



**UNIVERSITY OF UYO,
UYO**

SERVICE CHARTER



TABLE OF CONTENT

1	Foreword		4
2	Introduction		5
3.	Organogram	-----	8/9
4.	Vision	-----	6
5.	Mission	-----	6
6.	Details of Customers	-----	6
7.	Service Provided	-----	6
8.	Performance Target/Customer Expectation	-----	10
9	Monitoring and Publishing	-----	11
10	Grievance Redress Mechanism	-----	12
11.	Customers' Obligations/Expectations	-----	14
12.	Existing Limitations	-----	16
13.	Stakeholder Participation	-----	17
14.	Special Need Provision	-----	17
15.	Charter Review	-----	17
16.	Conclusion	-----	17

FOREWORD

SERVICOM, a brain child of the Federal Government of Nigeria , was inaugurated as a Service Compact between the Federal Government and the Nigerian people for the improvement of service delivery in all arms of the Federal Parastatal. This laudable programme was instituted due to observed decay in the system and the poor attitude in the implementation of government policies. The major driving force is the provision of quality service to all in Nigeria to sustain hope in the future of the NATION.

The University of Uyo SERVICOM Charter is therefore out to address the above government policies. This Charter is an outline of our vision and mission for the University, the services provided to the University Community and the general public, our performance target and customers' expectation and obligation. It also highlights ways of redressing service failures when identified for enduring quality service provision.

It is our collective resolve as a University, to ensure our sincere adherence to its guiding principles for quality service delivery at all times to our community and the nation at large.

Remember, your service is a seed for the development to the nation.
Plant a good seed!

Prof. (Mrs.) Comfort M. Ekpo

INTRODUCTION

As a centre of excellence in teaching, learning and research, the University of Uyo was established in October 1991, by the University (miscellaneous provision) Decree No. 11, published in the Supplement to Official Gazette Extraordinary No. 1 Vol. 80 of January 20, 1993; to produce personnel in areas of need; conduct research in identified problem areas within and outside its immediate locale; stretch out to solve local problems; as well as provide community service through the application of its research findings.

The University of Uyo has a population of **16,676** undergraduate and **2,804** postgraduate students in twelve Faculties, distributed into 86 academic programmes in 78 departments. There are also 1,247 students in the sandwich/Diploma/certificate programmes and 394 students in the pre-degree/ basic studies programmes. The University has **1,451** academic staff and **3,784** non-teaching staff altogether.

In recognition of the functions of the University of Uyo, this charter seeks to highlight the different services rendered by the University to her students, staff, the immediate community and other stakeholders. It also elaborates on the different services provided, the responsibility of the service provider, the obligation of the clients and the process of redressing service failures.

