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SECTION ONE

1.0 INTRODUCTION AND ESTABLISHMENT

The Federal University of Agriculture, Abeokuta, Ogun State (FUNAAB) was established on January 1, 1988 by the Federal Government when four Universities of Technology, earlier merged in 1984, were demerged. This led to the creation of the first two Universities of Agriculture in Abeokuta and Makurdi.

On the same date, Professor Nurudeen Olorun-Nimbe Adedipe was appointed the pioneer Vice-Chancellor of the University. Professor Adedipe officially assumed duty on January 28, 1988. For many years the date which Professor Adedipe assumed duty was wrongly adopted as the foundation day of the University. Following a revisit to the instrument setting up the University, a Council decision at its 53rd Statutory meeting in June 2010 reverted the foundation date to January 1st 1988 as prescribed by the law which established the University.

Prior to the emergence of FUNAAB, the Federal Government had established the Federal University of Technology, Abeokuta (FUTAB) in 1983. Then, in 1984, it was merged with the University of Lagos and had its name changed to the College of Science and Technology, Abeokuta (COSTAB), before the demerger of January, 1988.

The University started off from the old Campus of Abeokuta Grammar School, Isale-Igbein near the city centre. It completed its movement to its Permanent Site along Alabata Road in 1997, in what has been termed the fastest pace of Permanent Site development in the history of Nigerian University System.

At the initial stage, five Colleges were introduced in the University in October 1988 as follows:

- * College of Agricultural Management, Rural Development and Studies (COLAMRUCS)
- * College of Animal Science and Livestock Production (COLANIM)
- * College of Environmental Resources Management (COLERM)
- * College of Natural Sciences (COLNAS)
- * College of Plant Science and Crop Production (COLPLANT)

Two additional Colleges, College of Engineering (COLENG) and College of Veterinary Medicine (COLVET) were introduced in March, 2002. During 2008/2009 session, the College of Agricultural Management, Rural Development and Consumer Studies was split into two with two new Colleges emerging as follows:

- * College of Food Science and Human Ecology (COLFHEC)
- * College of Agricultural Management and Rural Development (COLAMRUD)

One additional College, College of Management Sciences was also introduced.

In 2013/2013 session, College of Natural Sciences was also split into two new Colleges viz;

- College of Bio-Sciences (COLBIO)
- College of Physical Sciences (COLPHY)

STUDENTS

Pre-degree, Diploma & Cambridge 'A' Level - About 2,538

Undergraduate Students – About 15,095

Graduate and professional students – About 1,640

Total – About 19,273

STAFF

Academic - About 529

Non-Teaching -About 1,447

Total - About 1,976

UNIVERSITY COLOR

Green

1.1 VISION, MISSION AND OBJECTIVES

UNIVERSITY'S VISION

To be a centre of excellence in knowledge generation for global development and the sustenance of an environmentally friendly society.

UNIVERSITY'S MISSION

To build great future leaders and generate knowledge through research and intellectually stimulating environment for teaching, learning and community outreach towards sustainable development.

UNIVERSITY'S OBJECTIVES

The distinguishing feature of UNAAB's mandate is its tripodal nature, comprising teaching, research and extension functions. These are adequately emphasized in the 13-point objectives of the University and the Academic Brief that was prepared for the take-off of the University. The objectives are:

- To encourage the advancement of learning and to hold out all persons without discrimination based race, creed, sex and political conviction, the opportunity of acquiring a higher education on agriculture.

- To develop and offer academic and professional programmes leading to the award of diplomas, first degree, postgraduate research and higher degrees which emphasize planning, adaptive technical maintenance, developmental and productive skills in agriculture, agricultural engineering and allied professional disciplines with the aim of producing socially mature persons with capacity to improve on those disciplines and develop new ones, but also to contribute to the scientific transformation of agriculture in Nigeria.
- To act as agents and catalysts, through postgraduate training, research and innovation for effective and economic utilization, exploitation and conservation of Nigeria's natural agricultural, economic and human resources.
- To offer to the general population, as a form of public service, the results of training and research in agriculture and allied disciplines and to foster the practical application of those results.
- To establish appropriate relationships with other national institutions involved in training, research and development in agriculture.
- To identify the agricultural problems and needs of Nigeria and to find solutions to them within the context of overall national development.
- To provide and promote sound basic scientific training as a foundation for the development of agriculture and allied disciplines, taking into account indigenous culture, the need to enhance national unity, the need to vastly increase the practical content of student training, and adequate preparation of graduates of self employment in agriculture and allied professions.

- To promote and emphasize teaching, research and extension of agricultural knowledge including agricultural extension services and outreach programmes, in-service training continuing education and on-farm adaptive research.
- To offer academic programmes in relation to the training of manpower for agriculture in Nigeria.
- To organize research relevant to agriculture with emphasis on small scale farming.
- To organize extension services and out-reach programmes for technology transfer.
- To establish institutional linkages in order to foster collaboration and integration of training, research and extension activities.
- To undertake any other activities appropriate for Universities of Agriculture.

1.2 PRINCIPLES OF THE FEDERAL UNIVERSITY OF AGRICULTURE, ABEOKUTA SERVICOME CHARTER

CHARTER: THIS IS A WRITTEN EVIDENCE, INSTRUMENT OR CONTRACT TO BE EXECUTED BETWEEN THE FEDERAL UNIVERSITY OF AGRICULTURE, ABEOKUTA (FUNAAB) AND THE NIGERIAN PUBLIC. The FUNAAB service charter is intended to be read and understood by ordinary citizens of Nigeria, members of the staff, students and other stakeholders. It is a simple, straightforward contract between the FUNAAB and the general public, staff, students and all stakeholders. It therefore, follows that it is in plain language, uncluttered by legal terminology, short and to the point. The charter has promised what FUNAAB can provide and deliver.

1.3 SERVICE PROVIDERS

Service providers are member of staff in different Departments, Units, Centres, Institutes and Directorates of the University, offering a variety of services as part of their employees' obligations with the University.

1.4 SERVICE PROVIDED

The University is involved in the following services among others:

- ✓ Conducts cutting-edge researches to international best standard which are of national, regional and global interest, publication resulting from which can be accessed via the University's website;
- ✓ Conducts examinations and award degrees, diplomas and certificate that can stand the test of time anytime and anywhere;
- ✓ Fulfilling her **GOWN TO TOWN** social responsibility by contributing to the development and advancement of science and technology via the basic and applied research that impact on the societal needs;
- ✓ Creates, nurtures and sustain effective as well as efficient linkages, partnerships and long-term relationships with other Regional, National, International, Governmental, and Non-Governmental Organisations, Industries and Civil Society Groups;
- ✓ Organise and provides world class extension education at all levels;
- ✓ Provides and maintains an environment that is conducive to staff and student's welfare in terms of healthcare, utilities, accommodation and general security on campus
- ✓ Provides courses of study for twenty-seven programmes at undergraduate level and one hundred and nine (109) programmes at the postgraduate level.

1.5 CLIENTS/CUSTOMERS

CLIENTS/CUSTOMERS are

- Students on enrolment;
- Intending students;
- Parents ;
- Alumni and Alumnae;
- Government agencies, Parastatals, Non-Governmental Organisations and Industries;
- Regional, International agencies and other foreign organizations;
- Members of staff of the University who are qualified for such services;
- Contractors and Suppliers;
- The general public who seek(s) any service in the University.

1.6 CLIENTS/CUSTOMERS' EXPECTATIONS

The CLIENTS/CUSTOMERS of the Federal University of Agriculture, Abeokuta among others expect:

- ✓ Qualitative delivery of the University's mandate of teaching and supervision;
- ✓ To benefit from the University's research and extension service;
- ✓ 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 service needed;
- ✓ Prompt and courteous attention,
- ✓ Timely attention and on a first come first served basis.
- ✓ Trained and well informed staff;
- ✓ Conducive lecture, seminar rooms and laboratories;
- ✓ Adequate information and effective communication;
- ✓ Good career guidance;
- ✓ Conducive waiting areas at service points;

- ✓ Conducive and secure car parking areas for all;
- ✓ Adequate sporting facilities;
- ✓ Modern library services and well stocked bookshops;
- ✓ Effective and efficient healthcare delivery;
- ✓ Good accommodation and conference facilities;
- ✓ Appropriate levies and charges
- ✓ Efficient utility services;
- ✓ Prompt release of results of examinations and tests;
- ✓ Release of Certificates, Notification of result, Letter of Attestation, Academic Transcripts and the like on demand
- ✓ All University offices to be available for normal business between 8.30a.m to 4.00p.m from Monday to Friday except on public holidays.
- ✓ University officers to, make required adjustments to service delivery business hours during peak periods or unusual circumstances.

