

Foreword

This Service Charter outlines the commitments made by IDS to its clients and stakeholders. It forms part of a range of publications designed to assist stakeholders get the most from our continually developing service. Although this document has no contractual basis, its aim is to set the scope and levels of service that can be expected and realistically delivered within normal circumstances and within the resources available to the Institute.

This Service Charter specifies our quantitative and qualitative commitments to our clients measured with objective quality indicators.

The Charter includes an IDS service policy, a review process, an outline of services provided, some service benchmarks we would expect to meet, description of IDS stakeholders (clients) and their responsibilities, a description of how

stakeholders can communicate with IDS, the communication channels and a list of major contacts.



Prof. Mohamud A. Jama
Director, IDS

Introduction

IDS is one of the oldest and best established research institutes in Africa. The Institute was founded in 1965, within the University of Nairobi's College of Humanities and Social Sciences. It focuses on social and economic issues of development in Kenya, the rest of Africa, and the world. In addition to initiating its own academic and policy-oriented research, The Institute provides research services to government, non-governmental organisations (NGOs), and the private sector. IDS builds capacity for the analysis of development issues through its MA and PhD programmes. It uses its seminar series, workshops, and publications to communicate and get feedback on its research results. IDS also encourages intellectual exchange between its researchers and scholars and institutions by undertaking collaborative research and welcoming research associates.

Vision

To be a leading centre of excellence for development research, teaching, training and advisory services on issues of policy, practical, and academic concerns in the public and private domains.

Mission

To promote development knowledge and debate and encourage the utilisation of research findings in postgraduate teaching and training and in shaping the growth of development thinking, theory and practice.

Services Provided by IDS

IDS offers a degree programme leading to Master of Arts in Development Studies. This is a two-year programme with three semesters of course work and one semester project paper.

The Institute offers a PhD programme which gives students already grounded in Development Studies



ISO 9001: 2008 Certified

an opportunity to carry out in-depth academic research. Other services are:

- Research Associate Programme
- Research and Consultancy Services
- Seminar Series and Journals

IDS Library is a resource centre for postgraduate students

Our regular clients include:

- Graduate students
- Potential students
- Research associates
- Other researchers
- IDS board members
- Collaborating institutions
- Donor agencies
- NGOs
- Government officers
- International organizations
- University of Nairobi employees
- Members of public

Commitment to Service Delivery

In our service delivery, we pledge that:

- Students admitted to the Institute shall receive admission letters two months before reporting date.
- Upon registration, a student shall be issued with clear guidelines on academic programmes, examination rules, fees structure, student support services and disciplinary procedures.
- All lectures shall be conducted fully and on time, as per approved timetables.
- Consolidated mark sheets shall be finalised and forwarded to examinations office within one month following end of examinations.
- Postgraduate supervisors for Masters or Doctoral degrees will give feedback to their students within two weeks after receiving a project or thesis.
- Disciplinary cases for students and staff shall be completed within 30 days.

- Graduation ceremonies shall be held on schedule in December annually.
- University certificates shall be issued within two months after graduation while transcripts shall be issued within one week upon application.
- The institute library shall be open from 8.00 a.m. to 5.00 p.m on weekdays
- The process of recruitment and promotion shall be completed within three months, from advertisement to issuance of letters.
- Staff performance appraisal shall be conducted between October and March every academic year.
- The Finance Department shall observe all financial regulations and procedures, ensure adherence to budgetary provisions; and process approved payments within three days.
- Procurement of goods and services shall be done within one month, and in line

with the University and government procurement regulations.

- The Institute shall maintain a healthy, safe and pleasant environment.
- The Institute is an illicit drug free and a no smoking zone.
- Sports and games facilities and equipment shall be up-to-date and well maintained.
- Transport shall be provided on time as per approved requests.
- Quality ICT services shall be provided to students and staff.
- All telephone calls shall be attended to within 20 seconds.
- Routine correspondence shall be replied to within seven days from the date of receipt.
- The Institute shall not condone impropriety.
- The Institute is a CORRUPTION FREE zone.