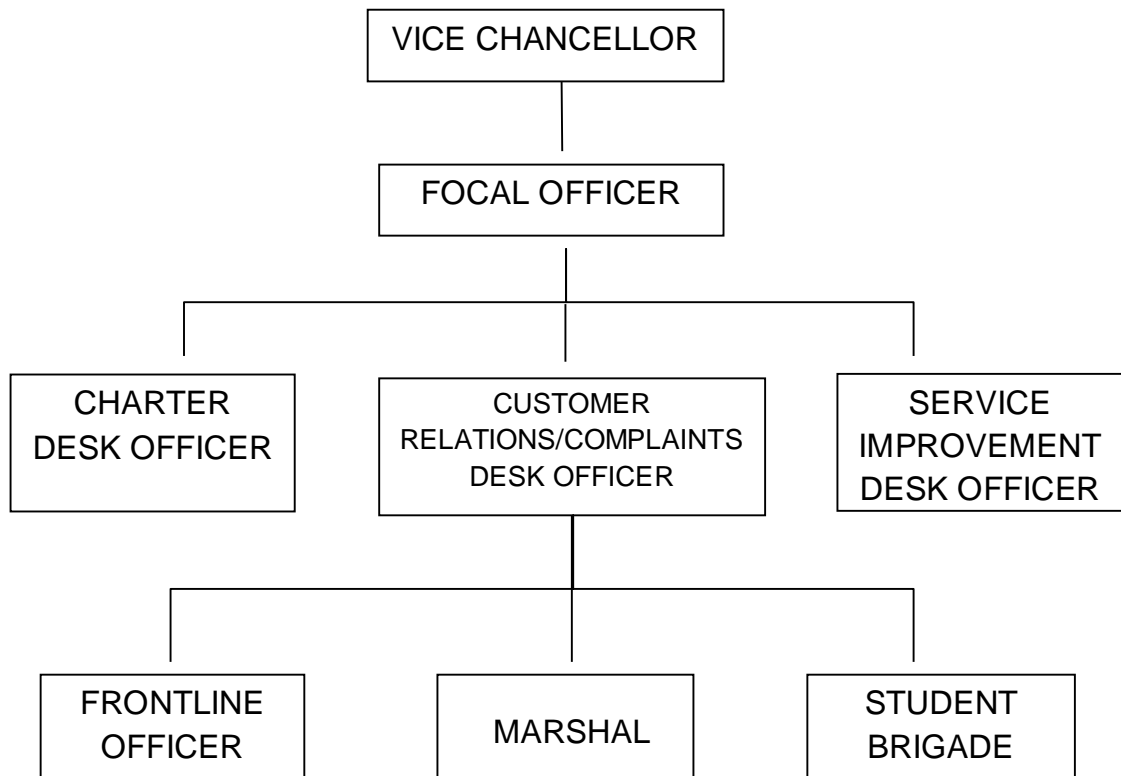
Stakeholders of the University are those persons and groups who contribute to or whose lives are affected for better by the existence

of the University; and who, therefore, are expected to show interest in the development of the University.

5 ORGANOGRAM

(a) University of Uyo

(b). **SERVICOM UNIT**



6. Vision

To diligently pursue scholarship and deploy its output for human capacity development and economic growth in the society; with active participation in Information and Communication Technology, sensitivity to Nigeria's rich cultural heritage and responsiveness to global environmental changes.

7. Mission

To be a centre of academic excellence by utilizing the available human and technological resources for teaching, research, community service and sustainable development.

8. Details of Customers

As a centre of excellence with the motto Unity, Service and Learning, the University of Uyo relates with the following customers:

- Undergraduate Students (full/part-time)
- Postgraduate Students (full/part-time)
- All staff of the University (Teaching and Non-teaching)
- Civil Servants for professional courses (e.g. Banking and Finance, MBA, etc) within our Catchment Area.
- Workers for mature-student programmes.
- Business men for small scale business in the University.
- Contractors for work/services in the University.

- Institutions for collaborative work with the University.
- Stakeholders for use of University properties on rentage.
- Patients for treatment in the clinic and hospital.
- Adjunct/Sabbatical Staff from other Universities/Parastatals in and outside the country etc.

9. Service Provided

- a) Educating/training of students (both at undergraduate and post graduate levels) in different faculties namely: Agriculture, Arts, Basic Medical Sciences, Business Administration, Clinical Sciences, Education, Engineering, Environmental Studies, Law, Pharmacy, Science and Social Sciences.
- b) Carry out research and disseminate the research output and information to end users.
- c) Administering examination, marking and publishing students' results at undergraduate and post graduate levels.
- d) Payment of pensioners
- e) Payment of the working population of the University.
- f) Rendering medical services to students, staff, their relations, the University community and other stakeholders.
- g) Maintenance of infrastructure in the University by the Works Department.
- h) Supply/regulation of electricity to the University by Electrical Department.
- i) Admission of students and issuance of certificate and transcripts
- j) Implementation of council decision for smooth running of the University

- k) Employment, training of staff and processing of retirement and terminal benefits.
- l) Regulation of students' activity on campus, provision of accommodation to students, maintenance and monitoring students' activities in the hostels, etc by the Student Affairs Division.
- m) Registration of student courses every semester.
- n) Organization of general lectures for the students of the University e.g. Use of English, Entrepreneurialship, Peace and Conflict Resolution, etc by the General studies Unit.
- o) Provision of current books and good reading and research environment for students through a computerized Library to make research work easy.
- p) Provision of market stalls to the community and others for small and medium scale businesses in the campus.

