



UNIVERSITY OF NIGERIA NSUKKA

(TO RESTORE THE DIGNITY OF MAN)

Service Charter

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1.0 PREAMBLE

The University of Nigeria was established by the Government of Eastern Nigeria pursuant to the (under the regime of) University of Nigeria Act(Cap. 127) LAWS OF Eastern Nigeria 1963 as the first indigenous university of Nigeria. It was taken over by the Federal Government of Nigeria in April 1973. The University produced the first graduates ever to be awarded a degree of a Nigerian university in 1963. The total number of students that graduated in that 1962/1963 session was 150 (in all).

The student population which stood at 250 at its inception in 1960 increased to 905 by the 1961/1962 session (In terms of total enrollment, while the student population at the commencement of the University in 1960 was 250, by 1961/1962 academic session the number increased to 905) with the introduction of new courses including engineering, journalism, fine arts and home economics, agriculture, languages, and physical education. By its third year of inception, the student population had increased to 1248 with 27 departments and about 160 lecturers. (The third year of the University in 1962/63 session saw the student population increase to 1248 in 27 departments with about 160 lecturers.) In spite of the interruption of the civil war the number of students rose to 9900 in 1980/81 session. By 1980 the total graduate output of the university was about 14000. By 2010/2011, the University has produced about 124, 000 graduates in different fields of learning who have contributed immensely in shaping the economic, political, and technological feature of Nigeria and beyond. The current student enrollment (undergraduate and graduate students) of the university is 30, 287 in 15 faculties, 106 departments, 10 centers and 3 institutes. Currently, (also) the University of Nigeria operates a 4-campus structure. These are located in Nsukka (main Campus), Enugu, Ituku-Ozala, and Aba.

The University management is committed to fulfilling the vision of the founding fathers by designing key performance indicators that will guide the actualization of its strategic objectives.

2.0 THE VISION OF THE UNIVERSITY OF NIGERIA

“To create a functional, globally competitive and research focused University of Nigeria which is not just an ivory tower but responsive to the needs of the society while delivering world class education and knowledge”

3.0 THE MISSION OF THE UNIVERSITY OF NIGERIA

The Mission of the University of Nigeria is captured in the following statement:

“To Place the University of Nigeria in the forefront of research and development, innovation, knowledge transfer and human resource development in the global academic terrain, while promoting the core values which will ensure the restoration of the dignity of man”

Motto

The motto of the university is tersely summarized in the following inspired words:

“To Restore the Dignity of Man”

This motto at once summarizes the mission and vision of the university as well as sets forth the university's core values.

4.0 THE CORE VALUES

- **Integrity, Accountability and Transparency**

The interest of the university will be placed above all other considerations.

Our decisions will be guided by deep sense of honesty, truth, equity and justice.

The highest standard of ethical and moral values will be exhibited and encouraged.

All actions will be in compliance with the rules of the university and the laws of the country.

- **Respect**

Recognize and respect the diverse nature of the university community in the course of our duties. Treat everyone fairly and justly, regardless of creed, colour, gender and race/tribe (religion, gender or geographical origin).

- **Meritocracy**

Eschew all forms of favouritism, while ensuring that (the) rewards, promotions and appointments of (students/)staff are based on merit.

Ensure that the assessments of student performances are guided by the same principles.

- **Academic Freedom**

Support the ethical and responsible promotion of academic freedom.

Recognize and promote the essential role of the university in the advancement of knowledge and improvement of human societies (in line with the university's philosophy, "to seek truth, to teach truth and to preserve truth").

- **Creativity**

Encourage new perspectives and approaches to issues.

- **Team Work**

Promote a new attitude to work and study in the university in which people (faculty and students) collaborate freely, while providing essential mentorship to younger colleagues.

Encourage students and staff to share credits for success and accept blame for any shortcomings. Promote a culture where students and staff do not place personal objectives over group objectives).

- **Open Mindedness**

Encourage the expression of viewpoints that contribute to improvements and intellectual pursuits within the university.

- **Social Responsibility**

Encourage community services and activities focused at preserving the natural environment.

