

UNIVERSITY OF NAIROBI  
COLLEGE OF HEALTH SCIENCES  
SCHOOL OF PHARMACY

DEPARTMENT OF PHARMACOLOGY & PHARMACOGNOSY

**SERVICE CHARTER**

**Foreword**

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

The Department encourages feedback from our customers which will enable us to improve on our service delivery.

Dr. K.A. Sinei  
Chairman, Dept. of Pharmacology & Pharmacognosy

**A. Introduction**

The Department of Pharmacology & Pharmacognosy 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**

A leading Department of Pharmacology & Pharmacognosy in the training of Pharmacy and other professionals, innovative research and provision in the disciplines of Pharmacology and Pharmacognosy.

**C. Mission**

To train high caliber pharmacy professionals, conduct innovative research, provide quality Pharmaceutical care, consultancies and be at the forefront in formulating pharmaceutical policies.

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

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

The Department provides quality health care services to the general public

### **3. Research:**

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

### **4. Consultancy:**

The Department has integrated consultancy within its core functions.

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

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

## **F. Structure and Governance of the Department**

1. **Department Chairman:** Coordinates the activities of the Department, manages the Department resources, generates proposals for growth and expansion of the Department and is at the forefront in the implementation of University policies.
2. **Section Heads:** oversees the academic quality of programs; generate proposals for future growth.
3. **Principal Technologist:** resource acquisition
4. **Course-Coordinator:** Coordinate individual programs.

## **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. Departmental Customers:**

The Departmental 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 Departmental 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. Alumni associations
19. Neighbours
20. Ministry of Medical Services
21. Ministry of Public Health and Sanitation
22. Pharmaceutical Society of Kenya
23. Pharmacy and Poisonous Board
24. Other departments in the School of Pharmacy

#### **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. Departmental Expectations**

The Department of Pharmacology & Pharmacognosy 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 Departmental programmes and activities;
6. Observe Departmental rules and regulations; and
7. Provide feedback and comments on the service rendered

#### **L. Support Services**

For efficient management of its functions, the Department 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.
20. Other Departments within the School of Pharmacy, College of Health Sciences and the University of Nairobi

## M. Commitment to Service Delivery

In our service delivery, we pledge that:

1. The orientation of students admitted to the Department shall be undertaken within one (1) week after reporting date.
2. Upon registration, a student shall be issued with guidelines on academic programmes, examination rules, fees structure, student support services and disciplinary procedures.
3. All lectures and other learning activities shall be conducted fully and on time, as per approved schedules.
4. Supervisors of projects, dissertations and thesis shall give feedback to their students within two (2) weeks of receiving the student work.
5. Consolidated mark sheets shall be finalized and forwarded to Examinations Office within four (4) weeks following the end of examination.
6. Disciplinary cases for students and staff shall be completed within a period of thirty (30) working days.
7. Staff performance appraisal shall be conducted between October and March every academic year.
8. Medical Library at Kenyatta National Hospital Campus shall be open from 8.00 a.m. to 10.00 p.m. on weekdays and 8.00 a.m. to 5.00 p.m. on Saturdays, and from 10.00 am to 4.00 pm on Sundays.
9. Queries from library users shall be responded to within one (1) day.
10. Department based recruitment and promotion shall be completed within twelve (12) weeks from advertisement to issuance of letters.
11. The Finance Department shall observe all financial regulations and procedures, ensure adherence to budgetary provisions; and process approved payments within three (3) days.
12. Procurement of goods and services shall be done within four (4) weeks, after approval by Department Procurement Committee and in line with the University and government procurement regulations
13. The Department shall maintain a healthy, safe and pleasant environment.
14. The Department shall be illicit drug free and a no smoking zone.
15. The Department shall be a CORRUPTION FREE zone
16. The Department shall facilitate students to attend sport activities.
17. Transport shall be provided on time as per approved requests.
18. Quality ICT services shall be provided to students and staff.
19. All telephone calls shall be attended to within twenty (20) seconds.
20. Routine correspondence shall be replied to within seven (7) days from the date of receipt.
21. The School shall not condone impropriety.
22. Clearance of students and staff shall be finalized within two (2) days.
23. Timelines shall be observed in the course of service delivery.
24. The Department shall endeavour 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 Principal.
2. Feedback may be channeled via telephone, letters, e-mail or suggestion boxes.
3. Confidentiality and privacy shall be respected.
4. All feedback shall be addressed within seven (7) days.

## O. Department Administration Contact Offices

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

### 1. Departments

Chairman, Department of Pharmacology & Pharmacognosy – [dept-pharmacology@uonbi.ac.ke](mailto:dept-pharmacology@uonbi.ac.ke)

### 2. School Administration

Dean, School of Pharmacy - [dean-pharmacy@uonbi.ac.ke](mailto:dean-pharmacy@uonbi.ac.ke)

## Other departments in the School of Pharmacy

Chairman, Department of Pharmaceutics & Pharmacy Practice – [dept-pharmpractice@uonbi.ac.ke](mailto:dept-pharmpractice@uonbi.ac.ke)

Chairman, Department of Pharmaceutical Chemistry - [dept-pharmchem@uonbi.ac.ke](mailto:dept-pharmchem@uonbi.ac.ke)

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Comments and feedback on this Charter should be addressed to:

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