1.7 SERVICE PROVIDERS' EXPECTATIONS OF CLIENTS

The service providers' expects the Clients:

- (i) To address the staff with humility and honour in the University.
- (ii) To follow the official procedures and be abreast of the Federal University of Agriculture, Abeokuta policies and procedures.
- (iii) To be conscious of other clients' needs that may be seeking services from the University.
- (iv) To regularly visit the official website, as well as College and Departmental notice boards
- (v) To do the right thing at the right time to avoid last minute rush to meet official deadline.
- (vi) To help the University in the assessment of the use of resources and services.

1.8 TRANSPARENCY

Transparency is the Federal University of Agriculture, Abeokuta compass. Therefore, all staff are expected to deliver services in an open, fair, easily replicable manner with the goal of preventing corruption, nepotism and favouritism. The spirit and value of transparency must reflect in the service delivery of the University. As a concrete step in actualizing transparency, all staff and students are expected to wear their identity cards whenever they are in the University operations areas.

Furthermore, this Service Charter serves as a means of institutionalizing transparency at the Federal University of Agriculture, Abeokuta.

1.9 CLIENT'S RIGHTS.

The Clients reserve the right to:

- ✓ Lodge complaints;
- ✓ Privacy and confidentiality;
- ✓ Freedom of information;
- ✓ Access services, facilities and information subject to laid down conditions.

1.10 OBLIGATIONS AND EXPECTATIONS

1.10.1 CLIENT'S OBLIGATION

Federal University of Agriculture, Abeokuta expects the following from the customers:

- (i) Follow laid-down rules, regulations and procedures
- (ii) Present genuine credentials and other documents to the University at all times
- (iii) Attend lectures, seminar and laboratory sessions punctually
- (iv) Report lawless colleagues to the University authority
- (v) Abstain from cultism, vandalism and other acts that can bring the name of the University into disrepute
- (vi) Practise student unionism without external influence, ethnic and tribal bias
- (vii) Offer constructive criticism and suggestions for improvement on any observed shortcoming
- (viii) Be courteous and decent in social interactions (even when aggrieved).
- (ix) Treat University staff with courtesy, respect and to conduct themselves in a manner that will not breach the peaceful conduct of official duties.
- (x) To respond to requests for information by the University, accurately, thoroughly and in a timely manner.
- (xi) To abide by any legal requirements and other obligations that clients are to meet in order to be eligible for services sought.
- (xii) To please let us know immediately if we are not courteous or when you experience service failure in our official conduct.

1.10.2 STAFF OBLIGATIONS

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

- (i) Be committed and loyal to the University for the corporate goals to be achievable.
- (ii) Uphold integrity and confidentiality
- (iii) Staff should exhibit the highest level of competence, politeness, punctuality, fairness, loyalty, responsiveness, easy access, courtesy, credibility; reliability, promptness and accuracy in the discharge of their duties
- (iv) Make unionism devoid of political undertones.
- (v) Staff should always appear friendly, decent, smart, and responsible at all times.

1.10.3 MANAGEMENT OBLIGATIONS

The Management of the University is expected among others to:

- (i) To maintain a safe, secured, peaceful and conducive environment for the successful conduct of official duties.
- (ii) Provide conducive environment for fulfilling the University's vision and mission
- (iii) Attract grants to the University
- (iv) Liaise with industries and other development partners to bridge the gap between town and gown
- (v) Raise funds to complement government's subventions
- (vi) Liaise with Alumni to enhance the image of the University
- (vii) Develop and execute plans that will improve overall staff productivity and quality of service.
- (vi) To train and re-train staff in capacity building, techniques and skills for improving quality and service delivery.
- (vii) To empower employees to serve as motivation to ginger them towards effective service delivery aimed at achieving standards in performance and the attainment of the University's vision.

- (viii) To recognize/appreciate staff who have excelled in their official duties, this must be void of nepotism and favouritism.

1.10.4 GOVERNMENT OBLIGATIONS

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

- (i) Provide adequate funding and respect University autonomy
- (ii) 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 and regional development.

1.11 STAKEHOLDERS' PARTICIPATION

The stakeholders include students, members of staff and their dependants, parents Alumni/Alumnae, retirees, government, Federal Ministry of Education, National Universities Commission, 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:

1.11.1 Federal Ministry of Education

- i. Formulation and Implementation of appropriate policies
- ii. Coordinate and supervise various activities of the University.
- iii. Collaborate with the University to provide adequate facilities for teaching, research and student accommodation
- iv. Enforcing compliance with government policies and regulatory guidelines for the establishment and operation of universities

1.11.2 National Universities Commission

- i. Formulation and Implementation of appropriate policies
- ii. Coordination and supervision
- iii. Enforcing compliance with government policies and regulatory guidelines for the establishment and operation of universities

1.11.3 University's Management

- i. Formulate policy and implement proper policies that will promote productivity of staff and students.
- ii. Coordination and regulation of staff and students activities to ensure symmetry with the University's vision and mission.
- iii. Provide information on how to advance the interest of the University both Nationally, regionally and internationally.
- iv. Help staff and students to be of good behaviour
- v. Facilitation of collaboration with local, regional and International stakeholders
- vi. Establish endowments and scholarships for scholars, academic and service units.

1.11.4 Nigerian Universities

- i. Collaboration with Federal University of Agriculture, Abeokuta (FUNAAB).
- ii. Establishment of linkages with Federal University of Agriculture, Abeokuta (FUNAAB).

1.11.5 International and Non Governmental Organizations (NGOs)

- i. Collaboration and cooperation and
- ii. Establishment of linkages

1.11.6 Alumni

- i. Sourcing for linkages and collaboration for the University.
- ii. Mobilization of support and Research funding for the University.
- iii. Individual contributions

1.11.7 Students

- i. Compliance with rules and regulations governing the conduct of students

1.11.8 Staff

- i. Compliance with rules and regulations governing the conduct of staff and the practice of good work ethics to the international best standard.

1.12 SPECIAL NEEDS PROVISION

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

- (i) First year students
- (ii) Physically challenged 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, 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 students
- (v) Medical supports for students with special health needs
- (vi) Commitment to assist financially indigent students

1.13 LIMITATIONS

The University faces the following challenges among others:

- (i) Low funding and relatively under-utilized capacity for Internally Generated Revenue
- (ii) Inadequate and erratic municipal services especially electricity and water
- (iii) Limited quality manpower and weak mentoring system
- (iv) Disruptive industrial actions arising from non-implementation of government agreements with trade unions.
- (v) Limited accommodation facilities for students and staff on campus
- (vi) Poor work culture and diminishing loyalty to the University
- (vii) Abuse of rights and privileges by staff, students and Government.

1.14 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 Colleges, Dean of Postgraduate School, Directors of Directorates, Institutes 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:

Phone Number:

Director of Academic Planning,

E-Mail:

Phone Number:

Complaints Desk Officer

E-Mail:

Phone Number:

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.

1.15 FUNAAB SERVICOM UNIT AT A GLANCE

1.15.1 STRUCTURE

The SERVICOM structure comprises the FUNAAB SERVICOM Unit, and the College/Directorate/Institute SERVICOM Committee.

The FUNAAB SERVICOM Units is made up of :-

- i. The Nodal Officer (NO) (Head of Unit)
- ii. Charter Desk Officer(s) (CDO)
- iii. Service Improvement Desk Officer(s) (SIDO)
- iv. Customer Complaints Desk Officer(s) (CCDO)
- iv. Senior Data Processing Officer
- v. Secretariat Assistant
- vii. Clerical officer
- viii. Driver

The College/Directorate/Institute SERVICOM Committee comprises a representative from each of the Units/Centres/Departments. They are called the Focal Officers and through them the activities of the Units/Centres/Departments are brought to the knowledge of the Nodal Officer especially when the services are below expectation.

