



MACHAKOS UNIVERSITY

SERVICE CHARTER
DIVISION OF
ADMINISTRATION, PLANNING & FINANCE

JUNE, 2018



1. BACKGROUND

The Division of Administration, Planning and Finance was established in May 2014 upon the appointment of the first Deputy Principal. Currently headed by a Deputy Vice Chancellor

The Departments in the Division are: Human Resource, Finance, Procurement, Planning (Transport, Repair, Maintenance and Cleaning), Hotel & Conference Centre, PC & QMS and Clerk of Works in charge of University projects.

2. LOCATION

The office of the Deputy Vice Chancellor (APF) is located on the right hand side 50 meters from the University main gate.

3. MANDATE

The core mandate of the Division is to oversee Administration, Planning and Financial matters of the University.

4. VISION

A model Division in Administration, Planning and Finance.

5. MISSION

To Provide Administration, Planning and Finance services in an efficient, effective and professional manner.

6. CORE VALUES

- 1) Integrity
- 2) Accountability
- 3) Professionalism

- 4) Inclusivity
- 5) Creativity
- 6) Teamwork
- 7) Equity

7. PURPOSE OF THE CHARTER

This Service Charter is a public document of Administration, Planning and Finance total commitment for the realization of our mandate. The objectives of this charter is to:

- 1) Enhance the level of awareness of the role of Division on provision of quality and relevant Administration, Planning and Financial services to our public,
- 2) Provide information on the relevant services offered.
- 3) Outline set standards and give guidance on addressing remedies where services fall short of standards,
- 4) Give insight of the Divisions core value and functions.

8. OUR PARTNERS/ STAKEHOLDERS

Our partners and stakeholders include:

- 1) Students
- 2) MksU staff
- 3) MksU Alumni
- 4) Parents/guardians
- 5) Sponsors
- 6) Regulatory Bodies
- 7) Ministry of Education
- 8) Ministry of Labour
- 9) Other Ministries, Departments and Government Agencies
- 10) County Governments

- 11) Local community
- 12) Suppliers/contractors
- 13) Non-governmental Organizations and Community Based Organizations
- 14) International Organizations
- 15) Industries
- 16) Religious Organizations
- 17) Trade Unions
- 18) Citizens

9. OUR SERVICES

Our main services are to:

- 1) Promote principles of equal employment opportunities through acceptable remuneration procedures;
- 2) Collaborate and network with stake holders, industries and allied institutions;
- 3) Mobilize adequate resources;
- 4) Fund activities in MksU Strategic Plan;
- 5) Attract, develop, motivate and retain qualified and competent staff as per the established structure;
- 6) Participate in Corporate Social Responsibility activities;
- 7) Offer Sports and Recreational facilities;
- 8) Offer Guidance and Counselling services to students;
- 9) Provide Secure working environment
- 10) Provide Accommodation and Conference facilities.
- 11) Ensure University infrastructure and equipment are in good repair.
- 12) Ensure a clean working environment.

10. OUR SERVICE DELIVERY STANDARDS

Our clients and stakeholders should expect high standards of service delivery. We shall endeavour to provide services as follows:

- 1) Attend to visitors' enquiries in a respectful manner within five (5) minutes;
- 2) Respond to written enquiries within fourteen (14) days;
- 3) Handle customers' complaints within two (2) weeks;
- 4) Give notice of 14 days for scheduled meetings to customers, stakeholders and clients;
- 5) Process payment of goods and services within 90 days upon submission of accurate invoices and other supportive documents in line with Public Procurement and Asset Disposal Act 2015;
- 6) Prepare books of accounts for audit by 30th September yearly;
- 7) Complete long term projects within the contract period;
- 8) Submit Statutory Remissions by 9th of each subsequent month,
- 9) Disciplinary cases for staff are handled as per policy.

11. RIGHTS OF CUSTOMERS

Our customers are entitled to:

- 1) Free enquiry for services,
- 2) Confidential handling of information,
- 3) Access to relevant non-confidential information and feedback,
- 4) Courteous and timely response to requests, complaints and enquiries,
- 5) Prompt payment of services and goods delivered as per agreement on submission of all relevant documents,
- 6) Safe, secure and healthy working and learning environment,
- 7) Use of the University facilities and services free from harassment by other users,
- 8) Receipts upon any payments,
- 9) Prompt resolution of cases,
- 10) Humble treatment, courtesy and respect,
- 11) Health care.

12. OBLIGATIONS OF CUSTOMERS

Our customers have a duty to:

- 1) Familiarise and conform to the rules, and regulations of the University,
- 2) Respond to inquiries without delay to enable us to give them timely response,
- 3) Engage in constructive criticism,
- 4) Treat staff with courtesy and respect,
- 5) Pay up for payable services rendered and goods delivered,
- 6) Uphold professionalism and integrity in their interaction with us,
- 7) Give their views on how they perceive our services,
- 8) Ensure that any payment made is receipted,
- 9) Be open and honest,
- 10) Provide works, goods and services according to our specifications,
- 11) Submit complaints as per the approved procedures,
- 12) Avoid confrontation.

13. FEEDBACK

- 1) Complains, compliments and suggestions should be forwarded to respective office holders through the Chairperson Public Complaints Committee and in case of appeals, to the Vice-Chancellor.
- 2) Complains, compliments and suggestions should be channelled through via telephone, letters, e-mail and Suggestion box.
- 3) Confidentiality and privacy shall be respected.
- 4) All feedback shall be addressed within fourteen (14) days.

