



UNIVERSITY OF NAIROBI

**COLLEGE OF AGRICULTURE AND
VETERINARY SCIENCES**

**DEPARTMENT OF PLANT SCIENCE AND CROP
PROTECTION**

SERVICE CHARTER

FOREWORD

The Department of Plant Science and Crop Protection is committed to offer quality service to all its 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. Excellence in teaching and learning, research, outreach and consultancy services and good governance are our main focus. This focus is in tandem with the overall University vision of A world Class University Committed to Scholarly Excellence. Consequently, the vision of our department is to be a leading and vibrant centre of excellence for training, research, development, preservation and dissemination of knowledge in Crop Sciences and Environmental Conservation. We will achieve this vision by way of quality research and innovation, capacity building, consultancy and innovative outreach in order to contribute to agricultural productivity for poverty reduction, food and nutrition security and secure livelihoods through sustainable natural resources management.

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

Your feedback will go along way in helping us to keep continual improvement of our service on track, and to live to our slogan 'Leading with Excellence'.



Prof. James W. Muthomi

Chairman and Professor of Plant Pathology

1.0 INTRODUCTION

The Department of Plant Science and Crop Protection Service Charter spells out the scope and standards of service which are rendered to students, staff and all stakeholders. We are committed to the provision of quality service to our clients and stakeholders. We have set our commitment for service and welcome feedback from all stakeholders for improved service to all.

Vision

To be a leading and vibrant centre of excellence for university level training, research, development, preservation and dissemination of knowledge in Crop Sciences and Environmental Conservation.

MISSION

To provide conducive learning environment for quality education and training that promotes scholarship, stimulates research, innovation and technology development, consultancy and community service for improved livelihoods and sustainable development.

CORE VALUES

The department shall aspire individually and collectively to nurture and embrace the following core values:

- Freedom of thought and expression in the pursuit of academic excellence and professionalism.
- Innovativeness in teaching, research and stakeholder engagement to ensure holistic development for all
- A sense of belonging and positive image by and for all
- Integrity, honesty, meritocracy, transparency and fair play in all our activities
- Development of morally and ethically upright professionals
- Teamwork and strong partnerships with all stakeholders.
- Respect of rights, beliefs and diversity of all stakeholders
- A strong and committed sense of social responsibility and citizenship in our students and staff.
- A life-long pursuit of experiential learning.
- Transformative and participatory leadership and management
- Respect for and protection of the environment.
- Accountability of all human and financial resources in the Department
- Trust the good intentions of all stakeholders in our engagements

2.0 DEPARTMENT STRUCTURE AND ADMINISTRATION

The department is organised into two sections: Crop Science and Crop Protection. The Crop Science Section is made up of Agronomy, Horticulture, Plant Breeding and Biometry units, while the Crop Protection Section is made up of Plant Pathology and Entomology Units

The department is headed by the **Chairman** who is appointed by the Vice-Chancellor in consultation with the Principal and the Dean of the Faculty. The Chairman oversees the administrative functions of the department.

Section Heads. Appointed by the Chairman of the Department. Their main functions are to co-ordinate the section activities including making draft teaching allocations,

allocation of postgraduate supervision, preparation of teaching schedules and postgraduate timetables, organizing postgraduate seminars, drawing of section budgets and procurement schedules.

They also co-ordinate academic trips as well admission process for module II programmes

Unit Heads. Appointed by the Chairman of Department. The function of the unit heads include co-ordination of teaching at MSc. Levels, the running of practicals within the unit as well as preparation of tentative sharing of teaching loads within the units

Committees

1. Research, Publications and Seminar

Committee Responsibilities

- Develop thematic areas for research (research agenda)
- Develop collaborative research
- Drawing up of MoUs and re-activating of existing ones
- Development of inventory of all research within the department
- Explore possibility of starting an annual scientific conference in the Faculty of Agriculture
- Fund raising for the department
- Co-ordination of student proposal and project presentations
- Co-ordination of Departmental seminars

2. Module II coordination Committee

Responsibilities

- Preparation of Post-graduate teaching and examination timetables
- Process admission of postgraduates
- Oversee fees payment levels and marketing of courses
- Co-ordination of module II and postgraduate courses
- Payment of service providers.

2. Examinations

Responsibilities

- Oversee and organize internal and external moderation of examinations
- Oversee the receipt and safe handling of exam manuscripts,
- Organization of external examinations
- Preparation of marks summaries of departmental meetings
- Submission of marks and summary sheets to the Dean's office.
- Deal with any other matter that may arise on examination process and issues

3. Consultancy and Advisory Services

Responsibilities

- Conduct and oversee Efficacy trials
- Coordination Plant health clinics
- Develop and coordination Client-driven research
- Coordinate Group consultancy efforts at the Department

4. Curriculum Development

Responsibilities

- Spearhead review old curricula and develop new market driven products in line with Commission for University Education (CUE) guidelines

5. Departmental Public Relations and linkages

Responsibilities

- Enhance partnerships with relevant institutions and individuals
- Design strategies to promote the departmental image nationally and internationally.

6. Show and Exhibitions

Responsibilities

- To respond to all show and exhibition matters as required by the university

7. Timetables

Responsibilities

- To draw up option course timetables in consultation with all academic members of staff. (Part time lecturers to be given special consideration).

