



*Knowledge Innovation Excellence*

**LILONGWE UNIVERSITY OF AGRICULTURE AND NATURAL RESOURCES**

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**CLIENT SERVICE CHARTER**

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## Foreword

Development of this charter signals LUANAR's firm commitment to quality services as a Public University within the context of our vision and mission. The Charter informs our clients, stakeholders, and the general public about our vision, mission, mandate and core values, which provides guidance on our service delivery. It also informs about the services we offer and underscore expectations of the clients and commitment to timely, efficient and cost-effective services. It provides information about how our esteemed clients can give feedback about the services, we offer including how to lodge complaints, give compliments or make suggestions on how we should improve for customer satisfaction. Thus, the charter establishes a transparent complaints management system to enable us to properly handle all complaints from our clients, which will enable us to further improve our services.

It is our strong conviction that our clients are paramount to our overall success and we hope that, this charter will be an important catalyst to propel forward our intention to further develop and meet our clients expectations. Our esteemed clients, we welcome your feedback to ensure that we meet our standards and continuously improve our service delivery.

Prof. George Yobe Kanyama-Phiri  
**VICE CHANCELLOR**

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## **1. Introduction**

This client's Charter is a statement describing the level of service a customer can expect from Lilongwe University of Agriculture and Natural Resources. The charter will be visible and accessible in order to allow our clients to know the service levels that they can expect to receive from us. The charter sets the scope and the standards of service rendered to our students, staff and stakeholders. We are committed to continue offering quality teaching, learning, research, consultancy and community services while observing our clients and stakeholders needs. This charter provides a framework for engagement between us and our clients as well as the general public. Our clients and the public have the right to acquire quality, equitable accessible, affordable and high quality services. The charter sets commitments to our clients and we welcome feedback on how to improve our services.

## **2. Our Structure and Governance**

LUANAR is a body corporate established under the Universities Act No. 9 of 2011.

### **2.1 The Chancellor**

Is the head of the University and has powers to confer degrees and grant diploma, certificates and any other awards of the University pursuant to Section 13 of LUANAR Act

### **2.2 The University Council**

This is the supreme organ of the University and the principal policy making organ and is charged with the governance, control and administration of the University pursuant to Section 9 of LAUANAR Act.

### **2.3 The Vice Chancellor**

The Vice Chancellor is the Principal academic and administrative manager of the University and in that behalf is responsible to the Council for academic research and administrative affairs of the University, including formulation of policy and implementation of the decisions of the Council pursuant to Section 14 of LAUANAR Act.

### **2.4 Deputy Vice Chancellor**

Is responsible to and assists the Vice Chancellor in performance of his functions pursuant to Section 15 of LUANAR Act.

## **2.5 The University Registrar**

Is the Chief Administrative Officer of the University and the custodian of the records of the University. The University Registrar keeps a register of all members of the University and their respective qualifications as specified in section 4(3) of the LUANAR Act.

## **2.6 The Senate**

Is the supreme academic organ responsible for the academic and policy matters of the University pursuant to Section 19 of LUANAR Act.

## **3.0 Our Vision, Mission, Core Values and Mandate**

### **3.1 Vision**

To be a world class University

### **3.2 Mission**

To advance knowledge and produce relevant graduates with entrepreneurship skills for agricultural growth, food security, wealth creation and sustainable natural resources management, through teaching, training, research, outreach, consultancy and sound management.

### **3.3 Core Values**

In our quest for timely provision of quality services, we will be guided by our Core Values, as articulated in our Strategic Plan (2020 – 2025), which are: -

- Innovativeness
- Integrity
- Excellence
- Environmental stewardship
- Openness and Transparency
- Professionalism

### **3.4 The University mandate**

To advance knowledge and produce relevant graduates with entrepreneurship skills for agricultural growth, food security, wealth creation and sustainable natural resources management, through teaching, training, research, outreach consultancy and sound management.

## 4.0 Aims and Objectives of the University

The aims and objectives of the University include

- i. To provide quality education and training in agricultural and natural resources science, engineering and irrigation technologies, agro-processing, entrepreneurship, trade, climate change adaptation, sustainable utilization of natural resources and environmental preservation for socio-economic development.
- ii. To encourage the advancement, dissemination and commercialization of research.
- iii. To promote industrial growth through research and dissemination of knowledge and skills.
- iv. To establish and support science and technology innovation centres of excellence for industrial production and manufacturing of value added agricultural and natural resource products.
- v. To develop partnerships with relevant industries for the generation, transfer, adoption and application of technologies.
- vi. Develop into an institution of excellence in teaching, learning, information, communication technology (ICT), E-learning and research in science, technology and biotechnology.
- vii. To promote practical university education, research and training so as to respond to the needs of Malawi, Africa and the World.
- viii. To demonstrate and promote entrepreneurship among its students.
- ix. To provide specialist training in such subjects as may be found desirable by the University Council and the nation and,
- x. To provide opportunities and faculties for accessing information in support of the programmes of the University.

### Our Services

LUANAR has the following services on offer to her clients:

#### ***Teaching and Learning:***

We offer adequate, innovative, relevant and market driven academic programmes at undergraduate and postgraduate levels, with in-built quality control systems. We provide an enabling environment for integrated growth of students and staff.