- Clearance of students and staff shall be finalised within two days.

Service Benchmarks/Standards

IDS is committed to providing excellent service to clients and you should expect that our staff:

- Behave honestly and with integrity
- Are committed to providing both accurate information and prompt services
- Are approachable, helpful, respectful and professional at all times
- Act with care and diligence
- Are consistent, and committed to equitable treatment for all
- Comply with the rules governing University of Nairobi
- Use resources available in the most proper manner
- Provide professional and consistent standards of services

The service standards outlined are indicative targets providing benchmark to measure our performance. These standards are applicable in all lines of service delivery within IDS.

i. When you communicate with us, we will:

- be courteous
- be willing to assist you and be responsive to your needs
- treat you fairly and professionally
- provide timely oral and written advice that is clear, concise, accurate and complete
- demonstrate technical/professional competence in providing advice
- be sensitive to diversity of issues

ii. If you telephone us, we will:

- handle your calls between 8.00am and 5.00pm each working day
- identify ourselves by name and/or our work area
- return all telephone calls and answer-phone messages within ONE working day

- aim to resolve your enquiry during the call
- respond to you as soon as possible and within THREE working days if the query is more complex

iii. When you visit our offices:

- your enquiries will receive attention within one minute
- our front office colleagues will be courteous when assisting you
- you will be directed to the relevant IDS staff if your enquiry cannot be handled by the front office staff within five minutes
- will open between 8 a.m. – 5 p.m. Monday – Friday but close between 1:00 p.m. and 2:00 p.m. for lunch.

iv. In administering programmes

for which IDS is responsible, we will:

- provide general information about the programmes and how they operate

- publicize programmes, application procedures and programme policy issues using a range of methods, including online and hardcopy format
 - administer agreements fairly in accordance with relevant published guidelines, criteria, regulations or legislation.
- v. ***In the development and review of policy and programmes for which IDS is responsible***, we will:
- consult with interested parties as early as practicable
 - design consultative processes that include those who would be most affected by changes in policy or programmes
 - prepare a regulation impact statement for all reviews of existing regulation and for all regulations that will directly affect our operations.

How You Can Help Us

You can assist us in providing a good service by:

- providing timely, honest, complete and accurate information
- treating our staff with courtesy
- meeting any reciprocal obligations of the service relationship; or
- providing feedback on the quality of our services (*see feedback mechanism*)

IDS Communication Process

In this regard, IDS undertakes to communicate with you as provided in this charter.

Communication process can be through:

- a) written documents
- b) telephone calls
- c) E-mails
- d) web link
- e) personal visits

IDS will appreciate a feedback from you on the services rendered.

Feedback Mechanisms

We encourage you to provide us with compliments, suggestions or complaints to help us identify what we are doing well and how we can further improve our services.

Our feedback system is easy to use, provides access to those with special needs and is accessible by web link, email, telephone, fax or visiting our offices.

To monitor and evaluate the delivery of our services, an Annual Client Service Survey will be conducted. The results will be published in our IDS Newsletter.

Compliments

When you give us compliment, we will:

- record the details

- thank you for your comments; and
- acknowledge the responsible area and/or staff for a job well done

Suggestions

When you give us a suggestion, we will:

- record the details
- thank you for your comments; and
- take appropriate action as part of our business improvement process.

Complaints

Complaints related to quality of service will be considered thoroughly and fairly, and dealt with effectively. To help us to give you the best possible service, we ask that, if you are not satisfied with our services, inform us.

If we don't meet your expectations, please let us know as soon as possible. We will investigate your complaint and tell you what we have done about it within 30 days.

If we do not meet our service standards stated in this charter, please let us know by following these steps:

- identify the problem
- contact the staff member responsible; or
- contact the Director's Office

Contacts

University of Nairobi,
Main Campus,
Gandhi Wing Fifth Floor,
Room 511,
University-Way/Harry Thuku Road,
P.O. Box 30197, 00100
Nairobi, Kenya.

Tel: 254-020-2247968

E-mail: director-ids@uonbi.ac.ke

Web: www.uonbi.ac.ke/faculties/ids