



UNIVERSITY OF NAIROBI

FIELD STATION

SERVICE CHARTER

COLLEGE OF AGRICULTURE AND VETERINARY SCIENCES

FOREWORD

The Field Station is committed to offer quality service to all customers. This is line with the University-wide service charter which guarantees quality service based on the observance of the rule of law, skilled human resource, hard work, transparency, accountability, fairness and timely service delivery in all units. The main focus of Field Station is to support teaching and learning, research, outreach and income generation. Consequently, our vision is to be a leading and vibrant interdisciplinary practical educational resource centre and demonstration facility dedicated to developing and disseminating quality and sustainable agricultural production. We will achieve this vision by way of quality research, capacity building, consultancy and innovative outreach in order to contribute to agricultural productivity for poverty reduction and secure livelihoods through sustainable natural resources management.

This service charter is therefore a dedication to delivery of high quality service to students, staff, suppliers, collaborators and other stakeholders with whom the Field Station interacts in the course of its core business. We welcome your feedback to help us to keep continually improving our service delivery.

Richard O. Nyankanga, PhD
Manager, Field Station

1. INTRODUCTION

This Service Charter spells out the scope and standards of service which are rendered to students, staff and all stakeholders by the Field Station. We are committed to the provision of quality service to our clients and stakeholders. We have set our commitment to you, and welcome feedback on how to improve our service.

Vision

To be a leading and vibrant interdisciplinary practical educational resource centre and demonstration facility dedicated to developing and disseminating quality and sustainable agricultural production

Mission

The mission of Field Station is to support research, and teaching of University of Nairobi, CAVS in an efficient and effective manner while generating income and maximizing use of available resources

Core Values

The Farm aspires individually and collectively to nurture the following core values:

- a) **Innovativeness and creativity.** Innovativeness and creativity shall be the hallmark of our activities as we initiate and adapt to change.
- b) **Good governance and integrity.** The Field Station embraces and practises good corporate governance. In this regard, the Farm shall ensure that all processes and procedures are marked by efficiency and effectiveness, that all the decisions and actions are morally sound, that the Farm is accountable for its decisions and actions, that the Field Station's decision-making processes are participative and consultative, and that decisions and actions reflect meritocracy and are open and transparent.
- c) **Team spirit and teamwork.** The Field Station shall foster a work environment characterized by team spirit and teamwork.
- d) **Professionalism.** In all its actions and interactions, the Field Station shall maintain ethical behaviour, professional etiquette and honesty.
- e) **Quality customer service.** The Field Station shall provide quality services for all round satisfaction.

- f) **Responsible citizenship.** The Field Station embraces corporate social responsibility and shall ensure that all decisions and actions are marked by human dignity, equity, social justice, inclusiveness, equality, human rights, non-discrimination, and protection of the marginalized.
- g) **Environmental Concerns:** In all its activities, the Field Station shall strive to respect and protect the environment.
- h) **National cohesion and inclusiveness.** The Field Station believes in national unity and cherishes respect for diversity.

2. STRUCTURE AND CORE FUNCTIONS

The Field Station is organised into three sections; Horticulture, Livestock and Coffee. The Horticulture Section deals with greenhouse production and field production of vegetables, fruits and other high value crops. Livestock section is involved in beef and dairy cattle, fish and indigenous chicken, while the Coffee Section is manages the 100 acres of coffee. The Field is headed by manager and the sections are headed by section heads.

Manager: Appointed by the Principal in consultation with and the Dean of the Faculty. Head the administrative functions of the Field Station

Section Heads. Appointed by the Manager in consultation with Principal and Dean Faculty of Agriculture. Their main functions are to co-ordinate the section activities, draw up draft duty allocations, draw up section budgets and procurement schedules, and coordinate section activities

Supervisors. Appointed by the Manager. They supervise the labour the within the sections.

Mandate

The farm has three functions.

