Foreword

The Population Studies and Research Institute (PSRI) is a centre for research and postgraduate training in population sciences. It also provides technical assistance to the government in population issues. Its role is different from a typical teaching faculty with regard to research and also in providing back up for the formulation of population policy. In 1976, the Institute was expressly established to bridge the gap in this important area of Kenya’s manpower need and to create a self-sustaining programme as a permanent feature of the University’s academic programme. It was also established to meet the short-term and long-term research needs of Kenya in support of the country’s development strategy. To fulfill its mandate, PSRI has developed and implemented several programmes. These include the Master Arts Degree in Populations, Master of Science Degree in Population Studies and PhD in Population Studies. It also offers short courses on Monitoring and Evaluation, Data Analysis and Information Use.

The Population Studies and Research Institute is part of the College of Humanities and Social Sciences. The Institute is located on the second floor of Hyslop Building at the Main Campus of the University of Nairobi.

The mandate of PSRI revolves around three core activities:

1. Undertake research in population studies;
2. Carry out postgraduate training in population studies; and
3. Provide technical backstopping for informed policy on population and related issues.

Like other many other departments, the Institute is faced with challenges which it continues to systematically address within the context of its vision and mission. A major tenet that we espouse is our firm commitment quality service delivery that is hinged on observance of the rule of law, skilled human resource, hard work, transparency, accountability, fairness and timely service delivery in all our activities.

The Institute adheres to the tradition of excellence in teaching, research and scholarship, consultancy and community service, good governance and management. This Service Charter is a commitment to the Institute to deliver quality service to our students, staff, research collaborators, donors, other stakeholders and the public at large.

Your feedback will provide us with useful direction towards improving our service delivery to you.

**Dr. Lawrence Ikamari**

**Director, PSRI**

**Introduction**

The Population Studies and Research Institute Service Charter sets the scope and standards of the service rendered to our students, staff and other stakeholders. We are committed to provision of quality service to our clients and stakeholders. We have set our commitment to you and sincerely welcome feedback on how to improve our service.

**Mission**

To promote the understanding of population phenomena and related
issues in pursuance for improvement of quality of life through:

1. Generation of knowledge on population and related areas;
2. Promote dissemination and integration of such knowledge for the improvement of quality of life; and
3. Enhance the capacity of individuals and institutions to generate and utilize population information for sustainable development”

Vision
To be an exemplary centre of excellence for research, teaching and training in population studies and demography.

Core Values
The Institute is guided by the following core values:

- Transparency and accountability
- Professionalism, competence and productivity
- Honesty and integrity
- Teamwork, collaboration and networking
- Meritocracy and fair play.

Core Functions

Teaching and Learning: The Institute offers adequate, innovative, relevant market driven academic programmes at postgraduate level with in-built quality control systems. In addition, the Institute provides an enabling environment for intellectual pursuit and growth for students and faculty.

Research: As part of its mandate to generate, preserve and disseminate knowledge, the Institute has created a conducive environment, to undertake quality and relevant research on population and related phenomena.

Consultancy: The Institute has mainstreamed consultancy as a core
function.

**Community Service:** The Institute participates in community and outreach programmes and activities as part of its corporate social responsibility.

**Structure and Governance**

**Director of the Institute:** Academic and Administrative head of the Institute responsible for maintaining and promoting efficient management of the Institute; answerable to the Principal of the College of Humanities and Social Sciences.

**Institute Academic Board:** Constituted by all members of the teaching staff under the chairmanship of the Director of the Institute. This is the supreme academic organ which oversees all the academic programmes at the Institute. Other wide ranging decisions touching on operations of the Institute are also approved in such meetings of the board which are held monthly and as often as need may arise.

**Principles of Service Delivery**

In our service we pledge to:

- Serve our clients with dignity, courtesy and respect;
- Provide efficient and effective service at all times;
- Adhere to ethical and equitable service provision;
- Uphold transparency and accountability at all times;
- Espouse the principles of natural justice at all times;
- Provide our services in a professional manner;
- Commit ourselves to patriotism;
- Discharge our duties with passion; and
- Provide the services within specified time space.

**Institute Clients**

- Students
Client Expectations

Our clients expect efficient and effective provision of service as follows:

- A transparent admission processes;
- Exhaustive coverage of the approved syllabi;
- Prompt and fair processing of examination results, transcripts and certificates;
- Increased funding for research;

Prompt research output

- Well maintained lecture, laboratories, offices and other facilities;
- Support and marketing of consultancy services;
- Best practices in human resource management;
- An effective performance appraisal system;
- Fair and just disciplinary procedures;
- Efficient procurement processes;
- Recognition and acknowledgement of donors and sponsors;
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• Expeditious processing of collaborative agreements;
• Honoring memoranda of understanding (MoU) Involving research institutions, industry and other partners;
• Application of Modern Information Communication Technology (ICT);
• Involvement of Alumni in governance and development of the Institute
• Safe and healthy environment; and
• Courteous and timely response to requests and enquiries;

Institute’s Expectations

The Institute expects its clients/stakeholders to:

• Treat staff with respect and courtesy;
• Provide sufficient and accurate information for timely processing of requests;
• Prompt payment of all fees and levies;
• Support of the Institute’s programmes and activities; and
• Observe Institute’s rules and regulations;

Support Services

• For efficient management of its functions, the Institute has various support services provided by:
  • Individual members of staff
  • Secretariat
  • Institute’s Library
  • Computer Laboratory
  • Computer Technologist
  • Class representatives

Commitment to Service Delivery

In our service delivery, we pledge that:

• Students admitted to the Institute shall receive admission letters two months prior to reporting date.
• Upon registration, a student shall be issued with clear guidelines on academic programmes, examination rules, fees structure, student support services and disciplinary procedures.
• All lectures shall be conducted fully and on time, as per approved timetables.
• Consolidated mark sheets shall be finalised and forwarded to examinations office within one month following approval of the Board of Examiners.
• Supervisors for Masters and Doctoral degrees will give feedback to their students within four weeks after receiving a project or thesis chapter.
• Programme coordinators shall submit reports annually.
• Transcripts shall be issued within one week upon application.
• The PSRI Library shall be open from 8.00 a.m. to 10.00 p.m. on weekdays
• Queries from library users shall be responded to within a day.
• Staff performance appraisal shall be conducted annually.
• The Institute shall maintain a healthy, safe and pleasant environment.
• The Institute shall be a drug free and a no smoking zone.
• Routine correspondence shall be replied to within seven days from the date of receipt.
• The Institute shall be gender sensitive.
• The Institute shall not condone impropriety.
• The Institute is a CORRUPTION FREE zone

Feedback

• Complaints, compliments and suggestions should be forwarded to the Director.
• The Institute has provided suggestion boxes for feedback.
• Confidentiality and privacy in respect of complainant’s identity shall be respected.
• All feedback shall be addressed within seven days.

Contact Nos. for the Institute are:

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