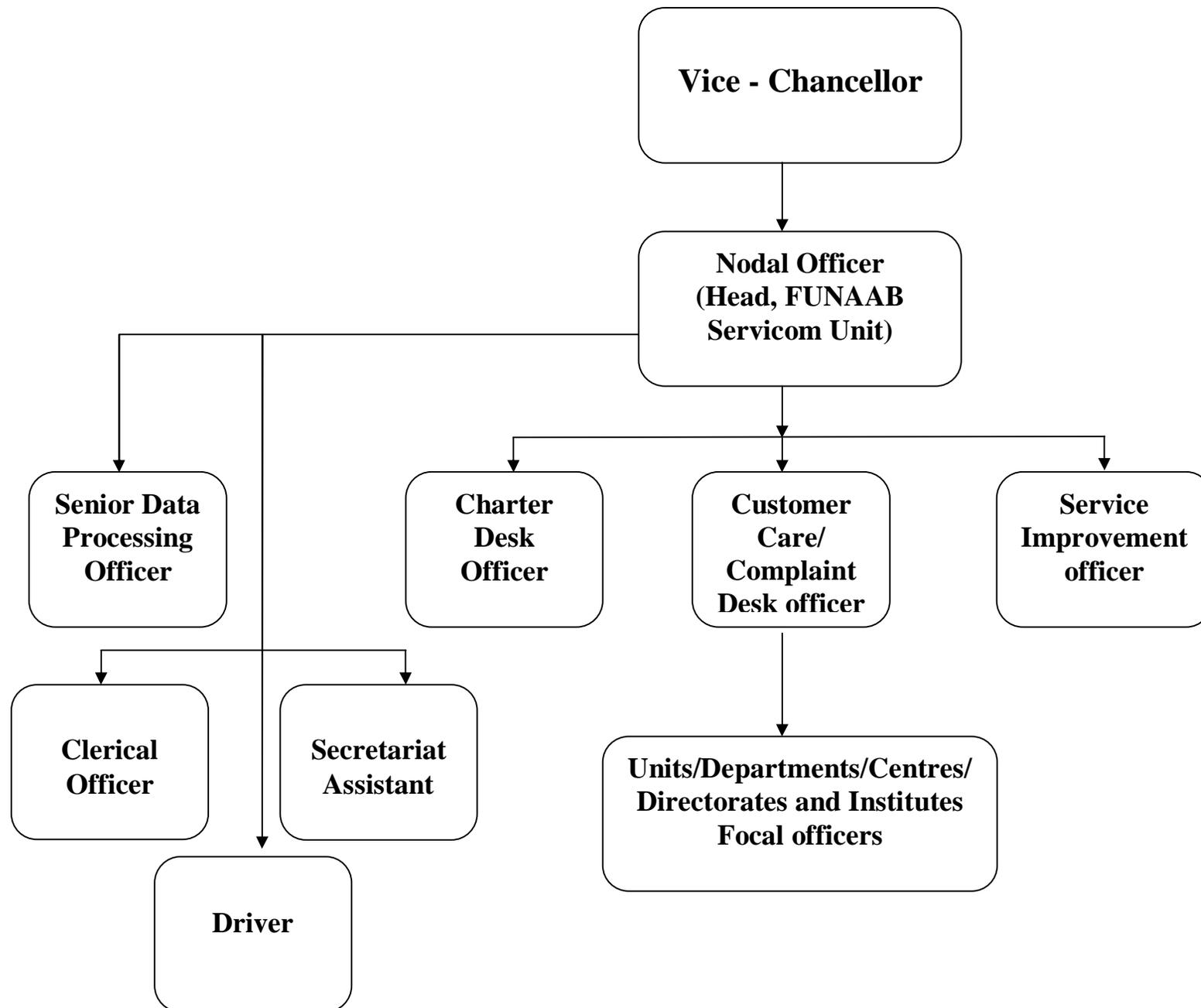
1.15.2 PROFILE OF SERVICOM UNIT

SERVICOM as a unit will be created under the office of the Vice Chancellor, Federal University of Agriculture, Abeokuta. The SERVICOM unit is to ensure Service Delivery through best practices in line with the SERVICOM Charter which are: Simplicity, Realism and Contents.

The FUNAAB SERVICOM Units will consist of eight (8) key staff viz:-

- i. The Nodal Officer (NO) (Head of Unit)
- ii. Charter Desk Officer(s) (CDO)
- iii. Service Improvement Desk Officer(s) (SIDO)
- iv. Customer Complaints Desk Officer(s) (CCDO)
- vi. Senior Data Processing Officer
- vii. Secretariat Assistant
- vii. Clerical officer
- viii. Driver

1.15.3 FUNAAB SERVICOM ORGANISATION CHART



1.15.4 STAFF DEVELOPMENT

FUNAAB SERVICOM Staff will attend workshops and trainings at the SERVICOM institute Abuja annually. The Nodal officer and at least two (2) other officers of FUNAAB SERVICOM Unite attend stake holders meetings at the National University Commission. In-house trainings will also be organize for the Focal Officers and all University staff.

1.15.5 PRINCIPLES OF SERVICOM:

- Affirmation of commitment to the service of the University
- Conviction that we can only realize our full potential if services are prompt and efficient.
- Consideration for the needs and rights of all
- Dedication to services timely, honestly, effectively and transparently.

1.15.6 FUNAAB SERVICOM UNIT OBLIGATION:

- ✓ Ensure quality Service Delivery
- ✓ Institute right to good Service
- ✓ Allow redress when Service Delivery fails
- ✓ Participate actively in Service Delivery programme

1.15.7 FUNAAB SERVICOM UNIT FUNCTION:

- ✓ To produce, review and monitor performance of FUNAAB Servicom Charter.
- ✓ To spearhead FUNAAB's Departments or unit service delivery initiatives (Service windows).
- ✓ To manage the FUNAAB'S customers relations policy including providing opportunities for custom feedback on FUNAAB services.
- ✓ To institute a complaints procedure including Grievance Redress mechanism for FUNAAB.

- ✓ To appropriate Research Techniques in identifying customers' needs and expectations.
- ✓ To ensure the promotion of quality assurance and best practice in FUNAAB performance of its functions.
- ✓ To provide a comprehensive and effective training policy for frontline staff on customer relation and related matters.
- ✓ To disseminate best practices and other tips on service delivery improvement.
- ✓ To serve as a link between FUNAAB SERVICOM and Quality Assurance office of National Universities Commission.
- ✓ To manage FUNAAB links with strategic partners and other stake holders on Service Delivery
- ✓ To facilitate a safe and conducive working/learning environment for Staff/Student at all levels of Service Delivery

1.15.8 OUR SERVICE WINDOWS:

All Units/Departments/Centres/Directorates and Institutes Complaint Desks

1.15.9 OUR DRIVING FORCE:

- ❖ Quality
- ❖ Promptitude
- ❖ Information
- ❖ Efficiency
- ❖ Commitment/Attribute

1.15.10 OUR HOPE/PREDICTION:

- Ultimate goal of Service Delivery is achieved
- That all have a right to be served
- Service is only delivered when our customers are satisfied
- The overall is to improve Service Delivery in the Nation

1.16 REVIEW

The Federal University of Agriculture, Abeokuta shall review her Service Charter every five (5) years.

SECTION TWO

2.0 SERVICE MATRIX

2.1 POLICY MATTERS

S/NO	ACTIVITY/SERVICE OFFERED	STANDARD/INDICATORS	RESPONSIBLE OFFICER(S)
1	Schedule and hold quarterly meetings of Council.	Minutes of quarterly meetings to be circulated 1 week after.	Pro-Chancellor Vice-Chancellor Registrar
2	Schedule and hold meetings of Council Committees.	Minutes of meetings held to be circulated 1 week after.	Chairman and Secretary of the various Committees
3	Conveyance of Decision Extracts arising from Council to the Vice-Chancellor.	7 days after the Council meeting.	Registrar and Secretary to Council
4	Implementation of Council Decisions.	14 days after Council Meeting.	Vice-Chancellor Registrar
5	Schedule and hold meetings of Council and Senate Committees	Minutes of meetings held to be circulated 1 week after. Recommendations made to Council.	Chairman of the various Committees Secretary of the various Committees
6	Schedule and hold meetings of Congregation.	At least twice per year. Minutes of meetings held to be circulated 1 week after.	Vice-Chancellor Registrar
7	Consult on matters affecting the interest and welfare of the University for the consideration of Congregation.	Generate Agenda for meetings. Make recommendations for consideration of Congregation.	Deputy Vice-Chancellor (Development).
8	Maintain and update the register of members of Convocation.	Make the register available for inspection by members.	Registrar
9	Schedule meetings of Convocation.	Convocation Ceremony at least once in a year.	Chancellor Vice-Chancellor Registrar
10	Review of University Master Plan	Every 3 years.	- Council. - Vice-Chancellor

			- Director Physical Planning
11	Design, Approve and Register Physical structures on the University campus	Up to date register available on demand to Council and the Vice-Chancellor.	- Director Physical Planning

2.2 ACADEMIC MATTERS

2.2.1 ACADEMIC CALENDAR

S/NO	ACTIVITY/SERVICE OFFERED	STANDARD/INDICATORS	RESPONSIBLE OFFICER(S)
1	Academic Calendar showing dates for academic and University committee activities in the academic year.	Academic Calendar published and disseminated by every year.	- Committee of Senate

2.2.2 ADMISSIONS

S/NO	ACTIVITY/SERVICE OFFERED	STANDARD/INDICATORS	RESPONSIBLE OFFICER(S)
1	Respond to enquiries relating to admissions - available programmes, admission requirements, subject combinations, etc.	Enquiries in person: Not later than one hour. Enquiries via e-mail: Within 72 hours. Enquiries by post: Reply posted within 72 hours.	Senate and Admission Office PG School Secretary when applicable
2	Keep log of all enquiries relating to admissions.	Convey to DVC (Academic) and Chairman Admissions' Committee, a summary of all enquiries to Senate and Admission office every month.	- Head, Senate and Admission Office - PG School Secretary when applicable