#### ***Research:***

As part of our mandate to generate, preserve and disseminate knowledge, we have created a conducive environment to undertake quality and relevant research.

***Consultancy:***

We offer a variety of consultant services to our stakeholders and clients. These have been integrated within our core functions.

***Community Outreach:***

The University participates in community programmes and activities as part of its Corporate Social Responsibility.

## **5.0 Our Clients**

LUANAR clients are as provided below.

- Students
- Employees
- Parents
- Suppliers
- Alumni
- The community
- The general public.

## **6.0 Our Partners and Stakeholders**

University partners and stakeholders are as follows:

- Taxpayers
- Ministry of Education
- Commission for Higher Education
- Higher Education Loans Board
- Other government departments
- Other Universities
- Research collaborators
- Training Institutions
- Linkage partners
- Industry partners
- Business partners
- Employers
- Development partners
- Sponsors
- Trade Unions
- Students' Union
- Professional Bodies
- Alumni Associations

- Surrounding community
- Other stakeholders/partners

## 6 Principles of Service Delivery

In her service delivery LUANAR hereby pledges to:

- Always Provide efficient and effective service
- Serve clients with dignity, courtesy and respect
- Adhere to ethical and equitable service provision
- Always Uphold transparency and accountability
- Always Espouse the principles of natural justice
- Maintain appropriate confidentiality
- Discharge our duties Professionally
- Passionately and with Patriotism

## 7. University Expectations

LAUANAR expects its clients and/or stakeholders to:

- Treat staff with respect and courtesy;
- Provide sufficient and accurate information to enable us respond to requests appropriately;
- Pay all fees and levies promptly;
- Support of University programmes and activities;
- Observe University rules and regulations; and
- Provide feedback and comments on the service rendered.

## 8. Client Expectations

LUANAR clients should always 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 and prompt research output;
- Aggressive marketing of consultancy and research services;
- Well maintained lecture theatres, laboratories, offices, hostels and other facilities;
- Adaptive Human Resource Management practices;
- An effective performance appraisal system;
- Fair and just disciplinary procedures;



- Efficient procurement processes;
- Recognition and acknowledgement of development partners and sponsors;
- Speedy processing of collaborative agreements;
- Strict adherence to signed Memoranda of Understanding (MOUs) involving research institutions, industry and other partners;
- Existence and application of modern Information and Communication Technology (ICT);
- Involvement of Alumni in governance and development of the University;
- Safe and healthy environment;
- Courteous and timely response to requests and enquiries; and
- Prompt clearance of students and staff.

## **9. Support Services**

To realize the objectives and commitments made through this service charter, LUANAR relies on a range of support services provided by its various establishments stated below.

- Administration
- Academic Faculties
- Estates Development Office
- Dean of Students Affairs Office
- Finance Directorate
- ICT Section
- Internal Audit
- Legal Counsel
- Procurement Department
- Public Relations Office
- The Centre for Open and Distance Learning (CODL)
- Transport Section
- University Clinics
- University Libraries
- Alumni Association
- University Sacco

## **10. Commitment to Service Delivery**

Through this service charter, LUANAR, hereby commits that:

- Students admitted to the University 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 finalized and forwarded to examinations office within one month following end of examinations.
- Postgraduate supervisors for Masters or Doctoral degrees will give feedback to their students within two weeks after receiving a project or thesis.
- Disciplinary cases for students and staff shall be completed within a period of thirty days.
- Graduation ceremonies shall be held on schedule – at least two months from date on completing studies.
- University certificates shall be issued within two months after graduation while transcripts shall be issued within one week upon application.
- The College libraries shall be open from 8.00 a.m. to 10.00 p.m. on weekdays and 8.00 a.m. to 12.00 noon. on Saturdays and 2pm to 5pm and 7pm to 10:00pm on Sundays.
- Queries from library users shall be responded to within a day.
- The University Calendar containing the almanac and all programmes shall be published in every three years.
- The process of recruitment and promotion shall be completed within three months, from advertisement to issuance of letters.
- Staff performance appraisal shall be conducted every December for mid-term review and June for annual review.
- The Finance Department shall observe all financial regulations and procedures, ensure adherence to budgetary provisions; and process approved payments within three days.
- Procurement of goods and services shall be done within one month, and in line with the University and government procurement regulations.
- College clinics shall open from 7.30 a.m. to 4.30 p.m. on working days and with skeleton staff on standby to handle emergencies during off working hours and weekends.
- The University shall maintain a healthy, safe and pleasant environment.
- The University is an illicit drug free and a no smoking zone.
- Sports and games facilities and equipment shall be up-to-date and well maintained.
- Transport shall be provided on time as per approved requests.
- Quality ICT services shall be provided to students and staff.
- All telephone calls shall be attended to within twenty seconds.
- Routine correspondence shall be replied to within seven days from the date of receipt.
- The University shall not condone impropriety.
- The University is a CORRUPTION FREE zone.
- Clearance of students and staff shall be finalized within two days.

## 11. Feedback

- Complaints, compliments and suggestions should be forwarded to departmental heads and in case of appeals, to the Office of the Vice-Chancellor.
- Feedback may be channeled via telephone, letters, e-mail or suggestion boxes.
- Confidentiality and privacy shall be respected at all times

- All feedback shall be addressed within seven days from date of receipt.

Appendix 1: Service Charter Matrix

Appendix 2: Service Charter banner