

- The Centre shall maintain a healthy, safe and pleasant environment
- The Centre shall be illicit drug free and a no-smoking zone
- 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
- Clearance of students and staff shall be finalized within two (2) days
- The Centre is a Corruption Free Zone
- The Centre shall not condone impropriety.
- The Centre shall be gender sensitive
- The Centre shall endeavour to provide for those with special needs

Feedback

- Complaints, compliments and suggestions should be forwarded to coordinator and in case of appeals, to the Office of the Principal
- The Feedback may be channelled via telephone, letters, e-mail or suggestion boxes
- Confidentiality and privacy in respect of complainant's identity shall be respected.
- All feedback shall be addressed within seven days.

Centre Administrative Offices

The following is the e-mail addresses for the key officer of the centre;

Coordinator CEBIB: jochanda@uonbi.ac.ke

All comments and Feedback on this Service Charter should be addressed to:

The Coordinator Centre for Biotechnology and Bioinformatics

Chiromo Campus, University of Nairobi

P.O. B OX 30197-00100 NAIROBI, KENYA

Tel: 4449004

Email: jochanda@uonbi.ac.ke



UNIVERSITY OF NAIROBI

COLLEGE OF BIOLOGICAL AND PHYSICAL SCIENCES

CENTRE FOR BIOTECHNOLOGY AND BIOINFORMATICS (CEBIB)

Service Charter

Foreword

The Service Charter is a commitment by the Centre for Biotechnology and Bioinformatics (CEBIB) to deliver high quality service to our students, staff, research collaborators, donors, other stakeholders and the public at large. The Centre for Biotechnology and Bioinformatics encourages feedback that will enable us continuously improve on our service delivery.

Introduction

The Centre for Biotechnology and Bioinformatics Service Charter sets the scope and the standards of service rendered to our students, staff 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.

Vision

To remain a leading centre in Education, Research and Entrepreneurship in Biotechnology and Bioinformatics, guided by sound scientific and ethical principles, and committed to the virtues of quality and relevance and thus contribute to the dynamic social-economic and cultural development of Kenya, Africa and the world at large.

Mission

To maintain leadership in the pursuit and dissemination of knowledge through quality and relevant teaching, research development, consultancy and community service as well as promoting entrepreneurship in Bioinformatics and Biotechnology.

Core Values

Through CEBIB Program, the University has the responsibility of ensuring that incoming generations of scientists are trained to have a strong and holistic bioscience – training that is relevant to the needs of our society. The graduates need to be equipped with problem-solving and critical thinking skills, as well as possess good communication and interpersonal skills. Hence, CEBIB research and product development training programmes are designed based on a holistic, interdisciplinary approach that is anchored firmly on a strong multi-disciplinary pillar, emphasizing the creation and application of knowledge.

Core Functions

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

Research: As part of its mandate to generate, preserve and disseminate knowledge, the Centre has created a conducive environment to undertake quality and relevant research.

Consultancy: The Centre has integrated consultancy within its core functions **Community Service:** The Centre participates in community programmes and activities as part of its Corporate Social Responsibility.

Structure and Governance

The CEBIB Academic Board (CAB)

The CEBIB Academic Board (CAB) is the supreme policy body for CEBIB programmes and is composed by representatives from the College of Biological and Physical Sciences (CBPS); College of Health Sciences (CHS) and College of Agriculture and veterinary Sciences (CAVS).

CAB Responsibilities

The CAB is an advisory and policy oversight body. It meets twice every semester. CEBIB Academic Board provides advice to the Director on academic matters relating to students' academic training and research programs. In addition, CAB ensures smooth operations of CEBIB programs. CAB also advises on opportunities of sponsorship' discusses and strengthens donor support mechanisms and deliberates and foster policies that will ensure growth and development of CEBIB programs.

Principles of Service Delivery

In our service delivery, we pledge at all times to:

- Serve our clients with dignity, courtesy and respect;
- Provide efficient and effective service;
- Adhere to ethical and equitable service provision;
- Uphold transparency and accountability;
- Espouse the principles of natural justice;
- Discharge our duties Professionally, Passionately, and with patriotism;
- Maintain confidentiality

CEBIB Clients

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

Partners / Stakeholders	Business partners
<ul style="list-style-type: none"> • Ministry of Education • Commission for Higher Education • Higher Education Loans Board • Other government departments • Universities • Research collaborators • Training Institutions • Linkage partners • Industry partners 	<ul style="list-style-type: none"> • 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, 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)
- Application of modern Information Communication and Technology (ICT);
- Involvement of Alumni in governance and development of the Centre;
- Safe and healthy environment;
- Courteous and timely response to requests and enquiries.
- Prompt clearance of students and staff

CEBIB's Expectations

The Centre 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 dues, fees and levies;
- Support of College programmes and activities;
- Observe University rules and regulations; and
- Provide feedback and comments on the service rendered.

Commitment to Service Delivery

In our service delivery, we pledge that:

- Students admitted to the Centre shall receive admission letters two months prior to reporting date.
- The orientation of students admitted to the Centre shall be undertaken within one (1) week after 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 two weeks after receiving a project or thesis.
- Programme coordinators shall submit reports annually.