3	Comprehensive and accurate information provided on all admission announcements and online application forms.	No call back of information already published. Few enquiries arising from the publication.	DVC (Academic) Registrar Chairman Admissions Committee Head, Senate and Admission Dean PG School & PG School Secretary when applicable.
4	Upload Admission Lists for duly admitted candidates for Pre-Degree/A Level Studies / Undergraduate / Postgraduate programmes.	Admission Lists published on the University website.	Chairman Admissions Committee Senate and Admissions Dean PG School Director, INHURD Director, ICTREC Web Programmer.
4	Screen credentials of all admitted candidates i.e. verification of students' NCE / Diploma / NECO / WAEC / GCE / NABTEB results including certificates from tertiary Institutions.	(a) Issue clearance certificates to all registered students. (b) No candidate with an unacceptable result is registered.	Chairman Admissions Committee Examinations and Records Dean PG School & PG School Secretary when applicable.
5	Screen the admission entry credentials of all registered students in the various Colleges towards the Final Year Screening Exercise i.e. verification of students' NCE / Diploma / NECO / WAEC / GCE / NABTEB results including certificates from tertiary Institutions.	(a) Communicate cleared students to all concerned offices within 72 hours of reaching a decision. (b) No student with an unacceptable admission entry credential is allowed to graduate.	- Examinations and Records College Officer Dean PG School & PG School Secretary when applicable.
6	Issue Federal University of Agriculture, Abeokuta admission letters to students.	To be issued within 24 hours.	Senate and Admissions ICTREC Dean PG School &

			PG School Secretary when applicable.
7	Distribute the Admission letters received from JAMB office to students through their Colleges.	Distribute letters to students within 72 hours after receipt from JAMB Office.	Senate and Admissions College Officers Dean PG School & PG School Secretary when applicable.
8	Allocate matriculation numbers to all eligible newly admitted students.	Error-free matriculation list. Signed matriculation register within 72 hours after the matriculation ceremony.	Examinations and Records ICTREC - College Officers Newly admitted students. Dean PG School & PG School Secretary when applicable.

2.2.3 HOSTEL ACCOMMODATION

S/NO	ACTIVITY/SERVICE OFFERED	STANDARD/INDICATORS	RESPONSIBLE OFFICER(S)
1	Allocate hostel accommodation.	Allocate to applicants on first come first served basis, 1 week to the resumption date. Allocate to scholars, physically challenged students, foreign students, final year students etc, on priority basis, 1 week to the resumption date.	Dean, Student Affairs Portal Programmer
2	Attend to all reported faults in the hostel.	Within 3 days of getting a report.	- Dean, Student Affairs - Hostel Porter - Hall Wardens

2.2.4 STUDENT REGISTRATION

S/NO	ACTIVITY/SERVICE OFFERED	STANDARD/INDICATORS	RESPONSIBLE OFFICER(S)
1	Student registration at the beginning of a new session.	Student Portal available for registration activities at least 2 weeks before commencement of a new session.	- Examinations and Records - Director, ICTREC
2	Registration problems reported at the College.	Complaints to be handled within 24 hours.	- College Officers - Examinations and Records schedule officers - ICTREC
3	Registration problems reported at ICTREC.	Complaints to be handled within 24 hours.	- Director ICTREC - Portal Programmer
4	Registration-related payment problems reported at Bursary.	Complaints to be handled within 24 hours.	- Bursar - Portal Programmer - College Accountant
5	Recurring problems reported to Academic Office.	Complaints to be handled within 24 hours.	- Head, Examinations and Records - Portal Programmer
6	Observation of the end of registration.	Registration module on Portal to close by midnight on the last day of registration.	- Head, Examinations and Records - Portal Programmer

2.2.5 LECTURES

S/NO	ACTIVITY/SERVICE OFFERED	STANDARD/INDICATORS	RESPONSIBLE OFFICER(S)
1	Publicise information on lecture schedules.	Lecture time-table pasted on notice boards and University website: (a) 1 week into the First Semester (b) 1 week before commencement of Second Semester	- Head, Examinations and Records - Chairman, Time-table Committee - Deputy Deans - College Officer

2	Courseware prepared for each course.	Courseware available at the University website at the beginning of the semester.	- HODs - Course Lecturers
3	Delivery of Lectures	Attendance at lectures in compliance to the timetable.	- Lecturers - Students

2.2.6 EXAMINATIONS

S/NO	ACTIVITY/SERVICE OFFERED	STANDARD/INDICATORS	RESPONSIBLE OFFICER(S)
1	Continuous assessment of all courses.	Publication of results of continuous assessment at least 2 weeks before commencement of exams.	- Course Lecturers
2	Preparation of examination questions.	Examination question papers moderated in the department at least 4 weeks before commencement of examinations.	- HODs - Course Lecturers
3	Moderation of all final year question papers.	External Examiners' report at least 4 weeks before commencement of examinations.	- HODs - Course Lecturers
4	Publicise information on examination schedules.	(a) Provisional Exam timetable pasted on notice boards and University website by the 7th week of the semester. (b) Final Exam time-table pasted on notice boards and University website by the 10th week of the semester.	- Head, Examinations and Records. - Chairman, Time-table Committee - Deputy Deans - Deans - HODs

5	Cases of exam malpractice.	<p>(a) Sub-Dean's report to the Dean latest by 48 hours after examinations.</p> <p>(b) Dean's report on College recommendation(s) to the Registrar at least 2 weeks after constituting the committee.</p> <p>(c) Identified cases sent to Student Disciplinary Committee latest by 1 week after receipt of College report.</p>	<p>- Deputy Dean</p> <p>- Dean</p> <p>- DVC (Academic)</p> <p>- Registrar</p>
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2.2.7 RESULTS

S/NO	ACTIVITY/SERVICE OFFERED	STANDARD/INDICATORS	RESPONSIBLE OFFICER(S)
1	Compilation of results	(a) All Scripts marked 2 weeks after examinations.	- Course Lecturers
2	Consideration of results	<p>(a) Department Examiner's meet to consider results 2 days after end of marking.</p> <p>(b) Final Year scripts are sent to the External Examiner for moderation 24 hours after Departmental meeting.</p> <p>(b) College Board of Examiners meeting in the 3rd week after examinations.</p>	<p>- HODs</p> <p>- HODs</p> <p>- Deans</p> <p>- College Officers</p>
3	Uploading of results to the Student Portal	Latest, 3 weeks after examinations.	<p>- Lecturers</p> <p>- Director, ICTREC</p> <p>- Portal Programmer</p> <p>- Dean</p> <p>- Deputy Dean</p> <p>- College Officer</p>
4	Consideration of results by Senate committee on examination result	Results to be processed to Senate latest, 72 hours after.	<p>- DVC Academic</p> <p>- Dean</p> <p>- Deputy Dean</p> <p>- HODs</p> <p>- College Officer</p>

5	Consideration of results by Senate	Results to be made public latest, 24 hours after.	- Vice-Chancellor - Registrar - Head, Examinations and Records.
4	Issuance of Statement of Results	6 weeks after Senate approval	- Head, Examinations and Records

2.2.8 GRADUATION

S/NO	ACTIVITY/SERVICE OFFERED	STANDARD/INDICATORS	RESPONSIBLE OFFICER(S)
1	Compile and publicise list of graduating students for corrections before publishing the Convocation booklet.	Publish list of graduating students 2 months before convocation.	-DVC Academic - Head, Examinations and Records - Deans -College Officers/PG School Secretary
2	Order of Proceeding (Processing for Printing)	End of session	Head, Examinations and Records
3	Issuance of Certificates	2 weeks to Convocation	Head, Examinations and Records

2.2.9 ACADEMIC TRANSCRIPTS & VERIFICATIONS

S/NO	ACTIVITY/SERVICE OFFERED	STANDARD/INDICATORS	RESPONSIBLE OFFICER(S)
1	Issuance of Transcript	Maximum 2 weeks after receipt of application.	- Head, Examinations and Records - Examinations and Records schedule officer
2	Verification of Certificates and degree authentication	Maximum 2 weeks after receipt of application.	- Head, Examinations and Records - Examinations and Records schedule officer
3	Issuance of “To Whom It May Concern”, etc	48 hours after receipt of application.	- Head, Examinations and Records - Examinations and Records schedule officer

2.2.10 UNIVERSITY SCHOLARS

S/NO	ACTIVITY/SERVICE OFFERED	STANDARD/INDICATORS	RESPONSIBLE OFFICER(S)
1	Prepare for University Scholars – tuition, accommodation, etc.	- Provide necessary information to University Scholars, 3 weeks after publication of Scholars list.	-Vice-Chancellor -Registrar -Deans of All Colleges -Head, Examinations and Records

2.2.11 COMMUNICATING ROUTINE SENATE DECISIONS

S/NO	ACTIVITY/SERVICE OFFERED	STANDARD/INDICATORS	RESPONSIBLE OFFICER(S)
1	External Examiners	2 weeks from Senate Approval	Head, Senate and Admissions
2	University Scholars	Publish list of University Scholars 24 hours after considering Good-standing results.	Head, Examinations and Records

