



# Service Charter

**UNIVERSITY OF NAIROBI  
COLLEGE OF HEALTH SCIENCES  
UNIVERSITY OF NAIROBI INSTITUTE OF TROPICAL AND INFECTIOUS DISEASES  
(UNITID)**

## **SERVICE CHARTER**

### **Foreword**

This Service Charter is a direct cascading from that of the College of Health Sciences and is a commitment by UNITID to deliver quality service to our students, staff, researchers, research collaborators, donors, other stakeholders and the public at large.

UNITID encourages feedback from our customers which will enable us to improve on our service delivery. UNITID is your institute makes it better than you found it and as good as you want and wish it to be.

**Prof. James Machoki**  
**Director**

### **A. Introduction**

The University of Nairobi Institute of Tropical and Infectious Diseases have been set the scope and the standards of service rendered to our students, staff researchers, collaborators and stakeholders. We are committed to the provision of quality service to our clients and stakeholders. We have set our commitments to you, and welcome feedback on how to improve our services.

### **B. Vision**

To be an international centre of excellence in research, training and practice in tropical and infectious diseases

### **C. Mission**

To influence public health policy, improve the standards of healthcare and be at the centre of control and eradication of tropical and infectious diseases through research, training and practice.

### **D. Core Values**

- Professional excellence to be hallmark of all our activities and interactions with our stakeholders
- Strive to abide by the virtues of integrity and meritocracy in all our activities
- Commitment to the conduct of ethical research at the highest international standards.
- Believe in equity, fairness and justice for all. In so doing, we recognize the importance of gender equity, minorities, the disabled and other disadvantaged groups

### **E. Core Functions**

#### **1. Teaching and Training:**

UNITID offers adequate, innovative, relevant and market/customer driven academic research programs at postgraduate levels, with in-built quality control systems. Further, the Institute provides an enabling environment for integrated growth for students and researchers f.

#### **2. Research support services:**

The institute provides quality research support services to the general public

#### **3. Research:**

As part of its mandate to generate, preserve and disseminate knowledge, the Institute provides a conducive environment to undertake quality and relevant research.



#### **4. Consultancy:**

The Institute has integrated consultancy within its core functions.

#### **5. Community service:**

The Institute participates in community programmes and activities as part of its corporate social responsibility.

#### **F. Structure and Governance**

##### **The Director**

1. Administrative Head of the Institute, responsible to the principal for maintaining and promoting efficient management of the Institute.

##### **2. Institute Academic Board:**

Academic organ that determines and oversees all academic programmes at the Institute

#### **G. Principles of Service Delivery**

In our service delivery we pledge at all times to:

1. Serve our customers with dignity, courtesy and respect;
2. Provide efficient and effective services;
3. Adhere to ethical and equitable service provision;
4. Uphold transparency and accountability;
5. Espouse the principles of natural justice;
6. Maintain confidentiality;
7. Discharge our duties professionally, passionately and with patriotism.

#### **H. Institute Customers:**

The Institute customers comprise the following among others:

1. Students
2. Employees
3. Parents
4. Suppliers
5. Collaborators
6. Alumni
7. The community
8. The general public
9. Study participants

#### **I. Partners/Stakeholders**

The Institute partners and stakeholders comprise the following among others:

1. Taxpayers
2. Ministry of Higher Education, Science & Technology
3. Commission for Higher Education
4. Other governmental departments
5. Universities
6. Research collaborators
7. Training Institutions
8. Linkage partners
9. Industry partners
10. Business partners
11. Kenya Education Network (KENET)
12. Employers
13. Donors
14. Sponsors
15. Trade unions
16. Students' union
17. Professional Bodies
18. Alumni associations
19. Neighbours
20. Ministry of Medical Services



21. Ministry of Public Health and Sanitation
22. Medical Practitioners & Dentists Board Kenyatta National Hospital –University of Nairobi Ethical and Research Committee
23. Other stakeholders/partners.

### **J. Customers Expectations**

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

1. A transparent admission process;
2. Exhaustive coverage of the approved syllabi;
3. Prompt and fair processing of examination results, transcripts and certificates;
4. Increased funding for research;
5. Prompt research output;
6. Well maintained infrastructure;
7. Research support services;
8. Marketing of consultancy and research services;
9. Adaptive human resource management practices;
10. Effective and just performance appraisal system;
11. Fair and just disciplinary procedures;
12. Efficient procurement services;
13. Recognition and acknowledgement of donors and sponsors;
14. Expeditious processing of collaborative agreements;
15. Honouring Memoranda of Understanding (MOUs) involving research institutions, Industry and other partners;
16. Existence and application of modern Information & Communication Technology (ICT);
17. Involvement of Alumni in the development of the college;
18. Safe and healthy environment;
19. Courteous and timely response to requests and enquiries; and
20. Prompt clearance of students and staff

### **K. Institute Expectations**

The institute expects its clients/stakeholders to:

1. Treat staff with respect and courtesy;
2. Provide sufficient and accurate information to enable appropriate response;
3. Pay all dues, fees and levies promptly;
4. Respect ethical conduct of Health care provision and services
5. Support of Institute programmes and activities;
6. Observe Institute rules and regulations; and
7. Provide feedback and comments on the service rendered

### **L. Support Services**

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

1. KNH, City Council clinics and government hospitals and other health providing facilities
2. Construction and Maintenance Department
3. University Health Services (UHS)
4. Medical Library & Departmental Libraries
5. University of Nairobi Enterprises and Services Ltd. (UNES)
6. Collaborators
7. University Library

### **M. Commitment to Service Delivery**

In our service delivery, we pledge that:

1. Students admitted to the Institute shall receive admission letters eight (8) weeks prior to reporting date.
2. The orientation of students admitted to the College shall be undertaken within one (1) week after reporting date.
3. Upon registration, a student shall be issued with guidelines on academic programmes,



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examination rules, fees structure, student support services and disciplinary procedures.

4. All lectures and other learning activities shall be conducted fully and on time, as per approved schedules.
5. Supervisors of projects, dissertations and thesis shall give feedback to their students within two (2) weeks of receiving the student work.
6. Consolidated mark sheets shall be finalized and forwarded to Examinations Office within four (4) weeks following the end of examination.
7. The Institute shall maintain a healthy, safe and pleasant environment.
8. The Institute shall be illicit drug free and a no smoking zone.
9. The Institute shall be a CORRUPTION FREE zone
10. Quality ICT services shall be provided to students and staff.
11. All telephone calls shall be attended to within twenty (20) seconds.
12. Routine correspondence shall be replied to within seven (7) days from the date of receipt.
13. The Institute shall not condone impropriety.
14. Clearance of students and staff shall be finalized within two (2) days.
15. Timelines shall be observed in the course of service delivery.

### N. Feedback

1. Complaints, compliments and suggestions should be forwarded to Office of the director...
2. Feedback may be channeled via telephone, letters, e-mail or suggestion boxes.
3. Confidentiality and privacy shall be respected.
4. All feedback shall be addressed within seven (7) days.

### O. Institute Contact

Comments and feedback on this Charter should be addressed to:

The Director UNITID  
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University of Nairobi  
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Nairobi-00202, Kenya

Tel: +254 020 491 5060

E-mail: [unitid@uonbi.ac.ke](mailto:unitid@uonbi.ac.ke) [1]

Website: <http://unitid.uonbi.ac.ke> [2]

**Source URL:** <http://unitid.uonbi.ac.ke/node/382>

### Links:

[1] <mailto:unitid@uonbi.ac.ke>

[2] <http://unitid.uonbi.ac.ke>