5.0 INSTITUTIONAL GOVERNANCE AND ADMINISTRATION

According to Section 2 (1) of the University of Nigeria Act, (establishing the University sets out its components which is summarized as follows) the University consists of the following:

- a. a Chancellor;
- b. a Pro-Chancellor and a Council;

- c. a Vice-Chancellor and a Senate;
- d. Congregation;
- e. Convocation;
- f. Campuses and Colleges;
- g. Faculties, Schools, Institutes, other teaching and research units;
- h. The Registrar, Bursar, Librarian;
- i. All graduates and undergraduates;
- j. All persons made members of the University by statute.

The roles, functions and the membership of these Boards are stipulated in the Order and in the Statutes.

5.1 THE CHANCELLOR

The Chancellor is the titular head of the University of Nigeria.

5.2 THE GOVERNING COUNCIL

According to the Section 6(1) (5(1)) of the University of Nigeria Act, the Council is the governing body of the University. Its responsibilities include the general control and superintendence of the policy, finances, and property of the University. Its (It's) more specific functions include the appointment, promotion and discipline of staff.

The Council consists of the Pro-Chancellor (the chairman), the Vice Chancellor, the Deputy Vice-Chancellors, four persons representing a variety of interests appointed by the National Council of Ministers, four persons appointed by the Senate, one person representing the Federal Ministry of

Education, two persons appointed by the Congregation, and one person appointed by the Convocation.

The Act also makes provision for the tenure of office, resignation, re-appointment, quorum, and so on. (The Council is also empowered to avail of advice of relevant persons in its deliberations by co-opting persons who may participate in its deliberations.)

The Governing Council of the University of Nigeria is chaired by the Pro-Chancellor with a 4-year term of office. The governing council is required to hold its statutory meetings once every quarter although the committees of the council meet more frequently to attend to the needs of the University on ad-hoc basis.

5.3 THE UNIVERSITY OF NIGERIA MANAGEMENT BOARD

The Management Board is responsible for implementing Council and Senate decisions. It is also responsible for providing directives and guidelines to the University of Nigeria's sub-systems for the enhancement of the efficient running of the University of Nigeria.

5.4 ACADEMIC BOARD

The Academic Board is the body responsible for academic matters in the University (College) and the final authority on all such matters.

5.5 SENATE

By Article 3 of Statute No 1, the Senate consists of the following members:

- (a) The Vice-Chancellor
- (b) The Deputy Vice-Chancellors
- (c) Dean, School of Postgraduate Studies
- (d) Deans of Faculties
- (e) Dean, Student Affairs
- (f) Director, Academic Planning
- (g) Heads of Departments
- (h) Directors of academic units
- (i) All Professors
- (j) The University Librarian
- (l) One representative of each Faculty not below the rank of Senior Lecturer.

The Senate of the University of Nigeria is chaired by the Vice-Chancellor and in his absence a Deputy Vice-Chancellor chairs the meeting. The law of the University contains provisions relating to quorum, tenure of elected members and their resignation among others.

The Senate is the supreme academic authority of the university. It is the function of the Senate to organize and control teaching, admissions to the

university, discipline and promote research in the university. It has the specific responsibility for the establishment, organization and control of campuses, colleges, faculties, departments, institutes and other teaching and research units.

The Senate of the University of Nigeria has consistently over the years carried out its functions effectively. It approves all the academic programmes and all degree and diploma results of the University. It also approves the appointment of external examiners for the various programmes of examinations of the University. The establishment of new programmes must receive the approval of the Senate before it is sent to NUC for approval. The University Senate carries out some of its functions through the designated offices including the Deputy Vice-Chancellors, the Deans of Faculties, the Heads of Departments, and the Director of Academic Planning, and they assist in monitoring compliance with laid down rules and semester schedules of the University.

5.5 SCHOOLS, INSTITUTES, DIRECTORATES, CENTRES AND DEPARTMENTAL BOARDS

The Boards play a major role in academic and administrative functions of the University of Nigeria. The functions of these Boards are clearly stipulated in the Statutes and they assist the Deans, Directors and Heads of Departments in the management of their respective Schools, Institutes, Centers and Departments.

6.0 AREAS OF FOCUS

- To provide university education aimed at producing mature, competent and conscientious graduates with appropriate skills, abilities and desire to

contribute to the well being and development of the people of Nigeria, the regional and (the) global community, in accordance with the national philosophy of mutual social responsibility and international conventions.