10. Performance Targets/Customer Expectation

- Students admitted into four/five year programmes are expected to graduate at the specified time (barring interruptions occasioned by industrial disharmony and other causes).
- Students' results are released two weeks after the end of the examinations.
- Examination Officers are to complete the computation of students' results within one month of the release of semester results.
- Students are allocated their hall of residence within two weeks of resumption every session.

- Proper diagnosis of diseases and prompt treatment of patients in our clinics, with strict regulation to the policy of first come first serve.
- The Bursary Unit attends to staff, students and stakeholders fairly, timely and courteously in their dealings.
- The Record Unit issues students' transcripts and other documents required by staff and other stakeholders within two weeks of application.
- Consultancy services in Agricultural development, Engineering construction, Environmental Impact Assessment, are handled with dispatch..
- Prompt implementation of council's decisions.
- Decision extract from meeting of Senate and Council Affairs is sent out within 2 weeks from the date of meetings.
- Disseminate research output and information to farmers, industries, businesses etc regularly.

11. Monitoring and Publishing

The following strategies have been put in place to evaluate performance and service failure where appropriate:

- Provision of suggestion boxes at strategic areas in the Faculties, Directorates and Units.
- Appointment of frontline officers in service windows for feedback.

- Organization of quarterly meetings with Marshall and Student Brigade members for proper information dissemination and monitoring.
- Enlightenment of customers for appropriate response to service failure.
- Provision of call lines and email of the SERVICOM Unit for proper response by customers.
- Collation of feedback and complaints from the suggestion boxes every three days in order to respond promptly to complaints.
- Inclusion of the SERVICOM Unit on the University website and creation of an email account for online contact and services.
- Quarterly publication of the activities of the Unit will be done for adequate public awareness.
- Periodic assessment of our performance using the Evaluation Checklist will be analyzed and reported biannually.

12. Grievance Redress Mechanism

In case of service failure, the service receiver or client should:

- Complain first to the Frontline Officer in the appropriate service unit.
- If the grievance is not addressed satisfactorily, the client should contact the SERVICOM Unit through the email: (servicom@uniuyo.edu.ng; uniuyoservicom@gmail.com) or call (08167784232, 08184656868). In sending an email to SERVICOM, it should have the word COMPLAINT as the subject matter and also be written at the top of your letter:

- Your full name
 - Name of office at which you were aggrieved
 - Name of Service Provider at fault
 - Reference number given to you by the Focal Officer (if applicable)
 - Your contact telephone number or email
 - A summary of what you think has gone wrong.
- Action taken and result shall be communicated to you within five (5) working days.
 - If the matter is beyond the SERVICOM Unit, it shall be referred to the Management.

A grievance or complaints form has been posted in our website for aggrieved persons to access, print and forward to our office.

Our contact are:

The Vice-Chancellor
University of Uyo
E-mail: vc@uniuyo.edu.ng
Phone No.: 08064960938/
07017747795

Prof. Matthew A. Ekpo,
Focal Officer, SERVICOM Unit,
Town Campus, Uniuyo.
E-mail: servicom@uniuyo.edu.ng
Phone No.: 08167784232

Director, Academic Planning
E-mail: profcharlesogbodo@gmail.com
Phone No.: 08037785022

Mr. Tijani Musa
Complaints/Improvement Desk Officer
E-mail: uniuyoservicom@gmail.com
Phone No.: 08184656868

Should the client feel dissatisfied with our services, he/she should register his/her complaints to help us serve him/her better. Every

complaint will be duly acknowledged and addressed within 5 working days of its receipt. Suggestions and/or complaints should be sent to suggestion boxes in various locations of the University or our e-mail box.

