



**UNIVERSITY OF NAIROBI  
COLLEGE OF AGRICULTURE AND VETERINARY SCIENCES**

**WANGARI MAATHAI INSTITUTE FOR PEACE AND ENVIRONMENTAL STUDIES**

**SERVICE CHARTER**

**2017**

## **FOREWORD**

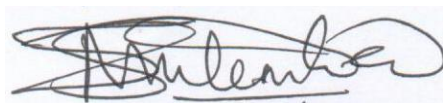
The Wangari Maathai Institute for Peace and Environmental Studies is located at Upper Kabete Campus, University of Nairobi as a centre of excellence in environmental governance and its linkages with democracy and cultures of peace. The Institute conducts holistic multi-disciplinary training, experiential learning, research, outreach and extension services in environmental and natural resource management, good governance and peace.

Wangari Maathai Institute (CAVS) is committed to offer quality service to all customers. This is line with the University-wide service charter which guarantees quality service hinged on the observance of the rule of law, skilled human resource, hard work, transparency, accountability, fairness and timely service delivery in all units.

For WMI to achieve quality service, it is guided by our vision which is Excellence in experiential learning, transformational community outreach and research for sustainable environment and cultures of peace. This vision is in tandem with the overall University vision. Consequently, our mission is to cultivate positive ethics, values and practices towards the environment by training stewards who foster peace, holistic sustainable development and link theory with practice.

WMI's service charter is therefore a dedication to delivery of high quality service to students, staff, suppliers, collaborators and other stakeholders with whom the Institute's interacts in the course of its core business.

We trust that your feedback will go along way in helping us to keep continual improvement of our service on track.

A handwritten signature in black ink, appearing to read 'H. Mutembei', is written over a light blue rectangular background.

**PROF. HENRY M. MUTEMBEI**  
**DIRECTOR**  
**WANGARI MAATHAI INSTITUTE FOR PEACE AND ENVIRONMENTAL STUDIES**

## **INTRODUCTION**

The Wangari Maathai Institute Service Charter spells out the scope and standards of service which are rendered to students, staff and all stakeholders. This is operationalized in the following treasured beliefs which form the core values of the Institute as cascaded from the University core values.

1. Respect for and conservation of the environment
2. Good governance and Integrity
3. Respect for Diversity
4. Professionalism
5. Merit & Excellence
6. Transparency & Accountability

These values remain the cornerstone in service delivery and are to be embraced by all members of staff and students in the Institute at all times.

## **INSTITUTES STRUCTURE AND ADMINISTRATION**

The Wangari Maathai Institute was established within the University pursuant to the University of Nairobi Act, 1985. The Director appointed by the Vice Chancellor is the academic and administrative head.

## **PRINCIPLES OF SERVICE DELIVERY**

In line with the University policy on service delivery, the Institute pledges as follows:

- To serve our clients with dignity, courtesy and respect;
- To provide efficient and effective service at all times;
- To adhere to ethical and equitable service provision;
- To uphold transparency and accountability at all times;
- To espouse the principles of natural justice at all times;
- To maintain appropriate confidentiality;
- To discharge our duties professionally, passionately and with patriotism.

## **CLIENTS OF THE INSTITUTE**

The clients of the University are the clients of the Institute. They include the following among others:

- Students;
- Employees;
- Parents;
- Suppliers;
- Alumni;

- The community;
- The general public; and
- Partners and stakeholders

## **5.0 EXPECTATIONS FROM CLIENTS**

### **5.1 STUDENTS & STAFF:**

- Exhaustive coverage of the approved syllabi;
- Prompt and fair processing of examination results, issuance of transcripts and certificate;
- Well maintained lecture theatres, laboratories, offices, hostels and other facilities;
- Fair and just disciplinary procedures;
- Existence and application of modern Information and Communication Technologies (ICTs);
- Safe and health environment;
- Prompt clearance of students and staff;
- Courteous and timely response to requests and inquiries;
- Increased funding for research;
- Aggressive marketing of consultancy and research services;
- Adaptive human resource management practices;
- An effective performance appraisal system;
- Efficient procurement processes; and
- Expeditious processing of collaborative agreements; and

### **5.2 DONORS:**

- Prompt research output;
- Honouring Memorandum of Understanding (MOU) involving research institutions, industry and other partners and
- Recognition and acknowledgement of donors and sponsors.