- To provide education for national service, community outreach and development which reflect the national cultural heritage.
- To develop and transmit knowledge and skills through research and training.
- To preserve, produce, process, transmit and disseminate knowledge and stimulate the intellectual life and cultural development of Nigeria.
- To conduct examinations for, and to confer and award degrees, diplomas and other awards of the University of Nigeria
- To determine who may teach, what may be taught and how it may be taught in the University of Nigeria.
- To play an effective role in the development and expansion of opportunities for Nigerians wishing to continue with their education.
- To address emerging issues of national, regional and global importance.

7.0 UNIVERSITY OF NIGERIA SERVICE CHARTER

In line with its mandate, the University of Nigeria has developed a Service Charter. This is a requirement for the delivery of quality service and meeting high standards of performance to students, staff, other customers and stakeholders. This charter is meant to promote and maintain better understanding and appreciation of the University's role and services as an institution of higher learning. It provides the basis of standards of service

delivery within and outside the University. The charter will also facilitate the SERVICOM evaluation mandate.

8.0 PRINCIPLES OF SERVICE DELIVERY

The University of Nigeria is committed through this charter to the following services:-

- a. Establish clear, explicit and high standards of service delivery that the stakeholders expect of a university of Nigeria.
- b. Provide its clients with adequate information about the University of Nigeria's programmes, activities and services in a timely and transparent manner.
- c. Communicate clearly and effectively.
- d. Deal with its clients with courtesy, respect, dignity and selflessness.
- e. Cherish transparency and accountability in the provision and delivery of services.
- f. Promote meritocracy, fairness and justice at all times.
- g. Apply prudent use of resources so as to get value for money.
- h. Encourage the practice of dynamic and innovative approaches so as to realize continuous improvement and to strive to eliminate errors, laxity and deficiency in service delivery.
- i. Continuously monitor and evaluate provision and delivery of its services.

9.0 THE UNIVERSITY OF NIGERIA'S CUSTOMERS

- Students
- Staff

- Parents/ Guardians
- Public Officers
- The Public
- Investors
- Donors
- Suppliers
- Partners
- Industry/Potential employers

10.0 THE UNIVERSITY'S STAKEHOLDERS

- The Government of the Federal Republic of Nigeria through various Ministries, Departments and Agencies.
- Students
- Secondary Schools
- Tertiary Institutions
- Trade Unions
- Donor Agencies
- Private Sector
- Nigeria University Commission (NUC)
- Tertiary Education Trust Fund (TETF)
- The University Governing Council
- Nigerian Universities- Public and Private
- Joint Admission and Matriculation Board (UTME)
- Community
- Private sector corporations

- Other relevant federal and state corporations

11.0 EXPECTATIONS OF THE UNIVERSITY'S CUSTOMERS AND STAKEHOLDERS

Customers and Stakeholders expect the provision of competitive university education (University of Nigeria Education) characterized by relevant and market driven programmes through:

- Provision of efficient services.
- Production of high caliber graduates.
- Competitive recruitment of staff and admission of students.
- Appointments and promotions based on merit.
- Provision of academic programmes that are relevant to Nigeria's development needs and priorities.
- The exercise of professionalism on the part of (our) members of Council, staff and students.
- A transparent performance appraisal system.
- Service delivery that is cost effective, efficient and transparent.
- Speedy and transparent responses to requests and enquiries.
- Speedy processing of collaborative agreements.
- The application of best practices in teaching, research, extension and service delivery.

12.0 THE CUSTOMERS' RESPONSIBILITIES

The University of Nigeria expects that its customers will:-

- i. Support the University programmes, activities and services.

- ii. Observe the provisions of the University of Nigeria statutes and regulatory policies.
- iii. Respond to requests for information in a timely manner.
- iv. Observe the basic tenets of courtesy and respect in dealing with staff, students and the general public.
- v. Treat students and staff with fairness at all times.

13.0 THE RESPONSIBILITIES OF THE UNIVERSITY'S (COLLEGE'S) STAKEHOLDERS

The University of Nigeria expects all stakeholders to support the University activities, programmes and services through mobilization of resources.

14.0 THE UNIVERSITY OF NIGERIA SERVICES

The University of Nigeria offers a wide range of services:-

- a. Teaching.
- b. Research.
- c. Consultancy.
- d. Extension and outreach.
- e. Community Service.

