

SERVICE CHARTER

The service charter is a commitment by the Department of Psychiatry to deliver high quality Services to students, staff, stakeholders, research collaborators, donors and the public at large. The achievement of this hinges on excellent teaching and research, hard work, team work, timely service delivery, consultancy, community service, good governance and management.

We are open to constructive feedback to enable us improve our service delivery.

Dr. Mary Wangari Kuria

Chairman, Department of Psychiatry.

A - Introduction

The Department of psychiatry Charter sets the scope and the standards of service rendered to our students, staff and stakeholders. We are committed to the provision of quality service to our clients and stakeholders

B – Vision

An internationally recognized centre committed to scholarly and professional excellence in Mental Health Care.

C- Mission

To provide quality mental health education and training through creation, preservation, integration, transmission and utilization of health knowledge.

D - Core Values

The following core values will guide us in our quest for timely provision of quality services

These values are articulated in the strategic plan (2008 . 2013)

- **Freedom of thought and expression:** We shall promote and defend freedom of thought and expression in departmental activities
- **Innovativeness and creativity:** Innovativeness and creativity shall be the hallmark of departmental activities
- **Good corporate governance:** We shall ensure that all our activities are marked by efficiency, effectiveness and transparency
- **Team spirit and Teamwork:** we shall ensure that we work as a team
- **Professionalism:** In our action and relationships, we shall maintain ethical behavior, professional etiquette and integrity
- **Quality customer services:** Department of psychiatry shall be committed to providing quality service to the clients

y: We shall be committed to providing outreach mental
y.

- **Respect and conservation of the environment:** In all our activities, we shall strive to respect and protect the environment

E - Core Functions

Teaching and Training

The Department offers adequate, innovative and customer/market oriented academic programmes at postgraduate level with in-built quality control systems.

Mental Health Care Services

The Department provides quality mental health care services to the general public

Research:

The Department provides a conducive environment for faculty and students to undertake quality and relevant research

Consultancy:

The Department provides opportunity for members to undertake consultancy work

Community service

The Department participates in community outreach programmes and activities as part of corporate social responsibility

F - Structure and Governance

The Chairman

Administrative Head of the department responsible to the Dean for maintaining and promoting efficient management of the school.

G – Principles of service delivery

In service delivery the department pledges to:

- Serve its customers with dignity, courtesy and respect
- Provide efficient and effective services
- Provide equitable service
- Uphold transparency and accountability
- Espouse the principle of natural justice
- Maintain confidentiality
- Discharge its duties professionally



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- Students
- Patients
- Parents
- Employees
- The community
- Alumni
- Suppliers

I – Partners/Stakeholders

The following are our Partners and Stakeholders

- Mathari Hospital
- Kenyatta Hospitals
- Jacaranda School
- Alumni
- Research Collaborators
- Linkage partners
- Division of Mental Health, Ministry of Health
- Kenya Psychiatric Association
- World Psychiatric Association
- Ministry of Higher Education Science and Technology
- Commission for Higher Education
- Ministry of Home Affairs
- Donor/sponsors
- Employers
- Medical practitioners and Dentists Board
- Other stakeholders and partners.

J - Customer expectations

Our customers expect efficient and effective provision of services as follows:

- A transparent admission process
- Exhaustive coverage of the approved syllabi
- Prompt and fair processing of examination results, transcripts, and certificates
- Increased funding for research
- Prompt research output
- Good infrastructure
- Mental health care services

- Efficient procurement process
- Recognition of good work
- Recognition and acknowledgement of donors and sponsors
- Expeditious processing of collaborative agreements
- Honouring Memorandum of Understanding involving research institutions, industry and other partners
- Existence and application of modern Information and Communication Technology (ICT)
- Involvement of alumni in departmental activities
- Safe and healthy environment
- Prompt clearance of students and staff.

K – Departmental expectations

The department expects its customers and stakeholders to:

- To treat staff with respect and courtesy
- Provide sufficient and reliable information to help in responding to requests immediately
- Pay all fees and levies promptly to enable us serve you better
- Respect ethical conduct in health care delivery and services
- Support departmental programmes and activities
- Observe departmental rules and regulations
- Provide feedback and comments on the service rendered

L- Support Services

For efficient management of its functions, the department of psychiatry has various support services provided

- Kenyatta National Hospital, Mathari Hospital and other health providing facilities such as Chiromo Lane Medical Centre, Jacaranda School
- Departmental Library
- Collaborators
- Medical Library
- Chuna savings and Credit Cooperative Society Ltd.
- Support staff

M – Commitment to service delivery

In our service delivery, we pledge that:

- Postgraduate students admitted to the Department of psychiatry will receive admission letters (8) weeks prior to course commencement.
- The Department shall orientate students in the 1st week of admission

vided with guidelines on academic programmes, support services and disciplinary procedures.

- All lectures and tutorials shall be conducted fully and on time as per approved schedules.
- Feedback to students on their projects will be given within two (2) weeks from receipt of student work.
- Consolidation of mark sheets shall be finalized and forwarded to the Dean's office for processing for School Board of examiners meeting a week prior to the meeting.
- Departmental Library shall be open from 8.00 am to 5.00 pm on weekdays for students in the postgraduate programmes.
- Support staff and secretaries will be available for any queries about the Departmental library
- The department shall maintain a healthy safe environment
- The department shall remain a drug free zone
- The department shall be a corruption free zone
- All telephone calls shall be attended to within twenty (20) seconds
- Routine correspondence shall be replied to within seven (7) days from the date of receipt
- The college shall not condone impropriety
- Timelines shall be observed in the course of service delivery
- The department shall endeavour to link industry and students to help secure internship and employment.

N - Feedback

- The department shall receive complaints, complements, and suggestions from our customers and forwarded to the Principal's office.
- There will be a suggestion box through which complaints, complements and suggestions may be channeled.
- Confidentiality and privacy shall be respected
- All feedback shall be addressed within seven (7) days.

O – Departmental Administration Contact

Comments and feedback on this Charter should be addressed to:

The Chairman,
Department of psychiatry
College of Health sciences
P.O. Box 19676 . 00202
Nairobi

OR

Telephone +254 020 -2723719 . Direct line
+254 020 -2726300 Ext. 43562
Email address . department of psychiatry@uonbi.ac.ke



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