8. Faculty Postgraduate Studies Committee

- Represent departmental academic and student matters of at the Faculty level

9. ICT & E-Learning Committee

Responsibilities

- Collect relevant information for the uploading on the website
- Process materials for E-learning

10. Option Student Projects Coordination

- Coordinate special student projects

11. MSc Computer laboratories

Responsibilities

- Ensure smooth running of the MSc computer laboratory

12. Field Station Advisory Committee

13. Farm Practice

14. Coordination of library issues

15. Basic Infrastructure (e.g.) Biotechnology laboratory to support module

II programmes Responsibilities

- Committee to draw up requirements and budget that can be submitted to UNES and other donors.

16. UNISEED Production

Responsibilities

- Co-ordinate uniseed activities.

17. Disposal, health and safety committee

- Deal with health and safety issues

19 Efficacy Trials Unit

Responsibilities

- Coordinate the evaluation of efficacy of crop protection products submitted by clients
- Manage the efficacy trial plots, collection of efficacy data, analysis of results and drafting of reports

3.0 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.

4.0 CLIENTS OF THE DEPARTMENT

The clients of the University are the clients of the Department. They include the following:

- i. Students;
- ii. Employees;
- iii. Parents/guardians;
- iv. Suppliers;
- v. Alumni;
- vi. The community;
- vii. The general public
- viii. Collaborating and partner institutions

PARTNERS AND STAKEHOLDERS

The Department partner and stakeholders comprise the following:

- i. Tax payers
- ii. Ministry of Higher Education, Science and Technology
- iii. Ministry of Agriculture,
- iv. Ministry of Education
- v. Ministry of Livestock Development
- vi. Ministry of Fisheries
- vii. Ministry of Water and Irrigation
- viii. Ministry of Environment
- ix. Commission for University Education
- x. Higher Education Loans Board,
- xi. Pest Control Products Board (PCPB)
- xii. Kenya Plant Health Inspectorate Service (KEPHIS)
- xiii. Kenya Agricultural and Livestock Research Organization (KALRO)
- xiv. County Governments
- xv. Other Government Departments, Universities, Research Institutions and collaborators, Training institutions, Linkage partners, Industry partners, Business partners, Employers, Kenya Education Network, Donors, Sponsors,

Trade Unions, Students' unions and organizations, Professional bodies, Alumni associations and neighbours.

5.0 EXPECTATIONS FROM CLIENTS

5.1 STUDENTS AND STAFF

- Courteous and timely response to requests and inquiries;
- Exhaustive coverage of the approved syllabi
- Prompt and fair processing of examination results
- Well maintained laboratories, offices and other facilities
- Fair and just disciplinary procedures
- Existence and application of modern Information and Communication Technologies (ICTs)
- Safe and healthy environment
- Prompt clearance of students and staff
- Adaptive human resource management practices;
- An effective performance appraisal system;
- Expedient and efficient processing of collaborative agreements.

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.
- Ensure transparency and accountability of resources

5.3 SUPPLIERS

- Prompt processing of payment for services and goods delivered

5.4 ALUMNI

- Involvement of alumni in the governance and development of the Department

5.5 NEIGHBOURS

- Maintenance of good neighbourliness through fruitful interactions.

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 feedback and comments on service rendered
- To support College programmes and activities
- To observe University rules, regulations and values
- To provide sufficient and accurate information for accurate and appropriate response;
- To pay all fees and other levies promptly.

7.0 SERVICE DELIVERY PLEDGE

- All lectures shall be conducted fully and on time as per approved timetables.
- Consolidated mark sheets shall be finalized and sent to the Dean's Office within one month following end of examinations.
- Internal Postgraduate supervisors for masters or doctoral degrees will give feedback to their students within two weeks after receiving a project or a thesis.
- Clearance of students within the department shall be finalized within two (2) days.
- Staff performance appraisal shall be conducted between October and March every academic year.
- The Department shall observe all financial regulations and procedures
- The Department shall maintain a healthy, safe and pleasant environment.
- The Department is an 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 Department shall not condone impropriety.
- The Department is a corruption-free zone.

FEEDBACK

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

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

1	Section Heads	Crop Science – Prof. Rochard O. Nyankanga
		Crop Protection – Prof. Douglas W. Miano
2	Unit heads (Thematic Heads)	Horticulture – Prof. Jane L. Ambuko
		Agronomy – Dr. Josiah M. Kinama
		Plant Pathology – Dr. Maina Muiru
		Entomology – Dr. Dora C. Kilalo
		Plant Breeding – Prof. Eliud K. Ngugi
3	Academic programme coordinators	MSc Plant Breeding & Biotechnology – Prof. Ngugi
		MSc Horticulture – Prof. Ambuko
		MSc Agronomy – Dr. Kinama
		MSc Crop Protection – Prof. Miano
		MSc Seed Technology & Business Mgt – Dr. Wamalwa
		MSc Agricultural Resource Management – Dr. Kitonyo
		MSc Plant Pathology – Dr. Muiru
		BSc Crop Protection Major – Dr. Kilalo
		BSc Crop Science Major – Dr. Wamalwa
		BSc Horticulture – Prof. Nyankanga
Diploma in Crop Protection – Prof. Miano		

4	PhD Proposal Seminars Coordination	Prof. Cecilia Onyango Dr. Maina Muiru
5	Examinations coordinator	Dr. Onesmus Kitonyo Dr. Juliana Cheboi
6	ODeL and Online Learning Champions	Prof. Cecilia Onyango Dr. Onesmus Kitonyo Elias Obudho
7	Performance Contract officer	Dr. Lydia Wamalwa
8	Undergraduate Time Tabling Coordinators	Prof. Cecilia Onyango Dr. Juliana Cheboi
9	Students Attachment Coordinators	Mr. Onesmus Kitonyo Dr. Lydia Wamalwa

ADDRESS COMMENTS AND FEEDBACK ON THIS CHARTER TO:

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