- (1) Support teaching ó the farm supports students from both Agriculture and Veterinary Sciences to conduct practical lessons.
- (2) Research Support Services ó Offer the services of land allocation, land preparation and Irrigation to researchers, students and collaborators.
- (3) Income generation ó After research and teaching has been catered for, any excess capacity is used to generate income for the college.

3. 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.

4. CLIENTS OF THE FIELD STATION

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

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

PARTNERS AND STAKEHOLDERS

The Field Station partner and stakeholders comprise the following among others:

- Tax payers,
- Ministry of Education Science and Technology
- Ministry of Agriculture, Livestock and Fisheries
- Commission for University Education
- Other Government Departments, Universities, Research collaborators, Training institutions, Linkage partners, Industry partners, Business partners, Employers, Kenya Education Network, Donors, Sponsors, Trade Unions, Students ø unions and organizations, Professional bodies, Alumni associations and neighbours.

5.0 EXPECTATIONS FROM CLIENTS

5.1 STAFF & STUDENTS

- Provision of conducive working environment
- Conduct fair annual staff appraisals.
- Authorized staff claims shall be paid within fifteen (15) days of receipt.
- Enhancement of skills through regular continuous training
- Facilitation of employees through optimal resource allocations to realize set goals
- Efficient procurement process. Purchases and other supplies will be provided within a month subject to conformity with regulations, clear user specification and availability of funds.

- Well maintained, fields, laboratories, offices and other facilities;
- Existence and application of modern Information and Communication Technologies (ICTs);
- Safe and health environment;
- Courteous and timely response to requests and inquiries;
- Aggressive marketing of produce and services;
- Adaptive human resource management practices; and
- Expeditious processing of collaborative agreements.

5.2 DONORS & PARTNERS

- Honoring Memorandum of Understanding (MOU) involving other institutions, industry and other partners and
- Recognition and acknowledgement of donors and sponsors.
- Ensure transparency and accountability

5.3 SUPPLIERS

- Procurement procedures will be conducted in a fair, transparent and non-discriminatory manner
- Prompt processing of payment for services and goods delivered.

5.4 NEIGHBOURS

- Maintenance of good neighbourliness through fruitful interactions.

6. EXPECTATIONS OF THE FIELD STATION

The Field Station shall expect the following from its clients/stakeholders.

- To treat staff with respect and courtesy;
- Engage in constructive criticism;
- Advise on your needs
- To support College programmes and activities;
- To observe University rules and regulations;
- To provide sufficient and accurate information for accurate and appropriate response;
- Share on how to improve services provided by the Field Station for a sustained growth and development in pursuit of its mandate as indicated in the mission statement.

7. SERVICE DELIVERY PLEDGE

- Staff performance appraisal shall be conducted between October and March every academic year.
- The Field Station shall observe all financial regulations and procedures
- The Field Station shall maintain a healthy, safe and pleasant environment.
- The Field Station is on illicit drug free 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.
- The Field Station shall not condone impropriety.
- The Field Station is a corrupt free zone.

STAKEHOLDER FEEDBACK AND REDRESS

We greatly welcome feedbacks on our performance to enable us improve on delivery of services to our customers and stakeholders. Kindly submit your feedback both positive and negative, with suggestions on improvement of service delivery. Feedback may be communicated through telephone, letters, e-mail or suggestion boxes which have been made available in appropriate locations for your use or to the addresses provided below. The Field Station will acknowledge receipt and handle genuine complaints within seven (7) days of receipt and take appropriate action. Should the response of the Board be unsatisfactory the complaints shall be free to write to the Principal, CAVS, and seeking further intervention. Confidentiality and privacy shall be upheld

REVIEW OF THE CHARTER

In light of the ever-changing global trends, the Field Station will in consultation with stakeholders subject this charter to regular review. The Field Station welcomes stakeholder feedback and suggestions on ways of enhancing the quality and relevance of this Service Delivery Charter.

For enquiries, please contact:

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