In addition, the College will provide administrative and support services that will include:-

- Recruitment, Promotion and Training.
- Personnel Services.
- Health Services.
- Maintenance.
- Admission of Students.

- Administration of University Examinations.
- Library Services.
- Student Affairs.
- Catering and Accommodation.
- Farm and Agriculture related services.
- Bookshop.
- Transport.
- Career Guidance.
- Public Relations.
- Examination and Audit.
- Information Communication & Technology Services.
- Financial Services.
- Games and Sports.
- Planning and Development.
- Security Services.
- Legal Services.
- Pensions Scheme Services.
- Alumni Relations.

15.0 THE UNIVERSITY'S COMMITMENT ON SERVICE DELIVERY

The University is committed to:-

- Offering the highest standards of excellence in teaching, research and community service.

- Complying with guidelines on the University's Research Policy and other policies.
- Generating publication out of research findings.
- Sustaining strong University Linkages and Industry Partnerships.
- Timely implementation of decisions.
- Observation of financial rules and regulations.
- Serving students with letters of admission one month ahead of the reporting date.
- Processing examination results as per schedules approved by the Senate and/or Academic Board.
- Processing and issuing transcripts in accordance with guidelines approved by the institution.
- Conducting lectures as per approved timetable schedules.
- Filling all advertised posts within a period of three months.
- Initiating disciplinary investigation within four weeks of first report.
- Investigation should be completed within 4 weeks of initiating disciplinary investigation.
- Constituting the relevant disciplinary committees and determining the disciplinary cases within three weeks of conclusion of investigations.
- Adherence to budgetary provisions.
- Implementation of approved budget based on quarter releases to all units in the university.
- Processing of all payments expeditiously and within stipulated period.

- Expeditious procurement of goods and services in line with the government procurement guidelines.
- Making cash payments within a week from the time of receipt of a voucher.
- Making e-payment within 10 days from the time of receipt of a voucher.
- Responding to all visitors within five (5) minutes of arrival.
- Regularly maintaining and upgrading its infrastructural facilities.
- Publishing of newsletters on a quarterly basis.
- Replying to routine correspondence within a fortnight from the date of receipt.
- Conducting performance appraisal annually.
- Availing information on academic programmes and admission requirements in the Internet and in hard copies.

16.0 MECHANISMS FOR HANDLING COMPLAINTS AND SUGGESTIONS

The University of Nigeria pledges its obligations to address all complaints and suggestions as soon as they are received. However, clients are encouraged to make genuine complaints and suggestions to the University through the Principal (or designee) by way of address in person, post, telephone, or e-mail. In cases where service delivery is unsatisfactory, redress may be sought amicably and with mutual understanding.

The University of Nigeria will handle any complaints through:-

- The SERVICOM help desk.
- Maintaining a register of all complaints and suggestions.

- Maintaining a suggestion box.
- Guaranteeing confidentiality and privacy in respect of complainant's identity and rights.
- Encouraging complainants to identify themselves in view of the practical difficulties that could arise in handling anonymous grievances.
- Acknowledging receipt of complaints within 7 days. (Timeline depends on channel of complaint communication.)
- Handling of complaints within thirty (30) days.
- Maintaining interactive website for complaints and suggestions.

17.0 RESPONSES TO ADMINISTRATIVE ISSUES

S/N	SERVICE	TIME
1	Admitted undergraduate students will be notified via university website and national dailies	30 days from date of screening
2	Admitted postgraduate students will be notified via university websites and national dailies	2 weeks from date of screening
3	Postgraduate students will receive their semester results via the university website	4 weeks from the date of result submission as stipulated by the PG School
4	Undergraduate and postgraduate students who meet all university graduation requirements will have transcript sent to stipulated location	Within 2 weeks
5	Filling in advertised post	Within 3 months
6	Making e-payments	Within 10 days on receiving a voucher and having all relevant documents- account information, relevant tax information, etc
5	Responding to visitors	Within 5 minutes on arrival

6	Replying to routine correspondence	Within 2 weeks from date of receipt
7	Responding to telephone calls	Within 3 minutes

18.0 AMENDMENT OF THE CHARTER

To address changing needs and circumstances, the University of Nigeria will in consultation with stakeholders and customers, review the charter from time to time with a view to improving the provision of its services.

APPENDIX 1

UNIVERSITY OF NIGERIA SERVICE CHARTER

Contact Information

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