

## **BACKGROUND INFORMATION**

The Department of Animal Production is one of the oldest department of the University of Nairobi. The department offers courses in Animal Production to both the undergraduate of the Faculties of Agriculture and Veterinary Medicine. It provides training, research and consultancy services in the following areas: Principles of Animal Production, Principles of Animal Production, Principles of Animal Nutrition, Principles of Genetics, Production of Ruminant Animals, Production of Non-Ruminant Animals, Animal Feeds and Feeding, Setting up of Commercial feed factories, Commercial Poultry Production Units, Commercial Dairy Production Units, Feed Formulation and Feeding Programs. The Department offers the following services: Formulation of animal feeding standards, Bull evaluation for the National Artificial Insemination Service, Participation in various livestock related national committees, Evaluation of genetic worth of livestock species, Genetic Finger Printing (PCR), establishment of herd/flock inbreeding level, planning of genetic improvement programme and short-term training on specific topics.

The department is headed by a Chairman, appointed by the Vice-chancellor in consultation with the Principal and the Dean(s), Faculties of Agriculture and Veterinary Medicine and has three sections:

- (i) Animal Genetics and Breeding
- (ii) Animal Nutrition and Feed Resources
- (iii) Livestock Production Systems

It makes recommendations to Faculty College and University Management on students' academic progress teaching, syllabi and examinations as well as personnel and other resources for the conduct of all the academic programs.

The department of Animal Production spells out the scope and standards of service rendered to students, partners, staff, clients and stakeholders. We are committed to the provision of Quality Service to our clients and stakeholders. In this Service Charter, we have set our commitment to you, and highly welcome feedback on improving our services.

### **Vision**

A leading center of excellence in training, research, consultancy and community services for sustainable exploitation of traditional and emerging animal genetic and feed resources

## **Mission**

To maintain a leading role in the pursuit of knowledge of animal genetic resources, production systems, generation of knowledge and technologies through quality training and research for food security and sustainable development

## **Core Values**

- Uphold professionalism and ethics in all its dealings with its stakeholders.
- Be accountable and transparent in all its operations.
- Uphold integrity, honesty and quality in training and all other activities.
- Promote participatory management and effective teamwork in all its activities and operations.
- Promote and maintain linkages with industry, other institutions and alumni.
- Uphold dignity of all members of staff and students.
- Recognize and esteem ideas and innovations.

## **2.0 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

## **3.0 CLIENTS OF THE DEPARTMENT**

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

- Students
- Employees
- Parents/guardians
- Suppliers
- Alumni
- The community
- The general public

#### **4.0 Partners and stakeholders**

These include: Ministry of Education, Ministry of Livestock Development, Commission for University Education, Higher Education Loans Board, Other Government Departments, Local and International Universities, Research collaborators, Training Institutions, Ahiti Ndomba, Feed Millers, Poultry and Dairy Pig Farmers, bring their feed samples for nutrition analyses and seek professional advice on the suitability of their diets for the different animal species. Kenya Industrial Research and Development Institute, Meat Training Institute, Pharmacy and Poisons Board, Private companies, Local and International NGOs, KEBS, Government chemist, Employers, Kenya Education Network, Donors, Sponsors, Student Unions and Organizations, Kenya Veterinary Board, Kenya Veterinary Association, and other Professional bodies, Alumni associations and our neighbors.

### **5.0 EXPECTATIONS FROM CLIENTS**

#### **5.1 Students**

- Exhaustive coverage of the approved syllabi
- Use of regularly reviewed curricula
- Timely processing of admission applications
- Well maintained lecture theatres, laboratories, offices and other facilities
- Availability of facilities for Information and Communication Technologies (ICTs)
- Safe and health learning environment
- Prompt processing of examinations
- Fair assessment of examinations
- Fair and just disciplinary procedures
- Courteous and timely response to requests and inquiries
- Access to research facilities
- Adequate supervision of research projects
- Prompt and fair processing of research proposals
- Timely processing of intent to submit thesis
- Timely submission of consolidated reports to Board of Postgraduate Studies
- Availability of staff for student consultation.
- Prompt clearance of students.

