

**UNIVERSITY OF NAIROBI  
SCHOOL OF DENTAL SCIENCES**

Service Charter

**Foreword**

This Service Charter is a commitment by the School of Dental Sciences to deliver high quality service to our students, staff, research collaborators, donors, other stakeholders and the public at large.

School of Dental Sciences encourages feedback from our customers which will enable us to improve on our service delivery.

Prof. Loice W. Gathece  
**Dean**

**A. Introduction**

The School of Dental Sciences 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.

**B. Vision**

An internationally recognized centre of excellence for research, teaching and provision of quality oral health care.

**C. Mission**

To provide quality education and training through creation, preservation, integration, transmission and utilization of oral health knowledge

**D. Core Values**

In our quest for timely provision of quality service, we shall be guided by the following Core Values, as articulated in our Strategic Plan (2008-2013):

1. Freedom of thought and expression: We shall promote and defend freedom of thought and expression in academic inquiry and other activities.
2. Innovativeness and creativity: Innovativeness and creativity shall be the hallmark of our activities as we initiate and adapt to change
3. Good corporate governance: We embrace and practice good corporate governance. In this regard, we shall ensure that all our processes and procedures are marked by efficiency, effectiveness and transparency.
4. Team spirit and teamwork: We shall foster a work environment characterized by team spirit and teamwork
5. Professionalism: In all our actions and interactions, we shall maintain ethical behavior, professional etiquette and honesty.
6. Quality customer service: We shall provide quality services to our clients.

7. Responsible corporate citizenship and strong social responsibility: We shall nurture responsible corporate citizenship and strong social responsibility.
8. Respect for and conservation of the environment: In all our activities, we shall strive to respect and protect the environment.

#### **E. Core Functions**

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

The School offers adequate, innovative, relevant and market/customer driven academic programmes, at both undergraduate and postgraduate levels, with in-built quality control systems. Further, the School provides an enabling environment for integrated growth for students and staff.

##### **2. Health care services:**

The School provides quality Oral health care services to the general public

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

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

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

The School has integrated consultancy within its core functions.

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

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

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

##### **1. The Dean**

Academic and Administrative Head of the School, responsible to the Principal for maintaining and promoting efficient management of the School

##### **2. School Board:**

Academic organ that determines and oversees all academic programmes at the School.

##### **3. School Management Board:**

Co-ordinates the School's development plans, ensures efficient management of resources, and makes proposals to the College Management Board on policies that have a School -wide application.

#### **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. School Customers:**

The School customers comprise the following among others:

1. Students
2. Employees
3. Parents
4. Suppliers
5. Alumni
6. The community
7. The general public
8. Patients

## **I. Partners/Stakeholders**

The School partners and stakeholders comprise the following among others:

1. Taxpayers
2. Ministry of Higher Education, Science & Technology
3. Commission for Higher Education
4. Higher Education Loans Board
5. Other governmental departments
6. Universities
7. Research collaborators
8. Training Institutions
9. Linkage partners
10. Industry partners
11. Business partners
12. Kenya Education Network (KENET)
13. Employers
14. Donors
15. Sponsors
16. Trade unions
17. Students' union
18. Professional Bodies
19. Alumni associations
20. Neighbours
21. Ministry of Medical Services
22. Ministry of Public Health and Sanitation
23. Medical Practitioners & Dentists Board
24. 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. Health care (including oral care) 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 School;
18. Safe and healthy environment;
19. Courteous and timely response to requests and enquiries; and
20. Prompt clearance of students and staff

### **K. School Expectations**

The School 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 School programmes and activities;
6. Observe School rules and regulations; and
7. Provide feedback and comments on the service rendered

### **L. Support Services**

For efficient management of its functions, the School 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. Assistant Dean of Students Office
4. Finance Department
5. Procurement Department
6. Information and Communication Technology Office
7. Internal Audit Office
8. Sports and Games Department
9. Students Welfare Authority (SWA)
10. Transport & Garage Department
11. University Health Services (UHS)
12. Medical Library & Departmental Libraries
13. University of Nairobi Enterprises and Services Ltd. (UNES)
14. Collaborators
15. University Library
16. University of Nairobi Pension Scheme (UONPS)
17. University of Nairobi Press (UONP)
18. Security Department
19. CHUNA Savings and Credit Cooperative Society Ltd.

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

In our service delivery, we pledge that:

1. Students admitted to the School shall receive admission letters eight (8) weeks prior to reporting date.
2. The orientation of students admitted to the School shall be undertaken within one (1) week after reporting date.
3. Upon registration, a student shall be issued with guidelines on academic programmes, 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. Disciplinary cases for students and staff shall be completed within a period of thirty (30) working days.
8. Staff performance appraisal shall be conducted between October and March every academic year.
9. School library shall be open from 8.00 a.m. to 5.00 p.m. on weekdays
10. Queries from library users shall be responded to within one (1) day.
11. School based recruitment and promotion shall be completed within twelve (12) weeks from advertisement to issuance of letters.
12. The Finance Department shall observe all financial regulations and procedures, ensure adherence to budgetary provisions; and process approved payments within three (3) days.
13. Procurement of goods and services shall be done within four (4) weeks, after approval by College Procurement Committee and in line with the University and government procurement regulations
14. The School shall maintain a healthy, safe and pleasant environment.
15. The School shall be illicit drug free and a no smoking zone.
16. The School shall be a CORRUPTION FREE zone
17. The School shall facilitate students to attend sport activities.
18. Transport shall be provided on time as per approved requests.
19. Quality ICT services shall be provided to students and staff.
20. All telephone calls shall be attended to within twenty (20) seconds.
21. Routine correspondence shall be replied to within seven (7) days from the date of receipt.
22. The School shall not condone impropriety.
23. Clearance of students and staff shall be finalized within two (2) days.
24. Timelines shall be observed in the course of service delivery.
25. The School shall endeavor to link industry and students to secure them employment and internship.

## **N. Feedback**

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

## O. School Administration Contact Offices

The following are the e-mail addresses for the key Offices of the University:

### 1. School Administration

Dean SDS [dean-dental@uonbi.ac.ke](mailto:dean-dental@uonbi.ac.ke),  
Senior A. Registrar [werumacj@yahoo.com](mailto:werumacj@yahoo.com)  
Administrative Assistant [doowuor@uonbi.ac.ke](mailto:doowuor@uonbi.ac.ke).

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Comments and feedback on this Charter should be addressed to:

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