2.2.12 STUDENT DISCIPLINE

S/NO	ACTIVITY/SERVICE OFFERED	STANDARD/INDICATORS	RESPONSIBLE OFFICER(S)
1	Ensuring Student Discipline	(a) Investigation and Interrogation of students within 2 weeks. (b) Formal report of disciplinary problems processed to Student Disciplinary Committee (SDC) in compliance with University Regulations. (c) Recommendations to be processed to the University Council for approval. (d) Approved disciplinary action to be conveyed to affected student within 2 days of SDC or Council meeting, as applicable.	-Registrar -Dean, Student Affairs -Student Disciplinary Committee

2.2.13 STUDENT ASSOCIATIONS

S/NO	ACTIVITY/SERVICE OFFERED	STANDARD/INDICATORS	RESPONSIBLE OFFICER(S)
1	Renewal of Student Associations' registration on the campus	Renewal of Registration 2 weeks to the beginning of a new session.	-Dean, Student Affairs

2.2.14 LIBRARY SERVICES

S/NO	ACTIVITY/SERVICE OFFERED	STANDARD/INDICATORS	RESPONSIBLE OFFICER(S)
1	Registration of Students and Staff.	Issuance of Registration cards 1 week after application.	-University Librarian -Library Officers
2	Loaning of books to staff and students.	Fully manned charging /discharging desks during Library opening hours.	-University Librarian -Circulation Librarian
3	Provision of Reference service to users.	Fully manned reference Librarian desks during Library opening hours.	-University Librarian -Reference Librarian
4	Issuance of letters of introduction to registered users.	To enable users to use other academic Libraries in Nigeria.	-University Librarian -Circulation Librarian
5	Library service for students during examination season.	24 hour service to commence 1 week to examinations.	-University Librarian -All Library Staff

2.2.15 STUDENTS INDUSTRIAL WORK EXPERIENCE SCHEME

(SIWES)

S/NO.	ACTIVITY/SERVICE OFFERED	STANDARD/INDICATORS	RESPONSIBLE OFFICER(S)
1	Compilation of SIWES Master list of eligible students.	Compilation and submission to National Universities Commission (NUC) to be completed by four weeks into the second semester.	- Director SIWES - SIWES Unit Secretariat
2	Issuance of Director's letters of introduction to students for securing placement for industrial attachment.	To be completed by the end of second semester.	- SIWES Unit Coordinators

3	Securing of places of attachment for students.	To be completed by the end of second semester.	- SIWES Unit Coordinators
4	Pre-placement orientation lecture for eligible SIWES students.	To be given two weeks to the commencement of second semester examinations.	- Director SIWES - SIWES Unit Coordinators and Industrial Training Fund (ITF) Officials.
5	Provision of Log books and relevant forms to eligible students	To be concluded by the end of second semester. A student should be attended to within 10 minutes on the service queue.	- SIWES Unit Coordinators
6	Pre-supervision briefing of Departmental SIWES Coordinators	Undertaken after the second semester examination and to be concluded within	- SIWES Director
7	Supervision and assessment of SIWES students at their places of attachment	To commence in the second week of and be concluded by the end of .	- SIWES Unit Coordinators - Departmental SIWES Coordinators
8	Compilation of SIWES Placement List	Compilation and submission to NUC to be completed by the end of	- SIWES Unit Coordinators
9	Writing of supervision report to the Vice-Chancellor	To be submitted to the Vice-Chancellor by the end of	- SIWES Director
10	Uploading of students SIWES data forms to SIWES data.org portal	Should be completed by the end of	- SIWES Unit Coordinators

2.3 ADMINISTRATIVE MATTERS

2.3.1 IN-COMING CIRCULARS/MAILS

S/NO	ACTIVITY/SERVICE OFFERED	STANDARD/INDICATORS	RESPONSIBLE OFFICER(S)
1	Circulate and implement circulars from the Federal Government and its MDAs.	Within 3 days of receipt	-Registrar -Vice-Chancellor
2	Collect mails from the Post Office and distribute same within the University.	Daily	Head, Junior staff Establishment matters

2.3.2 RECRUITMENT AND PROMOTION

S/NO	ACTIVITY/SERVICE OFFERED	STANDARD/INDICATORS	RESPONSIBLE OFFICER(S)
1	Internal & External Advertisement for Staff Recruitment	-Harvest of requests from Departments and Units -Advertisements out within one week at the time prescribed by University regulations -harvest of applications and shortlist of candidates	-Heads of Department & Units -Registrar -Head, Senior Staff Estab. - Head, Junior Staff Estab.
2	Interview of prospective candidates	-Invitation letters delivered to applicants at least two weeks before interview -Interview and appointment of candidates -Issuance of letter of appointment.	-Registrar - Head, Senior Staff Estab. - Head, Junior Staff Estab.
3	Confirmation of appointment	Confirmation of Staff at the end of 2 years probationary period	-Registrar - Head, Senior Staff Estab. - Head, Junior Staff Estab
4	Call circular for Staff promotion	-Issuance of call circulars for promotion in March	Registrar

5	Promotion and Appointment Committees Meetings	-Meeting of Promotion Committees -consideration of recommendations from Departments and Units -processing of recommendations on staff promotion to APCONTS AND APCAS	-Heads of Departments & Units -Deans of Colleges, -Directors of Institutes and -College Officers.
6	Promotion	-Consideration of recommendations from all Faculties, Institutes, Units, Colleges in April. -Issuance of promotion letters within one week of APCONTS & APCAS meeting.	-APCONTS & APCAS -Registrar - Head, Senior Staff Estab. - Head, Junior Staff Estab

2.3.3 CAPACITY BUILDING

S/NO	ACTIVITY/SERVICE OFFERED	STANDARD/INDICATORS	RESPONSIBLE OFFICER(S)
1	Staff Development Award for Academic Staff	-Harvest of applications and consideration -Processing of recommendations to APCAS within 2 weeks -consideration and approval of recommendations	-Committee of Deans and Directors (CODAD) -APCAS -Registrar - Head, Senior Staff Estab.
2	Staff Development Award for Non-Academic Staff	-Harvest of applications and consideration -Processing of recommendations to APCONTS within 2 weeks - consideration and approval of recommendations	-Heads of Departments and Units - APCONTS -Registrar -- Head, Senior Staff Estab. - Head, Junior Staff Estab
3	Funding of Learned Conference	-Processing and approval of applications for International Conferences within 2 weeks of application. -Processing and approval of applications for Local Conferences within 2 weeks	-CENIP Deans

		of application.	
4	Award of Scholarships/Technical Aids by External Bodies	<p>-Notification of call for nomination to all departments and units within 2 days of receipt</p> <p>-Harvesting of nominations from departments and units within deadlines</p> <p>-processing of nominations to the awarding body</p>	<p>-DAP</p> <p>-CENIP</p> <p>-Chief Planning Officer/Principal Planning Officer</p>

2.3.4 SABBATICAL LEAVE / ANNUAL / MATERNITY LEAVES

S/NO	ACTIVITY/SERVICE OFFERED	STANDARD/INDICATORS	RESPONSIBLE OFFICER(S)
1	Harvesting applications for Sabbatical Leave and Leave of Absence from interested staff members.	- Annually.	--- Head, Senior Staff Estab.
2	Processing of applications for Sabbatical Leave / Leave of Absence to A&PC	<p>-Application processed within two (2) days upon receipt of request.</p> <p>-approval conveyed to applicants within one week.</p>	-- Head, Senior Staff Estab.
3	Maternity Leave	Approval or otherwise, conveyed within one week of application.	-- Head, Senior Staff Estab.
4	Schedule Annual Leave for all staff.	<p>-Submission of Annual Leave Roster to DR Estab. -</p> <p>Approval of annual leave to be conveyed two weeks before commencement date.</p>	<p>-- Head, Senior Staff Estab.</p> <p>- Head, Junior Staff Estab</p>

2.3.5 STAFF DISCIPLINE

S/NO	ACTIVITY/SERVICE OFFERED	STANDARD/INDICATORS	RESPONSIBLE OFFICER(S)
1	For Cases where an Investigation Committee has been set up.	Disciplinary Committee will be called within 4 weeks.	- Chairman, SDC
2	Processing of disciplinary matters after Investigation.	(a) Formal report of disciplinary problems processed to Staff Disciplinary Committee (SDC) in compliance with University Regulations. (b) Recommendations to be processed to the University Council for approval. (c) Approved disciplinary action to be conveyed to affected staff within 2 days of Council meeting.	- Registrar - Staff Disciplinary Committee -- Head, Senior Staff Estab. - Head, Junior Staff Estab

2.3.6 OTHER COMMITTEE/BOARD ACTIVITIES

S/NO	ACTIVITY/SERVICE OFFERED	STANDARD/INDICATORS	RESPONSIBLE OFFICER(S)
1	Schedule and hold meetings of the Committees	(a) Minutes of meetings held to be circulated within one week. (b) Action to be taken on decisions taken at meetings.	-Chairman and Secretary of the various Committees