#### **5.2. Staff**

- Timely delivery of communication of University of Nairobi information
- Aggressive marketing of consultancy and research services
- Adaptive human resource management practices
- Timely processing of staff requests (Leave, offs)
- Timely and prompt provision of teaching materials
- A fair performance appraisal of staff
- Timely submission of all communication through the chairman to the next level

- Timely notices for departmental meetings
- Fair distribution of work load and income generated
- Clear job descriptions
- Prompt circulation of minutes for staff action
- Facilitation of committee and sectional meetings
- Timely mail delivery
- Well maintained offices and other facilities
- Availability of well maintained teaching facilities and aids (Laptops and LCDs)
- Access to internet connectivity
- Regular attendance of scheduled classes by students

### **5.3 Donors and sponsors**

- Honoring Memorandum of Understanding (MOU) involving research institutions, industry and other partners
- Acknowledgement of donors for the grants provided
- Ensure adequate donor visibility and acknowledgement when disseminating research findings
- Prompt accounting for research grants and submission of progress reports
- Regular dissemination of research finding
- Ensure transparency and accountability

### **5.4 Alumni**

- Involvement in the development of the department
- Prompt response to requests for recommendation and reference letters
- Provide opportunities for delivery of guest lectures

### **5.5 Clients**

- Clear instructions on how to submit samples for analysis
- Fair prices for the various analytical tests
- Prompt delivery of laboratory reports for tests requested for

### **5.6 Suppliers**

- Efficient and transparent procurement process
- Acknowledgment of receipt in good condition of goods supplied
- Prompt processing of payment for goods and services supplied

### **5.7 Neighbors**

- Peaceful co-existence through maintenance of good neighborliness
- Respect for neighbors' properties
- Involvement in outreach activities

## **6.0 EXPECTATIONS OF THE DEPARTMENT**

The department shall expect the following from its clients/stakeholders:

- To treat staff with respect and courtesy
- To give fair feedback and comments on service rendered

- To support departmental programmes and activities
- To observe University rules and regulations
- To provide sufficient and accurate information for accurate and appropriate response
- To pay all consultancy/laboratory fees and other levies promptly
- Prompt supply of quality goods and services requested for from suppliers and contractors

## **7.0 SERVICE DELIVERY PLEDGE**

- Teaching timetables shall be released one week before start of lectures.
- All lectures shall be conducted fully and on time as per approved timetables.
- Lecture theatres, laboratories, offices and other facilities shall be clean and well maintained.
- Teaching facilities and aids shall be well maintained.
- Modern Information and Communication Technologies (ICTs) shall be used for delivery of lectures and in communication to staff, students, clients and other stakeholders.
- At least one academic member of staff shall always accompany students to academic trips.
- Prompt and timely release of job description schedules to staff members.
- Prompt delivery of feed back to postgraduate and undergraduate students upon submission of thesis and or project reports.
- Examination notices shall be released two weeks before the start of examinations.
- Invigilation of all examinations shall be done by at least two members of staff
- Prompt and fair marking of examinations.
- All final examinations and marked scripts shall be moderated by external examiners.
- Prompt processing of project reports and thesis submitted by students.
- Increased proposal writing to compete for research grants locally and internationally.
- Prompt dissemination of research findings through publications and presentations in workshops and conferences.
- Make timely requests for promotion of qualified staff members
- Provide safe and healthy learning environment.
- Hold departmental meetings once a month.
- Hold departmental seminars at least once a month.
- Recognition and acknowledgement of donors, collaborators and sponsors.
- Ensure transparency and accountability in our operations.
- Supervisors of postgraduate shall give feedback to the students within two weeks of receiving a project report or a thesis.
- The departmental Annual Report shall be published annually.
- Update departmental website regularly and status reported monthly.
- Staff performance appraisal shall be conducted in a fair and transparent manner

- Provide transport for academic trips, this shall be provided on time as per the approved requests.
- Maintain ICT services which shall be provided to students and staff.
- 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 department shall not condone impropriety.
- Ensuring the department is free of corruption.
- Continuous Assessment Tests shall be marked and examination scripts released to students two weeks after the end of such examinations.
- Microbiological test results for client samples shall be released within 7 days.
- Teaching schedules shall be released one week before start of lectures.

## **8.0 FEEDBACK**

- Confidentiality and privacy shall be upheld.
- Feedback may be communicated through telephone, letters, e-mail or suggestion boxes which have been made available within the department for your use.
- Complaints, compliments and suggestions should be forwarded to the Chairman.
- All feedback shall be acknowledged and addressed within seven (7) days.

### **Address comments and feedback to:**

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