

# UNIVERSITY OF NAIROBI

## Department of Geography & Environmental Studies

### SERVICE CHARTER

#### INTRODUCTION

This service charter is a commitment by the Department of Geography and Environmental Studies to deliver high quality service to our students, staff, collaborators and stakeholders.

#### VISION

The department aspires to be:

**A department of international repute committed to scholarly excellence in geography and environmental studies**

#### MISSION

Deriving from the vision, the department's mission is:

**To provide dynamic leadership in the teaching, research, consultancy and outreach services in geography and environmental studies for the benefit of humanity and sustainable development**

#### CORE VALUES

To realize its vision and mission, the department shall be guided by the following core values:

- 1. Academic excellence**
- 2. Creativity and innovativeness**
- 3. Freedom of thought and expression**
- 4. Quality customer service**
- 5. Good corporate governance**

## **6. Responsible citizenship**

### **GUIDING PRINCIPLES**

The key guiding principles of the department are:

- 1. Professionalism in all aspects**
- 2. Inclusiveness and equity**
- 3. Commitment to integrity**
- 4. Social and academic mentorship**
- 5. Respect for and conservation of the environment**

### **CORE FUNCTIONS**

The core functions of the department are:

- 1. Teaching and learning**
- 2. Research and consultancy**
- 3. Community service and corporate social responsibility**

### **STRUCTURE AND GOVERNANCE**

The department currently consists of 30 full-time academic members of staff, 10 full-time technical staff and the secretariat. The administrative and academic operations of the department are overseen by the Head of Department appointed by the Vice-Chancellor. However, the management of the department incorporates all the staff through faculty-based and departmental-based committees, as well as consultative departmental meetings.

### **PRINCIPLES OF SERVICE DELIVERY**

In our service delivery we pledge to:

- 1. Serve our clients with dignity, courtesy and respect**
- 2. Provide efficient and effective service**
- 3. Adhere to ethical and equitable service provision**

4. Uphold transparency and accountability
5. Espouse the principles of natural justice
6. Maintain appropriate confidentiality
7. Discharge duties professionally, passionately and with patriotism

#### **DEPARTMENT'S CLIENTS, PARTNERS AND STAKEHOLDERS**

The department's clients, partners and stakeholders comprise the following, among others:

1. Students and staff
2. Collaborating institutions and partners
3. Donors and sponsors
4. Parents
5. Employers
6. The community
7. Alumni
8. Professional bodies

#### **CLIENTS EXPECTATIONS**

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

1. Courteous and timely services
2. Efficient, effective and consultative management
3. Exhaustive coverage of the approved syllabi
4. Prompt and efficient processing of examinations
5. Collaborative research and consultancy
6. Active involvement in extension and outreach services
7. Well maintained, safe and healthy teaching and learning facilities
8. Acknowledgement of collaborators, partners, donors and sponsors
9. Sharing of research output

### **DEPARTMENT'S EXPECTATIONS**

The department expects its clients, partners and stakeholders to:

1. Responsibility
2. Support of departmental programmes and activities
3. Treat its staff with respect and courtesy
4. Observe University rules and regulations
5. Provide feedback and comments on the services rendered

### **SUPPORT SERVICES**

For efficient management of its functions, the department has various faculty-based and departmental-based committees such as:

1. Postgraduate Studies Committee
2. Curriculum Development Committee
3. Research, Seminar and Publications Committee
4. Timetabling and Examinations Committee
5. Welfare Committee

### **COMMITMENT TO SERVICE DELIVERY**

In our service delivery, we pledge that:

1. Timelines and efficiency shall be observed in the course of all service delivery.
2. All lectures and other learning activities shall be conducted fully and on time, as per approved schedules.
3. Consolidated mark sheets shall be finalized and forwarded to examinations office, within the framework of SMIS, one month following end of the examinations.
4. Theses and project supervisors will give feedback to their students within two weeks of receiving a draft.
5. All telephone calls shall be attended to within twenty (20) seconds.
6. Hard copy routine correspondence shall be replied to within seven (7) days from the date of receipt.

7. Official e-mail and online enquiries shall be responded to within 48 hours.
8. The department shall be a corrupt free zone

### **FEEDBACK**

- We shall highly appreciate your feedback (complaints, compliments, comments and suggestions) on our service delivery.
- Feedback may be channeled via telephone, letters, e-mail or the suggestion box.
- Feedback shall be treated with the confidentiality and privacy they deserve.

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All comments and feedback should be addressed to:

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