

**UNIVERSITY OF IBADAN
SERVICOM
SERVICE CHARTER**

1. **Introduction**

The SERVICOM in University of Ibadan is born out of a commitment to transform the University through a customer centered service delivery system. SERVICOM is set to satisfy customers' expectations of excellence in academic research and other related services. The unit is hinged on quality and prompt delivery of services while jealously guarding customers' rights, thereby winning and sustaining their confidence in the University. This is possible because we strongly believe that hard-work, diligence, ethical and socially responsible behaviours are vital to maintaining our institutional integrity.

2. **The University**

The University of Ibadan was founded in 1948 as a College of the University of London. It became a full fledged University in 1962. The University, which occupies a land area of 1,032 hectares, began with 104 students in three faculties in January 1948. As at 2013, the University has produced over 150,000 graduates from thirteen faculties in over 120 undergraduate and postgraduate programmes. At the undergraduate level, the University is committed to the national enrolment policy of 60:40 ratio in favour of science-based disciplines while pursuing its goal of 60:40 postgraduate to undergraduate admission ratio. Apart from her strategic position as a major provider of higher education in Nigeria, the University is also involved in cutting – edge researches in different areas of scholarship.

3. **Vision**

To be a world class institution for academic excellence geared towards meeting societal needs.

4. **Mission**

- a. To expand the frontiers of knowledge through provision of excellent conditions for learning and research.
- b. To produce graduates who are worthy in character and sound judgment.
- c. To contribute to the transformation of society through creativity and innovation.
- d. To serve as a dynamic custodian of society's salutary values that sustains its integrity.

5. **Our Core Values**

Our core values include:

- i. Striving to be the best in all that we do;
- ii. Being truthful, fair and accountable in dealing with others;
- iii. Respecting the dignity and rights of all persons;
- iv. Working to ensure the safety of our students, staff and all persons;
- v. Fostering environments where diverse views are sought and respected;
- vi. Encouraging and nurturing new ideas that are in harmony with our vision;

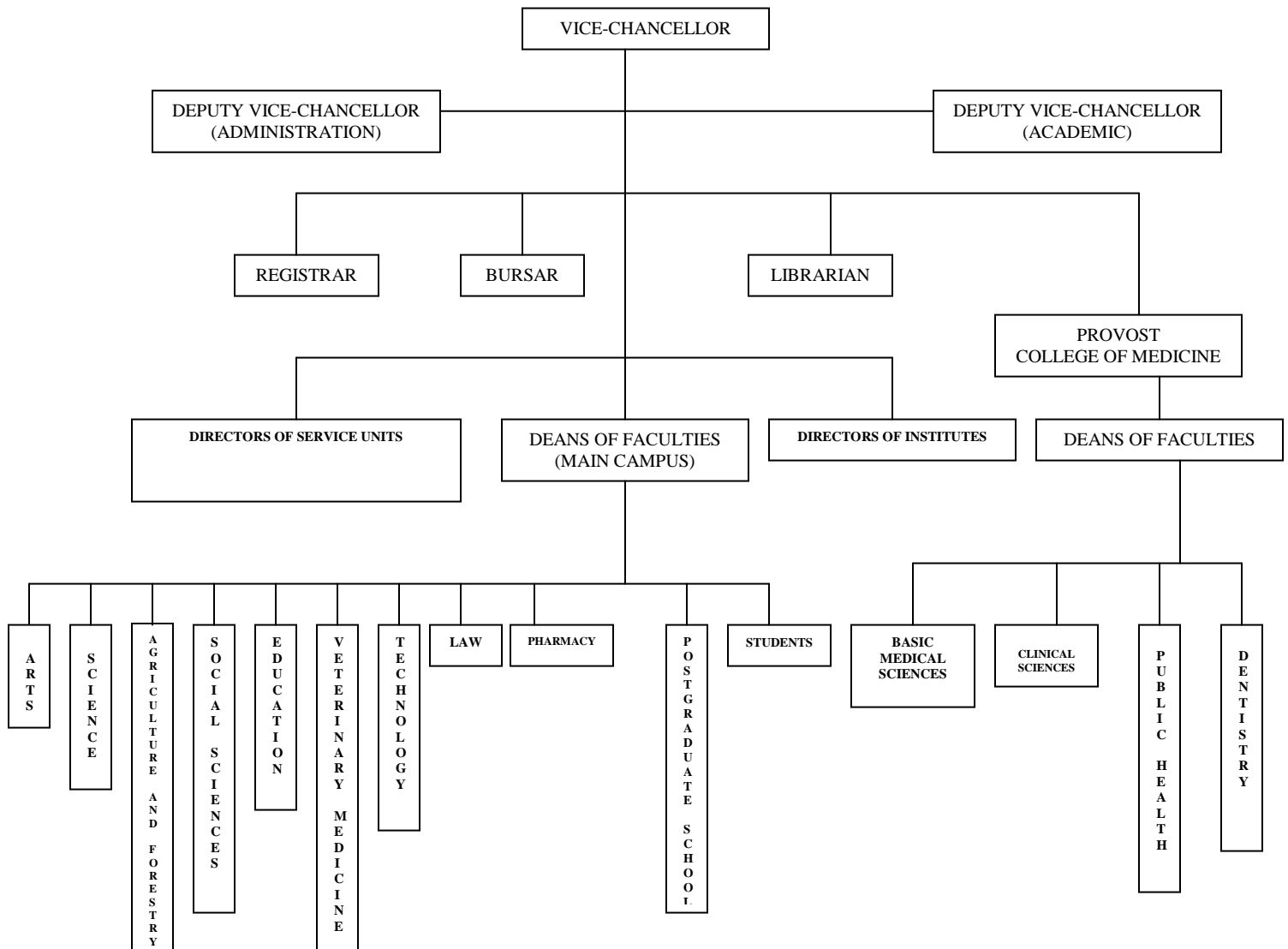
vii. Strongly believing that handwork, diligence, ethical and socially responsible behaviour is key to maintaining our integrity.