2.4 FINANCIAL MATTERS

2.4.1 PAYMENTS

S/NO	ACTIVITY/SERVICE OFFERED	STANDARD/INDICATOR	RESPONSIBLE OFFICER(S)
1	Payment for services, goods and remittances.	-processing approvals and taking mandate to bank within 72 hours -notification by SMS, email or phone call to beneficiary -raise queries with beneficiaries, if any, within 48hours	-Bursar
2	Payment for services, good and remittances by College/Colleges	-processing approvals and taking mandate to bank within 72 hours -notification by SMS, email or phone call to beneficiary -raise queries with beneficiaries, if any, within 48hours	-College Accountants
3	Imprest	-Annual retirement of imprest by concerned Officers must be done each year	-Bursar -Deputy Director -Affected Officers
4	Summaries of Final Accounts	-preparation of Final Accounts on monthly and annually -summaries to be submitted to the VC	-Bursar -Deputy Director
5	Reconciliation of University Accounts	-preparation of Bank Reconciliation -summaries to be submitted to the VC on demand	-Bursar -Deputy Director

2.4.2 REVENUE/RECEIPTS

S/NO	ACTIVITY/SERVICE OFFERED	STANDARD/INDICATORS	RESPONSIBLE OFFICER(S)
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1	Reconciling online payments (school/application/convocation fees and charges) with records from University bank accounts.	Daily	-Bursar -Head, Revenue Unit
2	Confirmation of other charges paid through bank draft/cheque	After 4 days	-Head; Revenue Unit
3	Issuance of official receipts of the University for all revenue items	Immediately	-Deputy Director
4	Internal check on revenue collection and records.	Daily	-Bursar
5	Production of students' payment list	1 week after registration	-College Accountant
6	Processing of students' financial clearance.	24hours	-College Accountants
7	Preparation of Monthly Revenue Report.	72 working hours into the new month	-Bursar
8	Reconciliation of Revenue Records with Bank statement.	Daily/weekly	- Head; Revenue Unit -Accountants

2.4.3 FINAL ACCOUNTS

S/NO	ACTIVITY/SERVICE OFFERED	STANDARD/INDICATORS	RESPONSIBLE OFFICER(S)
1	Production of University's Financial Statements.	By every year.	-Bursar
2	Reconciliation of all Cash Books with all bank statements.	10 th of every month in respect of previous month's reconciliation.	-Deputy Director
3	Production of the University's Fixed Asset Register.	By every year.	-Bursar
4	Reconciliation of the University's Fixed Asset Register with Physical Assets in the University.	January 1 st – 31 st December every year.	-Bursar

2.4.4 SALARIES, LOANS AND ADVANCES

S/NO	ACTIVITY/SERVICE OFFERED	STANDARD/INDICATORS	RESPONSIBLE OFFICER(S)
1	Preparation of salary	To be ready latest by the 18 th day of every month	-Bursar
2	Preparation of honorarium to part time/Associate Lecturers	72 Hours after approval of the voucher	-Bursar
3	Payment of salaries and remittance of deduction from salaries	On or before 21 st day of every month	-Bursar
4	Preparation of Annual Returns on Salaries to NUC	every year	-Bursar
5	Preparation and payment Pension	On or before 28 th day of every month	-Bursar
6	Processing and release of approved loans to beneficiaries	48 Hours after receipt of approval	-Bursar
7	Posting of loan repayment to Ledger cards	End of every month	-Deputy Director -Other Accountants
8	Preparation of Loans schedules	of every year	-Deputy Director -Other Accountants

9	Reconciliation of Advances Ledger	End of every month	-Deputy Director -Other Accountants
10	Preparation of Advances schedule	July of every year	-Deputy Director -Other Accountants

2.4.5 BUDGET AND EXPENDITURE

S/NO	ACTIVITY/SERVICE OFFERED	STANDARD/INDICATOR	RESPONSIBLE OFFICER(S)
1	Preparation and processing of budget for approval	Immediately on receipt of approved memo	-Bursar -Deputy Director
2	Preparation of Quarterly Budget performance	End of every Quarter	-Bursar -Deputy Director
3	Preparation of Reports on Capital (Projects) Accounts	End of every month	-Bursar -Deputy Director
4	Preparation of monthly returns (Summary of Payment)	End of every month	-Bursar -Deputy Director
5	Commitment of all expenditure into Vote Books	Daily activity	-Bursar -Head of Expenditure
6	Annual Stock taking	End of Financial year	-Bursar -Head of Expenditure

2.4.6 INTERNAL AUDIT

S/NO	ACTIVITY/SERVICE OFFERED	STANDARD/INDICATOR	RESPONSIBLE OFFICER(S)
1	Prepayment Audit of Payment Vouchers.	Within 1 hour after receipt.	-Head of Department
2	Verification of existence of purchased items.	Within 24 hours after receipt.	-Head of Department
3	Annual audit of accounts of revenue earning units.	At the end of the financial year.	-Head of Department
4	Pre and Post Audit of LPO.	Immediately on receipt.	-Head of Department
5	Quarterly report on University financial activities.	Two weeks after the end of each quarter.	-Head of Department
6	Post payment Audit of payroll.	Latest by 28 th day of the month.	-Head of Department

7	Monitoring and audit of College Based charges (Ways and Means).	Within 21 days of the end of the session.	-Head of Department
8	Audit of retired advances.	Immediately on submission.	-Head of Department
9	Audit of delivery of Petrol.	Immediately after delivery.	-Head of Department
10	End of Financial year stock taking.	To be ready within one week of each year.	-Head of Department

2.4.7 *PROCUREMENTS AND ACQUISITIONS*

S/NO	ACTIVITY/SERVICE OFFERED	STANDARD/INDICATORS	RESPONSIBLE OFFICER(S)
1	Processing of requests for procurement for approval	-approval within 48 hours of request	-Vice Chancellor -Chairman of Procurement Planning Committee -Procurement Officer
2	Purchase of goods and services for Faculties, Departments, and Units.	Procurement within 1 day of receipt of approval.	-Procurement Officer
3	Sourcing of goods and services within and outside the Country.	Vendors to be contacted within one day of approval of request	-Procurement Officer

2.4.8 SAFE KEEPING OF ASSETS

S/NO.	ACTIVITY/SERVICE OFFERED	STANDARD/INDICATORS	RESPONSIBLE OFFICER(S)
1	Manual and Electronic Registration into the Centralised Fixed Asset Register.	- To be entered within 3 days on receipt of relevant documents & generation of Fixed Asset Identification number for asset.	-Head, Stores (
2	Registration into the Office (i.e. College/Dept./Unit/Centre, etc) Book of Fixed Asset Register.	-To be entered within 24 hours on receipt of relevant asset. - To be produced on demand by Bursar.	- Officer-in-Charge (i.e. Dean, College Officer, HOD, Director, etc) - Bursar
3	Inscription of Fixed Asset Identification number on asset.	-To be inscribed on asset within I week of generating the Identification number.	- Head, Stores - Officer-in-Charge (i.e. Dean, College Officer, HOD, Director, etc)
4	Verification, documentation and certification of ordered equipment for use in Laboratories, Lecture rooms, offices, Colleges and departments	4 hours depending on the volume of the equipment.	-Head, Stores
5	Verification, documentation of materials e.g. Electrical and Civil items for Rehabilitation and Maintenance jobs	One (1) day	-Head, Stores
6	Generation of codes and inscription of same on University's Fixed Assets.	Within two days	-Head, Stores

7	Conducting periodic and spot checks on physical materials and equipment in all the sections of the Central Stores	-Records must tally with actual materials and equipment -Routine spot checks and Biannually	-Head, Stores
8	Stock-taking exercise for annual balance sheet.	- Annual list of stocked items -Opening and closing stock	-Head, Stores
9	Reports of deliveries by suppliers and donated items by outside donors and Institutions.	Quarterly and annually.	-Head, Stores
10	Issuance of stocked items for use Compilation and documentation of obsolete and unserviceable assets.	-within two hours of the approval of requisition. -information to be released to University Board of Survey at the end of June and December each year.	-Head, Stores
11	Taking delivery, certification and processing of relevant suppliers documents for payment authorization.	-within three hours of presentation of appropriate documents.	-Head, Stores
12	Processing of procurement and stores documents for University staff for necessary retirement of advances.	One (1) day	-Head, Stores
13	Sourcing, taking delivery and documentation of Diesel oil for alternative generation of Electricity.	Within 24hours of approval and release of fund.	-Head, Stores
14	Receipt, issuance and documentation of Pharmaceutical consumables	Within 2hours of approval of requisition	-Head, Stores
15	Receipt, processing and issuance of water treatment chemicals.	Within 2hours of approval of requisition	-Head, Stores
15	Safety and custody of materials and equipment for projects under construction.	Within 2hours of approval of requisition	-Head, Stores