### **5.3 SUPPLIERS**

- Prompt feedback on acceptance or rejection of goods
- Prompt processing of payment for services and goods delivered.

### **5.4 ALUMNI:**

- Involvement of alumni in the governance and development of the Institute.

### **5.5 NEIGHBOURS:**

- Maintenance of good neighbourliness through fruitful interactions.

## **6.0 EXPECTATIONS OF THE INSTITUTE**

The Institute shall expect the following from its clients/stakeholders.

- Treat staff with respect and courtesy;
- To give feedback and comments on service rendered;
- To support Institute programmes and activities;
- To observe University rules and regulations;
- To provide sufficient and accurate information for accurate and appropriate response; and
- To pay all fees and other levies promptly.

## **SERVICE DELIVERY PLEDGE**

- Upon registration, a student shall be issued with clear guidelines on academic programmes, examination rules, fees structure; student supports services and disciplinary procedures.
- All lectures shall be conducted fully and on time as per approved timetables.
- Consolidated mark sheets shall be finalized and send to the Central Examination Centre within one month following end of examinations.
- Issuance of transcripts within one (1) week upon application by students.
- Disciplinary cases for students and staff shall be completed within a period of thirty (30) days.
- Postgraduate supervisors for masters or doctoral degrees will give feedback to their students within two weeks after receiving a project or a thesis.
- Preparation and prompt clearance of graduands in time for graduation ceremonies held annually in September.
- Clearance of students shall be finalized within two (2) days.
- The College Library shall remain open from 8.00 a.m. up to and including 10.00 p.m. on week days and from 8.00 a.m. up to and including 5.00 p.m. on Saturdays.
- The College Librarian shall respond to library inquiries within one (1) day.
- The Institutes news letter containing information on the developments in the Institute shall be published once annually.
- Staff performance appraisal shall be conducted between October and March every academic year.
- The Institute shall maintain a healthy, safe and pleasant environment.
- The Institute is an “illicit drug free” and a “no smoking zone”.
- Transport for academic trips shall be provided on time as per scheduled agreed requests.
- Quality ICT services shall be provided to students and staff.
- All telephone calls shall be attended to within twenty (20) seconds.
- Routine correspondence shall be replied to within seven (7) days from the date of receipt.
- The Institute shall not condone impropriety.

## **FEEDBACK**

- Complaints, compliments and suggestions should be forwarded to Director of the Institute. In case of appeals, the Vice Chancellor shall be willing to consider.
- Feedback may be communicated through telephone, letters, e-mail or suggestion boxes which have been made available within the Institute in appropriate locations for your use.
- Confidentiality and privacy shall be upheld.
- All feedback shall be addressed within seven (7) days.

## **ADDRESS COMMENTS AND FEEDBACK ON THIS CHARTER TO:**

Director  
Wangari Maathai Institute for Peace and Environmental Studies  
P. O. Box 30197 00100  
Nairobi  
Kenya  
TEL: +254 20 2506448  
E-MAIL: [wmi@uonbi.ac.ke](mailto:wmi@uonbi.ac.ke)

The following are contacts of key officers in the Institute whom you may wish to contact as and when in need to do so.

1. Prof. Henry M. Mutembei,  
Director  
Wangari Maathai Institute for Ppeace and Environmental Studies
  
2. Ms. Lilian Namuma S. Kong'ani,  
Administrative Assistant  
Wangari Maathai Institute for Peace and Environmental Studies