

DEPARTMENT OF PLANT SCIENCES

SERVICE DELIVERY CHARTER

	Activity/Service Offered	Standard/Indicators	Responsible Officer
1.	Clearance in the department	Within two hours after return of all items borrowed from the department. Copies of signed clearance departmental forms	Chief Technician
2.	Checking on Missing Marks	Form from the School listing the missing marks. The missing marks are filled online within one working day.	The examination Coordinator.
3.	Recommendation Letters	Within one day on receipt of the request	Relevant members of staff.
4.	Registration for units in the department	The list of units to be offered is given to the students, they fill the forms and we stamp on presentation of complete forms.	Academic Advisor.
5.	Provision of advisory services on academic matters	Posting weekly visiting hours on the Advisors door. A diary with student visit records.	Academic Advisor
6.	Orientation of New students.	In the third week after reporting, the Chairman calls a meeting for all new students and all members of staff.	Departmental Chairman
7.	Preparation of teaching timetables	Extracting the units from the university master timetable. Sorting the timetable clashes and missing units within one week on recording the master timetable	Departmental timetabler
8.	Processing of exam.	As per the dates indicated on the almanac and memos from the Registrar Academic and Examination office.	Examination Coordinator

SERVICE CHARTER OPERATIONAL

	CLEARANCE IN DEPARTMENT Procedure and Process	REQUIREMENT	DURATION	ACTION BY
1.	<ul style="list-style-type: none"> • Student presents a clearance form. • The status of the borrowed items is checked and a decision is made. 	<p>Clearance forms</p> <p>Student ID</p>	Immediately on the presentation of the clearance form	Chief Technician

	<ul style="list-style-type: none"> The student is cleared or referred. 			
2.	<p><u>Checking on Missing marks</u></p> <p>Procedure and Process</p> <ul style="list-style-type: none"> Presentation of list of missing marks by the student. They are checked on-line and then on the marksheet and updated. 	<p>Requirement</p> <ul style="list-style-type: none"> List of missing marks from the Dean 	<p>Duration</p> <p>1 day</p>	<p>Action By</p> <p>Exam Coordinator</p>
3.	<p><u>Recommendation Letters</u></p> <p>Procedure and Process</p> <ul style="list-style-type: none"> Student presents a request to the member of staff. The recommendation letter is written by the respective member of staff. The student is informed topic the letter. 	<p>Requirement</p> <ul style="list-style-type: none"> Request letter Copies of trascrips 	<p>Duration</p> <p>1 day</p>	<p>Action By</p> <p>Respective Staff Member</p>
4.	<p><u>Registration for units in the Department</u></p> <p>Procedure & Process</p> <ul style="list-style-type: none"> Student present registration forms Student is advised on the units to register. Registration form is verified, signed and stamped. 	<p>Requirement</p> <p>Registration form</p>	<p>Duration</p> <p>20 minutes</p>	<p>Action By.</p> <p>Academic Advisor</p>
5.	<p>Provision of advisory service on academic matters</p> <ul style="list-style-type: none"> Student presents issues to the academic advisor 	<p>Requirement</p> <ul style="list-style-type: none"> The stakeholder will identify 	<p>Duration</p> <ul style="list-style-type: none"> Immediately on appointment 	<p>Action by:</p> <ul style="list-style-type: none"> The relevant member of

	<ul style="list-style-type: none"> The advisor gives the appropriate feedback 	themselves		staff.
6.	<p><u>Orientation of new Students</u></p> <p>Procedure and Process</p> <ul style="list-style-type: none"> The Chairman calls a meeting for the new students and all members of staff He introduces the members to the students. The members give a brief description of their area of specialization The students are given the departmental students handbook-both Undergraduate and Postgraduate. The students ask questions about the department and career prospects. 	<ul style="list-style-type: none"> Room for holding the meeting Departmental student handbooks Semester dates for the academic year. 	3 Third week after the registration	Chairman
7.	<p><u>Preparation of Teaching timetable Procedure & Process</u></p> <ul style="list-style-type: none"> Receiving the master timetable Extract the relevant units Prepare a departmental draft timetable. Sorting out any issues raised Posting of the final timetable 	<ul style="list-style-type: none"> Master timetable e-mail addresses of staff Noticeboard 	One week after receipt of the master timetable	Departmental timetabler
8.	<p><u>Processing of Examinations</u></p>		As per the timelines	Chairman and

	<p>Processes and Procedures</p> <ul style="list-style-type: none"> • Extract examination activities and their timelines from the university almanac. • Communicate the relevant information to the course lecturers. • Ensure that the course lecturers adhere to the deadlines regarding setting of exams, moderation by internal or external examiners, invigilation, marking, submission of marks and filling the marks online. 	<ul style="list-style-type: none"> • Alimanic • Semester dates (revised) • Correspondence from the Registrar (Academic) • Examination timetable 	<p>indicated in the almanac and the correspondence from the Registrar (Academic).</p>	<p>Examination Coordinators</p>
9.	<p>Recruitment of New Staff.</p> <p>Procedure and Process</p> <ul style="list-style-type: none"> • The Chairman identifies the gaps and communicates to the Registrar (Admin) • The Chairman is requested to draft the relevant advertisement • The Registrar (Admin) puts out the advertisement. • The department receives the list of applicants for shortlisting according to the set criteria. 	<ul style="list-style-type: none"> • List of the departmental manpower requirements. • Advertisement 	<ul style="list-style-type: none"> • As per the guidelines from the Registrar (Administration) 	<ul style="list-style-type: none"> • Chairman and Staff Appraisal and recruitment committee of the department
10.	<p>Orientation of New Member of staff</p> <p><u>Procedure and Process</u></p> <ul style="list-style-type: none"> • The Chairman draws a schedule for orientation. • The members of staff concerned are requested to attend to the new member on the scheduled time 	<ul style="list-style-type: none"> • Schedule for orientation from Chairman 	<ul style="list-style-type: none"> • One week after reporting for duty 	<ul style="list-style-type: none"> • Chairman

	<ul style="list-style-type: none">• The new member ask questions about the area visited			
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