

DEPARTMENT OF PLANT SCIENCES

SERVICE DELIVERY CHARTER

	PROCEDURE AND PROCESS	REQUIREMENT	DURATION	ACTION BY
1.	<p><u>Clearance from the department</u></p> <ul style="list-style-type: none"> • Student presents a clearance form. • The status of the borrowed items is checked and a decision is made. • The student is cleared or referred. 	<p>Clearance forms Student ID</p>	<p>Immediately on the presentation of the clearance form</p>	<p>Chief Technician</p>
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 • The advisor gives the appropriate feedback 	<p>Requirement</p> <ul style="list-style-type: none"> • The stakeholder will identify themselves 	<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 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 	<ul style="list-style-type: none"> • Room for holding the meeting • Departmental student handbooks • Semester dates for the academic year. 	<p>3 Third week after the registration</p>	<p>Chairman</p>

	Undergraduate and Postgraduate. <ul style="list-style-type: none"> The students ask questions about the department and career prospects. 			
7.	<u>Preparation of Teaching timetable Procedure & Process</u> <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.	<u>Processing of Examinations.</u> Processes and Procedures <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 	As per the timelines indicated in the almanac and the correspondence from the Registrar (Academic).	Chairman and Examination Coordinator
9.	Recruitment of New Staff. Procedure and Process <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 & Human Resource
10.	Orientation of New Member of staff. <u>Procedure and Process</u> <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 The new member ask questions about the area visited 	<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

APPROVAL AND DATE OF ISSUE

APPROVED BY:.....Dr. Paul Muoria..........20 July 2021
CHAIRMAN, PLANT SCIENCES DEPARTMENT