SERVICE DELIVERY CHARTER MATRIX

The services offered by Machakos University are detailed in the following service delivery matrix. The Heads of the various departments will execute the responsibilities attached to their respective departments.

1. FINANCE

S/No.	Activity/Service Offered	Time Line	Responsible Officer
1.	Collection and accounting for all revenue due to the University	Daily	DVC (APF) and Chief Finance Officer.
2.	Payments for services and goods used by the University	30 Days upon receipt of all relevant documents	
3.	Preparation of Management accounts	Weekly	
4.	Preparation of the annual budget	Annually	
5.	Submission of the annual budget	31 st January yearly	
6.	Implementation of the approved budget	Continuous	
7.	Updating of asset register of the University	Continuous	
8.	Preparing of quarterly financial statements	15 th of every quarter	Chief Finance Officer, Deputy Chief Finance Officer
9.	Preparing and submitting Annual report and financial statements	Annually by 30 th September every year	Chief Finance Officer, Deputy Chief Finance Officer
10.	Release of salaries	By 5 th of subsequent month	

11.	Payment of benefits	1 week after receipt of authority to pay	Chief Finance Officer, Deputy Chief Finance Officer
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2. PERFORMANCE CONTRACTING AND QUALITY MANAGEMENT SYSTEMS (PC & QMS)

S/No.	Activity/Service Offered	Time Line	Responsible Officer
1.	Submission of Performance contract quarterly reports	By 30 th day of subsequent month after the quarter	DVC (APF) and PC & QMS Director
2.	Submission of Performance contract annual reports	Annually	
4.	Coordinating QMS Audits	Thrice for internal Audits and twice for external Audits	
5.	Holding Management Review Meetings (MRMs)	3 times (Once per semester)	
6.	Preparation of University Performance contract for signing	By June 30 th yearly	
11.	Issue of notice seeking/requiring corrective or preventive action	Within 2 weeks after Audit	
12.	Initiation of staff performance Contracting process	By May 30 th	

3. HUMAN RESOURCE

S/No.	Activity/Service Offered	Time Line	Responsible Officer
1.	Short-listing and invitation for interviews	Within ten (10) weeks after closing dates for application	DVC (APF), Registrar (AP) and Head of Human Resource
2.	Appointment of newly recruited staff	The first week after Interviews.	DVC (APF).
3.	Processing of leave Application	Within two (2) days upon receipt of request	Registrar (AP) and Head of Human Resource
4.	Handling of Junior Staff Discipline cases	Within ninety (90) days	DVC (APF) and Registrar (AP)
5.	Handling of Staff welfare matters	Continuous	Registrar (AP) and Head of Human Resource
8.	Handling of staff retirement on attainment of mandatory retirement age	Nine (9) months before retirement date for retirees	Registrar (AP)
9.	Handling of staff exits:- resignations, on health grounds and demise	Within the first month upon receipt of communication	DVC (APF), Registrar (AP) and Head of Human Resource

4. PROCUREMENT

S/No.	Activity/Service Offered	Time Line	Responsible Officer
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1.	Ordering of goods and Services	Within one month upon request	DVC (APF) and Procurement Officer
2.	Receiving goods and processing of goods received note and forwarding of invoices for payment	Seven (7) days after receiving the goods & invoices	
3.	Issuance of goods/ materials	Immediate depending on availability of stock	
4.	Ledger updating	Continuous	
5.	Stock- taking	Done quarterly and annually	
6	Submission of weekly progressive reports	Weekly	
7.	Submission of monthly progressive reports	1 st week of every month	
8.	Preparation of Procurement plan	By 30 th June yearly	
9.	Submission of 30% of the annual Procurement plan to Public Procurement Regulatory Authority	By 30 th August yearly.	DVC (APF) and Procurement Officer
10	Submission of quarterly reports to Public Procurement Regulatory Authority	By the 14 th day of the first month of the subsequent quarter	DVC (APF) and Procurement Officer

5. ESTATES

S/No.	Activity/Service Offered	Time Line	Responsible Officer
1.	Receipt and acknowledgement of works orders	Continuous	DVC (APF), Head of Planning / Head of Estates and Clerk of Works
2.	Preparation of work estimates/BQs	As per the plan/contracts	
3.	Forwarding Estimates for approval	Continuous	
4.	Inspection of Materials received	Immediately upon delivery	

5.	Implementation of works	As per repair and maintenance schedule	
6.	Allocation of working and learning Space	Continuous	DVC (APF) and Head of Planning

6. CENTRAL SERVICES

S/No.	Activity/Service Offered	Time Line	Responsible Officer
1.	Overseeing general cleanliness of University environment	Continuous	Registrar (AP) and Head of Planning

7. MANAGEMENT OF UNIVERSITY VEHICLES

S/No.	Activity/Service Offered	Time Line	Responsible Officer
1.	Acquisition and Replenishing of fuel cards	Continuous	DVC (APF)
2.	Servicing and repair of University vehicles	Continuous	DVC (APF)
3.	Fleet Management	Continuous	DVC (APF)
4.	Procurement of Insurance of Vehicles	Continuous	DVC (APF)
5.	Procurement of new Vehicles	Continuous	DVC (APF)
6.	Disposal of unserviceable vehicles	When necessary	DVC (APF)

REVIEW OF THE CHARTER

The Division shall review this Service Charter every three (3) years or as need arises.

“Committed to Courtesy and Excellence in Service Delivery”

Any service that does not conform to the above standards or any officer who does not live up to commitment, to courtesy and excellence in Service Delivery should be reported to:

The Deputy Vice-Chancellor,

Machakos University

P.O Box 136 - 90100

Machakos

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