13. Customers' Obligations/Expectations

For efficient and effective service delivery, customers: students, patients, staff, management and other clients have their different roles to play. These are referred to as customers' obligations. Their obligations are specified below:

A (i). Students' Obligations

- Follow approved procedure for registration and payment of prescribed charges within stipulated time.
- Register courses at the department and faculty at the stipulated time.
- Make enquiries in a pleasant manner.
- Adhere strictly to the University rules and regulations.
- Do not indulge in examination misconduct.
- Attend to their assignments and submit same on time.
- Avoid belonging to any unapproved association on campus.

(ii). Patients' Obligations

- Obtain registration cards and pay the prescribed fees.
- Be available for treatment.
- Provide accurate information to the consultants.
- Observe hospital rules of first come first served.
- Buy and use prescribed drugs.

(iii). Staff Obligations

- Comply with rules of punctuality.
- Deliver service within a stipulated period as stated in your charter.
- Treat students/patients and members of the public fairly, objectively and courteously.
- Avoid loitering during working hours, and closing before time.
- Abstain from any illegal monetary exchange for the service you are paid to provide.
- Be committed and loyal to the University authority.

(iv). Management Obligations

- Provide conducive environment for staff, patients and students.
- Make adequate provision of materials/facilities to staff and students.
- Ensure steady power supply for work/academic activities.
- Pay appropriate allowances and incentives to staff.
- Provide a central data base for good information management.
- Sponsor staff and students to national and international conferences and seminars for improved service delivery.

(v). Government Obligations

- Timely release of salaries and funds
- Fulfill agreements reached with the various unions of the University.

B (i). Students' Expectations

- Specify hours to deliver a service.
- Specify opening and closing hours.

- Registration/payment procedures should be specified.
- Conducive waiting areas.
- Prompt, courteous and dignified service.
- Polite, trained and well informed staff.
- Adequate information and effective communication network.
- Timely issuance of admission letter, Identity Cards, transcript, etc.
- Timely publication of results.

(ii). Patients' Expectations

- Prompt attention by Health Staff.
- Availability of drugs for patients.
- Provision of laboratory services for tests and investigation.
- X-ray/scanning services should be provided.
- Proper medical examination and diagnostic procedures.
- Conducive waiting areas.
- Prompt, courteous and dignified service.

14. Existing Limitations

The University system which is saddled with the responsibility of using material resources by professionals to train and produce skilled man power to service our economy is faced with a number of limitations, prominent among them are:

- Insufficient budgetary provision for the University to procure teaching/learning aids and other instructional materials.
- Late release of the available funds both for recurrent and capital expenditure.

- The inadequate supply of power for laboratory experiments and other essential services in the University.
- Insufficient office accommodation for teaching, and non-teaching staff and students.
- Poor internet services for adequate network.
- Poor motivational incentives to staff.
- Inadequate data base for proper planning and service delivery.

15. Stakeholder Participation

The stakeholders in the University include the students, staff, parents, Alumni/Alumnae, retirees, government and other development partners. A consistent stakeholders' meeting is of paramount importance. This in most cases lead to the identification of areas of need for students, staff and other clients of the University, formulate proper policies that will promote productivity of staff and students. It has also been used as a forum where different suggestions are raised on how to move the University forward.

16. Special Need Provision

As a centre of Learning, the University considers all who do not have the opportunity of registering for the normal academic programme by reason of any form of challenge as persons with special need. The following has therefore been put in place for them:

- a) Evening Diploma programme under the Continuing Education Programme;
- b) Mature student program for workers who desire to upgrade themselves academically;

- c) Foundation Programme
- d) Physically challenged persons.

17. Charter Review

The University of Uyo Charter which is to take effect from December 2014, will be due for review in four years, December 2018.

18. Conclusion

The charter of the University of Uyo has spelt out among other things our mission, vision and our services to our students and our immediate community. It is our commitment to render the services so stipulated to our clients in the most effective, timely and sincere manner in order to bring succor to our community and the society at large.