

The Service Charter

The service charter is an undertaking or covenant made to stakeholders about the services they expect to get from the department while discharging its duties. The charter is made to create awareness on our role as a department, give insights on our core activities and values, provide information on the range of services we offer, the standards we have set, stakeholders expectations and feedback in pursuit of stakeholders satisfaction and excellence in our operations.

The service charter is a working tool that is meant to facilitate, better understanding of our services including putting our department and our stakeholders at the forefront. It should be therefore used alongside other operational instruments such as the strategic plan, quality objectives and other guidelines and procedures as maybe laid down by the department and the University from time to time.

The departmental Charter can be downloaded by clicking on the icons on the left: