



**DEPARTMENT OF
VETERINARY ANATOMY
AND PHYSIOLOGY**

SERVICE CHARTER

APPROVED FOR USE

.....
Chairman, DVAP Date



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INTRODUCTION

The Department of Veterinary Anatomy and Physiology is a preclinical Department of the Faculty of Veterinary Medicine, College of Agriculture and Veterinary Sciences is situated at the College of Biological and Physical Sciences, Chiromo campus. Like the parent Faculty, this is one of the oldest Departments of the University of Nairobi having been started more than four decades ago.

The Department teaches Anatomy and Physiology to 1st year bachelors' students in the field of Veterinary Medicine and agriculture, Biochemistry, Biomedical Technology (BT) and Wildlife Management and conservation and related options.

The skilled staff of the department lecture on other biomedical courses such as Instrumentation and Analytical Science, Pathophysiology, Hematology, Laboratory Management and Practice to BT students.

The department offers specialized courses to postgraduate students pursuing M.sc in Anatomy, Animal Production Biology of Conservation, Comparative Animal Physiology, Reproductive Biology, and Fish Biology. Several other new Msc Programs are in preparation e.g Laboratory Animal Science. It also offers Ph.D in fields of animal structure and function, including Developmental Biology and Reproductive Biology.

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VISION

Centre of excellence in Anatomical and Physiological Sciences

MISSION

To entrench quality in research, education, and training in Anatomical and Physiological sciences through knowledge generation, dissemination, Preservation and application

CORE VALUES

To achieve our mission and vision, the department shall be guided by the following core values;

- Performing our duties diligently, responsibly and with integrity, guided by professionalism, teamwork and meritocracy.
- Being innovative and Creative
- Promote quality education and provide guidance to our students through upholding the ethics and etiquette of teaching ,learning and research
- Create promote and defend freedom of thought expression and academic enquiry as well as freedom of association
- Provide quality customer service
- Respect and conserve the environment

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THE DEPARTMENT OF VET. ANATOMY & PHYSIOLOGY

The department of Veterinary Anatomy and Physiology Service Charter sets the scope to services rendered to our students, staff, and other stakeholders. This is realized in the following treasured beliefs which form the core values of the department as cascaded from university core values.

- To uphold professionalism, diligence and integrity when dealing with its stakeholders
- Promote quality education and provide guidance to our students through upholding ethics and etiquette of teaching, learning and research.
- To recognize and esteem ideas and innovations
- To respect and conserve the environment
- To promote and maintain linkages with industries, other institutions and alumni.

The values are the cornerstone of the service delivery and are to be embraced by all members of staff and students in the department at all times.

ADMINISTRATION STRUCTURE

The Department is headed by the chairman .The chairman oversees the execution of all academic programs (Teaching and Research).

The chairman heads a team of academicians, who include Professors, Senior Lecturers, Lecturers, Assistant Lecturers, Tutorial Fellows Technologists and other Support Staff.

The Department has two Chief Technologists who assist in management of the laboratories, arrangement of student practical and general maintenance of the department facilities.

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PRICIPLES OF SERVICE DELIVERY

- To serve our clients with courtesy and dignity
- To provide efficient and effective service
- To adhere to ethical and equitable service provision
- To uphold transparency and accountability at all times
- To maintain confidentiality
- To discharge duties professionally and, passionately and with patriotism

CLIENTS OF THE DEPARTMENT

The clients of the university are the clients of the department and include the following

- Students
- Employees
- Parents
- Suppliers
- Alumni
- Community
- The public

Other partners and stakeholders who include Ministries of livestock Development ,Education, Commission for Higher Education, Higher Education Loans Board and Other Government Departments, Universities, Research Collaborators, Training Institutions ,Industry, Donors, etc.

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**EXPECTATION FROM CLIENTS
STUDENTS AND STAFF**

- Exhaustive coverage of the approved syllabi,
- Well maintained lecture theatres,
- Well maintained Laboratories and offices,
- A safe and healthy environment.
- Increased funding for research, and effective performance appraisal system
- Efficient procurement process.
- Courteous and timely responses to request and inquiries

DONORS

- Prompt research output
- Recognition

SUPPLIERS

- Prompt preparation of LPOs
- Prompt preparation of payments

DEPARTMENTAL EXPECTATION

The department expects the following from its clients and stakeholders

- Treat staff with respect and courtesy
- Observe university rules and regulations
- Give feedback and comments on services rendered

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SERVICE DELIVERLY PLEDGE

All lectures shall be conducted fully and in time as per the approved time table.

Staff performance appraisal shall be conducted between the months of October and March every academic year.

Quality ICT services shall be provided to students and staff

Routine correspondence shall be replied to within seven days from date of receipt

The department is a corruption free zone

Aggressive marketing of consultancies and research services will upheld.

CUSTOMER FEED BACK

Suggestion should be discussed in the departmental meetings
Confidentiality and privacy shall be upheld.

All feedbacks shall be addressed within seven(7) days.

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