6. **The Mandate**

It shall be the general function of the University to encourage the advancement of learning throughout Nigeria and to hold out to all persons, without disfunction of race, creed or sex, the opportunity of acquiring a liberal education and for the purpose of carrying out that function it shall be the duty of the University so far as its resources permit.

- (a) To provide such facilities for the pursuit of learning and acquisition of a liberal education as are appropriate for a University of the highest standing; and
- (b) To make those facilities available on proper terms to such persons as are equipped to benefit from the use of the facilities.

**UNIVERSITY OF IBADAN
ORGANIZATIONAL CHART**



7. **Services Provided**

The University is involved in the following services among others:

- Conducts cutting-edge researches which are of national, regional and global interest. The University has over 12,804 publications of staff that can be accessed through the University website and has so far processed several patents;
- Conducts examinations and award degrees, diplomas and certificates;
- Contributes to the developments of arts, culture and advancement of science and technology through basic and applied research that impact societal needs;
- Creates and nurtures partnerships and long-term relationships with other national and international organizations, governments, industries and civil society groups;
- Organizes and provides extension education of a University standard at all levels through Distance Learning Centre;
- Provides and maintains an environment that is conducive to staff and students' welfare in terms of healthcare, utilities, accommodation and general security on campus.
- Provides sixty-two (62) courses of study at undergraduate level and 268 courses at postgraduate level.

8. **List of Customers**

- The general public, qualified individuals seeking University education at any desired level;
- Students on enrolment;
- Alumni and alumnae;
- Government agencies, parastatals, non-governmental organizations and industries;
- International agencies and other foreign organizations;
- Members of staff of the University who are qualified for such services;
- Contractors and suppliers.

9. **Customers' Expectations**

- Quality teaching and supervision;
- Quality researches and reports;
- Accurate and complete records of members of staff and students;
- Comprehensive university statistics;
- Transparent admission procedures;
- Easy and quick payment procedures;
- Appropriate complaint procedures;
- Identifiable staff for services needed;
- Prompt and courteous attention;
- Trained and well informed staff;
- Conducive lecture and seminar rooms and laboratories;
- Adequate information and effective communication;
- Career guidance;
- Conducive waiting areas at service points;
- Adequate sporting facilities;

- Modern library services and well stocked bookshops;
- Good accommodation and conference facilities;
- Appropriate levies and charges;
- Efficient utility services;
- Prompt release of results of examinations and tests;
- Release of certificates and academic transcripts on demand.

10. **Obligations**

- **Customers' obligations**

The University expects the following from the customers:

- Follow laid-down rules, regulations and procedures
- Present genuine credentials and other documents to the University at all times
- Attend lectures, seminar and laboratory sessions punctually
- Report lawless colleagues to the University authority
- Abstain from cultism, vandalism and other acts that can bring the name of the University into disrepute
- Practise student unionism without external influence, ethnic and tribal bias
- Offer constructive criticism and suggestions for improvement on any observed shortcoming
- Be courteous and decent in social interactions (even when aggrieved).

