms or suggestion boxes. Confidentiality and privacy shall be respected. All feedback shall be addressed within seven days.

The following is the email address for the office of the Director: *ins@uonbi.ac.ke*