2.5 INFORMATION & COMMUNICATION TECHNOLOGY (ICT) MATTERS

2.5.1 WEBSITE ACTIVITIES

S/NO	ACTIVITY/SERVICE OFFERED	STANDARD/INDICATORS	RESPONSIBLE OFFICER(S)
1	Efficient hosting of FUNAAB website (www.funaab.edu.ng)	(a) Website accessible 24/7. (b) Monthly report of details of Website downtime to the Vice Chancellor.	-Director ICTREC -ICTREC Computer Engineers
2	Update of On-line Portals for applications and registration activities – Remedial / Undergraduate / Postgraduate / Post JAMB Screening, etc.	Portals for applications and registration go live 5 minutes before commencement time.	-Portal Programmer -Director, ICTREC
3	FUNAAB E-mail service	-E-mail software user-friendly and easy to use. -E-mail service available 24/7	Senior Computer Engineer
4	Academic Staff Publications	To be uploaded, latest, 3 days after submission to College I.T. Officers.	- College I.T. Officers - Website Programmer - Director ICTREC
5	Accurate and Current information on Faculties, Departments, Units, Centres, etc.	(a) Information for update to be submitted to relevant I.T. Officers, latest, 3 hours after event. (b) Information provided to be uploaded, latest, 1 hour after receipt.	- Officers in charge of Faculties, Departments, Units, Centres, etc. - Relevant I.T. Officers
6	Courseware	(a) To be developed/updated and submitted to the Courseware Editorial Team, latest, 3 weeks, before commencement of teaching a course. (b) Edited and converted to PDF, and submitted for upload latest, 1 week after receipt. (c) Courseware provided to be uploaded, latest, 1 hour after receipt.	- Course lecturers - HODs - Deans - Courseware Editorial Team - Director, Information Unit - Web Programmer

7	News	(a) News from the Faculties/ Departments/ Units/ Centres, etc, to be submitted to relevant I.T. Officers, latest, 3 hours after event. (b) University news to be provided, latest, 3 hours after event. (c) Information provided to be uploaded, latest, 1 hour after receipt.	<ul style="list-style-type: none"> - Officers in charge of Faculties, Departments, Units, Centres, etc. - Director, Information Unit - Director, Information Unit - Web Programmer
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2.5.2

MAINTENANCE OF ICT EQUIPMENT/INFRASTRUCTURE

S/NO	ACTIVITY/SERVICE OFFERED	STANDARD/INDICATORS	RESPONSIBLE OFFICER(S)
1	Prompt response of Computer Emergency Response Team (C.E.R.T.) to complaints on Computer Systems.	<p>(a) Computer system problems addressed within 3 days.</p> <p>(b) Keep log of all complaint/resolutions according to the ICT Policy.</p> <p>(c) Convey a monthly summary of log to DVC (Management Services).</p>	<p>-ICTREC Chief Computer Engineer</p> <p>-ICTREC Senior Computer Engineer</p> <p>-Director, ICTREC</p>
2	Well managed Internet / Bandwidth deployment.	<p>(a) 24/7 Internet provision to all receiver points (permanent site, mini-campus, home service).</p> <p>(b) Keep log of ISP initiated Internet downtime to the Vice-Chancellor.</p> <p>(c) Convey monthly report of details of ISP initiated Internet downtime to the Vice-Chancellor.</p>	-Director, ICTREC

3	Internet / Network Helpdesk Support.	Forward client complaints to the NOC Network Technicians or Administrators within 1 hour of getting a report between 8am and 4pm; and by 8am of the following day after these hours.	-Director, ICTREC
4	Provision of Wireless and LAN hotspot Internet Access on Campus.	(a) Provide 24/7 Internet and Network support for users within their network coverage (This is the 1 st Line Support). (b) Report any problems that cannot be solved to the NOC Help Desk immediately. (c) Keep log of Service downtime at the various coverage regions. (d) Convey monthly report of details of downtime to the Heads of College /Department /Unit /Centre, etc.	-Director, ICTREC
5	Compilation of Internet access usage by the various user centres.	Convey monthly report of details of downtime to the DVC (Development).	-Director, ICTREC
6	Support and maintenance of VSAT / Wireless outdoor and indoor Radio equipment on permanent site, mini campus, home services.	(a) 24/7 uptime of all network infrastructure. (b) Report faults that cannot be resolved within 24 hours to the VSAT Manager (3 rd Line Support). (c) Provide weekly monitoring reports of service availability at different user points.	- Network Administrators
7	Compilation of summary of Internet access outage at the various user centres.	Convey monthly report of details of downtime to the DVC (Development).	-Director, ICTREC

2.5.3***ICT CAPACITY BUILDING ACTIVITIES***

S/NO	ACTIVITY/SERVICE OFFERED	STANDARD/INDICATORS	RESPONSIBLE OFFICER(S)
1	Conduct Computer Appreciation Certificate (CAC) Test for all undergraduates.	Computer Appreciation Certificates to be issued within 1 week after passing the test.	-ICTREC
2	Capacity building for IT Officers in College (on the job training).	At least one training session per quarter.	-Director ICTREC
3	Provision of Community Service through Computer Training.	Enrol at least 1000 candidates from outside the University.	-Director ICTREC

2.5.4***COMPUTER BASED TEST (CBT) ACTIVITIES***

S/NO	ACTIVITY/SERVICE OFFERED	STANDARD/INDICATORS	RESPONSIBLE OFFICER(S)
1	CBT Degree Examinations	Results to be sent to the Portal within 48 hours	-CBT Committee Chairman -CBT I.T. Officer
2	CBT Remedial Examinations	Results to be sent to Director of Preliminary Studies within 48 hours after test has been taken.	-CBT Committee Chairman -CBT I.T. Officer
3	CBT Post-JAMB Screening	(a) Results to be sent to Chairman, Admission Committee within 48 hours after last test has been taken. (b) Results to be sent to candidates not more than 72 hours after taking the test.	-CBT Committee Chairman -CBT I.T. Officer

2.6 UNIVERSITY HEALTH SERVICES

S/NO	ACTIVITY/SERVICE OFFERED	STANDARD/INDICATORS	RESPONSIBLE OFFICER(S)
1	Medical consultation and treatment.	Will be done within 30 minutes.	-Medical Officer -Nurses -Health Records Officers
2	Endorsement of Prescriptions.	Within 15 minutes.	-Pharmacist/Pharmacy Technicians
3	Collection of NHIS fees.	Revenue Collector available 24/7 to collect fees within 15 minutes.	-Bursar -Director, Health Services -Revenue Collector
4	Appraisal of student requests for suspension of studies, make-up exams, etc, on account of health grounds.	Within 3 days	Director, Health Services
5	Medical examination of students/staff for Registration.	Within 3 days	-Medical Officers -Laboratory Technicians
6	Issuance of letters of referrals and University commitment.	Within 1 day of receipt of supporting document	-Head, Medical Section -Medical Officers
7	Well maintained and fuelled Ambulance.	Ambulance ready to be deployed at the point of need 24/7.	-Vice-Chancellor -Director, Health Services -Director, Works -Ambulance Driver
8	Monthly Report to Health Management Board.	3 days after the end of the month.	-Director, Health Services

2.7 SECURITY MATTERS

S/NO	ACTIVITY/SERVICE OFFERED	STANDARD/INDICATORS	RESPONSIBLE OFFICER(S)
1	Provision of well managed security surveillance of the campus.	-24/7 electronic surveillance. -24/7 patrol of Offices; Departments; Units and staff quarters/residence by Security staff. -24/7 active voice communication devices.	- Chief Security Officer
2	Safe guarding life and property in the University community – staff, students and business operators on the Campus.	- No incidence of theft. - No incidence of threat to life. - No incidence of security breach with respect to University Principal Officers.	- Chief Security Officer
3	Investigation activities.	Timely detection and prevention of crimes and identification of crime perpetrators.	- Chief Security Officer
4	Provision of Intelligence reports to the Campus Security Committee and the Vice Chancellor.	-No avoidable security matter catches the University authorities unawares.	- Chief Security Officer
5	Checking of vehicle movements through the Gates – Proper exit for official vehicles.	-No undeclared or uncleared University property leaves through the University gates.	- Chief Security Officer - Security men at the University Gates
6	Movement of University Vehicles	Drivers of University official vehicles to produce their movement log books on demand to Security at the gates, Director of Works.	- Chief Security Officer - Security at the University Gates -Director of Works and Services -Drivers of official vehicles.