- **Staff obligations**

The University expects the following from members of staff among others:

- Be committed and loyal to the University
- Uphold integrity and confidentiality
- Be polite at all times
- Promptly carry out responsibilities
- Make unionism devoid of political undertones.

- **Management obligations**

The Management of the University is expected among others to:

- Maintain law and order on campus
- Provide conducive environment for fulfilling the University's vision and mission
- Attract grants to the University
- Liaise with industries and other development partners to bridge the gap between town and gown
- Raise funds to complement government's subventions
- Liaise with Alumni to enhance the image of the University
- Develop and execute plans that will improve overall staff productivity and quality of service.

- **Government obligations**

The Federal Government of Nigeria by this compact is committed to:

- Provide adequate funding and respect University autonomy
- Honour agreements reached with the Unions

- (iii) Provide adequate security on campus and society at large.
- (iv) Provide adequate utility services e.g. electricity and portable water
- (v) Make use of University research results
- (vi) Use the resources of the academia for national development.

11. **Stakeholders' participation**

The stakeholders include students, members of staff and their dependants, parents Alumni/Alumnae, retirees, government, funding agencies, development partners, contractors and suppliers, etc. They are expected to make definite commitment to the progress of the University in the following ways among others:

- (i) Provide information on how to advance the interest of the University both nationally and internationally.
- (ii) Establish endowments and scholarships for scholars, academic and service units.
- (iii) Collaborate with the University to provide adequate facilities for teaching, research and student accommodation.
- (iv) Formulate proper policies that will promote productivity of staff and students.
- (v) Help staff and students to be of good behaviour.

12. **Special needs provision**

The University considers the following categories of customers as people with special needs.

- (i) First year students
- (ii) Physically challenged/disabled students
- (iii) Students with special health needs
- (iv) Poor students
- (v) Foreign students
- (vi) Final year students

The University provides for the special needs of the above categories of customers in the following ways:

- (i) Orientation for first year students
- (ii) Priority allocation of accommodation for first year, physically challenged/disabled foreign students and final year students
- (iii) Provision of facilities that will enhance friendly environment for all
- (iv) Provision of friendly environment for physically challenged/disabled students
- (v) Medical supports for students with special health needs
- (vi) Commitment to assist financially indigent students

13. **Limitations**

The University faces the following challenges among others:

- (i) Low funding and relatively under-utilized capacity for internally generated Revenue
- (ii) Inadequate municipal services especially electricity and water
- (iii) Limited quality manpower and weak mentoring system

- (iv) Disruptive industrial actions arising from non-implementation of agreements with government
- (v) Ageing structures resulting in inadequate experienced staff, obsolete equipments and facilities
- (vi) Limited accommodation facilities for students and staff on campus
- (vii) Poor work culture and diminishing loyalty to the University
- (viii) Abuse of rights and privileges by staff, students and government.

14. Complaint/Grievance Redress Mechanism

It is possible for our services to sometime fall short of customers' expectations. In such a situation, such complaints should be reported to the following units: Offices of Deans of Faculties, Provost of College of Medicine, Dean of Postgraduate School and Office of the Registrar. Please feel free to write to our Focal/Duty/Complaints Desk Officer whose addresses are listed below. Every complaint will be duly acknowledged within 48 hours and addressed within two weeks of its receipt, depending on the nature of the complaint.

The Vice-Chancellor,
 E-Mail: vc@mail.ui.edu.ng
 Phone Number: 07085769926

Focal Officer, SERVICOM Unit
 E-Mail: uiservicom@mail.ui.edu.ng
 Phone Number: 08164264364

Director of Academic Planning,
 E-Mail: plg@mail.ui.edu.ng
 Phone Number: 07029570437

Complaints Desk Officer
 E-Mail: servicomdeskofficer@yahoo.com
 Phone Number: 08138849258; 08138533482

Grievances can be further pursued to the Senate, the University Council, the National Universities Commission, the Federal Ministry of Education up to the SERVICOM office, the Presidency. For Further information, visit: www.uiservicom.ui.edu.ng

15. Charter Review

The University of Ibadan Service Charter will be reviewed every five (5) years. The next review will be done in March 2018.