2.8 LEGAL MATTERS

S/NO	ACTIVITY/SERVICE OFFERED	STANDARD/INDICATORS	RESPONSIBLE OFFICER(S)
1	Well prepared Contract, Partnership, Collaboration MOU's or agreements.	(a) Duly signed and filed MOU's or agreements by all parties. (b) No activity commences without duly signed agreement.	-Director, Legal Services -Registrar -Vice-Chancellor
3	Processing of other Benefits e.g. Pension.	(a) Explain RBA guidelines to applicant. (b) Process as per the RBA guidelines within 3 days of receiving all necessary documents from applicant.	-Legal Officer
4	Advising the University Authorities appropriately on legal matters.	The University wins lawsuits brought against it.	-Director, Legal Services
5	Representing the University at litigations.	Well prepared cases for defence and prosecution.	-Director, Legal Services
6	Prepare Briefs/Letters on Legal Matters.	Ready within two (2) days.	-Head of Legal Section
7	Documents for meetings/briefs and letters on Corruption prevention.	Acted upon within three (3) days.	-Head of Legal Section
8	Correspondence on Corruption	Response within one (1) day.	-Head of Legal Section
9	Negotiation on CBA (???)	Finalised within two (2) months.	-Director, Legal Services

2.8 ENVIRONMENTAL MATTERS

S/NO	ACTIVITY/SERVICE OFFERED	STANDARD/INDICATORS	RESPONSIBLE OFFICER(S)
1	Landscaping of newly opened up areas for greening and aesthetics.	-Well landscaped surroundings of newly opened up areas within one (1) month of coming into use.	-Director, Environmental -HODs in charge of newly opened up areas
2	Cleaning of campus grounds.	Daily raking and collection of litters and leave drops on campus grounds.	-Director, Environmental -Gardeners
3	Collection of trash from trash dumps around the campus.	Daily	-Chairman, Environmental Committee -Director, Health Services -Sanitation Staff
4	Supervision of Landscaping Contractors handling campus beautification and greening.	-Well cut green lawns	-Chairman, Environmental Committee -Director, Environmental
5	Cleaning of the University Auditorium, Lecture Theatres and Lecture Rooms in all the Faculties.	Daily.	-Messengers /Cleaners /Porters
6	Cleaning of College offices, corridors and toilets.	Daily	-College Officers - Messengers/Cleaners
7	Cleaning of Departments, Centres, Unit or College offices, corridors and toilets.	Daily	-Office Secretary - Messengers/Cleaners
8	Civic decorations during ceremonies and University functions such as convocation ceremonies, inaugural lectures and workshops.	Decorations in place 2 hours before commencement of event.	Director, Environmental

2.9 MAINTENANCE OF UNIVERSITY INFRASTRUCTURE /ASSETS

2.9.1 UNIVERSITY BUILDINGS

S/NO	ACTIVITY/SERVICE OFFERED	STANDARD/INDICATORS	RESPONSIBLE OFFICER(S)
1	Collection of rents from all revenue yielding land and landed properties belonging to the University.	Ensure prompt payment of rent.	-Physical Planning Unit
2	Deduction of rents from occupiers of University quarters through Bursary Unit.	Bursary duly notified immediately allocation is made.	-Physical Planning Unit
3	Allocation of unoccupied parts of the University residential quarters to needy staff and allocation of vacant lock up shops to prospective tenants.	Response to applications within 4 weeks.	Physical Planning Unit
5	Regular review of potential of the University owned revenue yielding landed properties from time to time with a view to fixing rent for renewal of tenancies and offers in respect of new lettings.	Process to the Board for consideration in August of every year.	Physical Planning Unit
8	Taking detailed inventory of schedule of condition before actual occupation of premises by incoming tenants so as to ensure that tenants leave the property in the same condition they met it at the commencement of the tenancy	Schedule of condition to be agreed to by signature of the allottee.	Physical Planning Unit
6	Regular inspection of various tenant accommodation unit to ensure good usage and check such tenants' unauthorized acts such as unauthorised conversion and change of use as well ensuring that tenants carry out necessary internal repairs which if allowed to accumulate, might have considerable effect on the	(a) Bi-annual routine inspection. Report of bi-annual inspection submitted to the DVC (Development) within 3 weeks.	Physical Planning Unit

	property.		
7	Revocation of tenancies	Occupiers to be given 6 months notice in the case of staff residences; and 1 month notice in the case of lock up shops.	Physical Planning Unit
9	Compiling schedule of dilapidation with	Schedule of dilapidation	Physical Planning Unit
	a view to determining repair needs on University property.	to be prepared in November of every year.	- Physical Planning Unit
11	Management of University auditorium by ensuring proper and efficient maintenance of the auditorium and its facilities.	Auditorium and its facilities – chairs, air conditioners, projectors, microphones, etc, ready for use 24/7.	Physical Planning Unit
14	Periodical, extensive cleaning of especially the ceilings, of lecture theatres, halls and gymnasium.	Minimal cobwebs in these facilities.	Physical Planning Unit
15	Well maintained office building structures, furnishings, office equipment, etc.	(a) Take preventive action as soon as it is required. (a) Maintain as soon as fault develops.	-All Officers in charge of sections. -All occupiers of Offices.
16	Freshly painted buildings.	Paint buildings every 2 years.	-Director of Works and Services -Vice-Chancellor

2.9.2

UNIVERSITY MUNICIPAL INFRASTRUCTURE

S/NO	ACTIVITY/SERVICE OFFERED	STANDARD/INDICATORS	RESPONSIBLE OFFICER(S)
1	Provision of adequate electricity to drive University operations and provide a conducive environment to work in and deliver required services.	(a) Maintenance of public electricity supply infrastructure within 24 hours of reported fault. (b) Maintenance of University power generation generators within 48 hours of reported fault.	-Director of Works and Services
2	Provision of adequate lighting for streets, offices, security lights, walk ways, staircases, corridors, etc.	Well lit interiors and exteriors of the Campus.	-Director of Works and Services -Deans of Colleges Physical Planning Unit
3	Provision of adequate water supply to drive University operations and provide a conducive environment to work in and deliver required services.	(a) Restoration of water within 48 hours of reported fault. (b) Supply of water to areas in need within 24 hours.	-Director of Works and Services
5	Well maintained road network – (a) Repair faults as they appear. (b) Inspect the roads on a monthly basis to identify failure points.	Maintenance of road faults within 1 week of observed fault.	-Director of Works and Services

2.9.3***MAINTENANCE OF UNIVERSITY VEHICLES***

S/NO	ACTIVITY/SERVICE OFFERED	STANDARD/INDICATORS	RESPONSIBLE OFFICER(S)
1	Servicing of vehicles.	Vehicles in serviceable condition at all times and ready for use.	-Director of Works and Services-Officer to whom vehicle is allocated -Driver of the vehicle
2	Boarding of vehicles.	To be done after (10) years.	-Director of Works and Services

2.9.4***MAINTENANCE OF OFFICE & LABORATORY EQUIPMENT***

S/NO	ACTIVITY/SERVICE OFFERED	STANDARD/INDICATORS	RESPONSIBLE OFFICER(S)
1	Keep inventory of all major laboratory equipment in the University and others.	Up to date inventories are available in all laboratories.	-Officers in Charge of the Centre, Laboratory, CyberCafe or Workshop.
2	Ensure laboratory and Office equipment including air conditioners and ceiling fans are in good working condition.	(a) Seek maintenance or repair as soon as fault is noticed. (b) Send obsolete or unrepairable equipment to Stores for boarding or disposal.	-HODs -Officers in Charge of the Centre, Laboratory, CyberCafe or Workshop.
3	Train Technologists on the concept of maintenance culture and run short term training workshops.	At least once in 2 years.	-Coordinator, Equipment Maintenance Centre

SECTION THREE

3.1 FEEDBACK MECHANISMS

3.1.1 ACADEMIC STAFF

Feedback on teaching services by academic staff will be conducted each semester by the Academic Planning Unit by way of a satisfaction survey administered to students before semester examinations.

Complaints by academic staff is to be channeled first to the Head of Department, thereafter, the Dean of College, and thereafter, to the DVC (Academic).

Specific complaints on academic staff are to be channeled first to their Head of Department, thereafter, the Dean of College, and thereafter, to the DVC (Academic).

3.1.2 NON-TEACHING STAFF

Feedback on support services by Non-Teaching Staff is to be conducted annually by via the instrument of Annual Performance Evaluation Report (APER) form.

Complaints by Non-Teaching staff is to be channeled first to their Supervising Officers, thereafter, the Director/Dean, and thereafter, Registrar.

Specific complaints on Non-Teaching staff are to be channeled first to the Supervising Officers of the concerned staff, thereafter, the Director/Dean, and thereafter, to the Registrar.

3.1.3 STUDENTS

A comprehensive satisfaction survey with respect of University services received is to be conducted annually by way of administering an appropriate questionnaire on a representative sample of students.

Complaints by students is to be channeled first to their Head of Departments, thereafter, the Dean of Colleges, and thereafter, to the DVC (Academic).

For complaints such as requests for regarding of scripts, students should follow Senate approved guidelines.

Specific complaints on students are to be channeled first to their Head of Departments, thereafter, the Dean of Colleges, and thereafter, to the DVC (Academic).

3.1.3 PARENTS/GUARDIANS/SPONSORS/COMMUNITY

Parents, Guardians, Sponsors and the Community-at-large are to channel their feedback, especially complaints, by e-mail to officers closest in supervision to the concerned staff or student.