
 REPUBLIC OF KENYA		 MACHAKOS UNIVERSITY	
Institution/Organization Name:		Machakos University	
Affiliations; Ministry / Department/ County/Parent Company:		Ministry of Education, State Department of University Education and Research	
Economic Sector Alignment:		Education and Research	
Big 4 Alignment:			
Accounting Officer:		Vice-Chancellor	
Period: FY		2021/2022	
Process Documentation			
Service Name		Admission of New Students – Government Sponsored Students	
Brief Description Document Purpose/Service		To ensure effectiveness and efficiency in admission of students	
Document Control: Change Record/ Version Number		First Edition	
Process Owner: Name and Position		Prof. Joyce J. Agalo Deputy Vice Chancellor (Academic and Student Affairs)	
Process Writer (s); Name and Position		1. Prof. Ezra Ondari Okemwa Registrar (Academic and Student Affairs)	
		2. Dr. Stephen Mailu Deputy Registrar (Academic and Student Affairs)	
		3. Meshach Kimanthi Administrative Assistant	
Process Reviewer (s) Name and Position			
STEPS/FLOW/SEQUENCE			
Step	Event/Activity/Action	Time/ No. Of Days	Actor
	Process Boundaries: This procedure shall apply to the admission of new Government sponsored students to MksU Inputs: Human resource, Stationery, ICT Facilities, Finances, Outputs and end: Student admitted and Student details properly captured in the University information management		

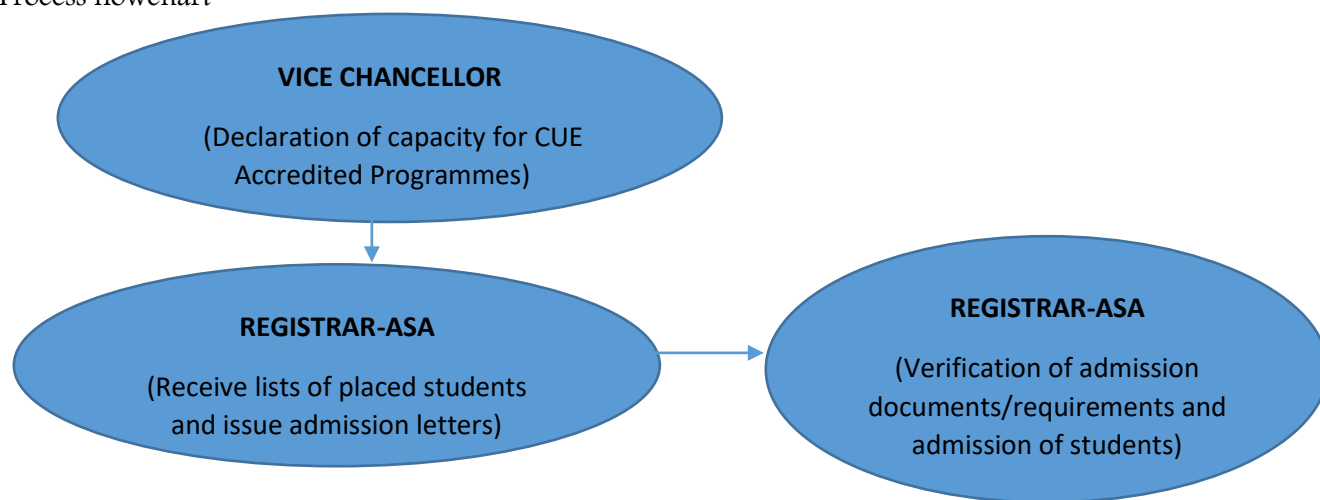
	system		
1.	This procedure shall start with the Senate declaring capacities of all CUE approved programmes for onward transmission to KUCCPS.	As guided by KUCCPS	Vice Chancellor
2.	Upon declaration Reg. (ASA) shall receive lists of selected students from KUCCPS.	As guided by KUCCPS	Registrar (Academic and Student Affairs)
3.	The Reg. (ASA) shall through the DVC (ASA) prepare and issue letters of admission and admission requirements to the prospective students.	2 Weeks after the receipt of the list from KUCCPS	Registrar (Academic and Student Affairs)
4.	This procedure shall end with the Reg. (ASA) admitting the students by verifying compliance with all the admission requirements and activating students accounts in the University's Information management system	On the admission day	Registrar (Academic and Student Affairs)

EXCEPTIONS TO THE NORMAL FLOWS

Title	No.	Description	Time	Actor
The student does not submit the required documentation	1.	The student who does not submit the required documentation shall be required to do so	2 weeks after the reporting date	Registrar (Academic and Student Affairs)

Process Map

Process flowchart





Institution/Organization Name:	Machakos University
Affiliations; Ministry / Department/ County/Parent Company:	Ministry of Education, State Department of University Education and Research
Economic Sector Alignment:	Education and Research
Big 4 Alignment:	
Accounting Officer:	Vice Chancellor
Period: FY	2021/2022

Process Documentation

Service Name	Admission of New Students – Self Sponsored Students
Brief Description Document Purpose/Service	To ensure effectiveness and efficiency in admission of students
Document Control: Change Record/ Version Number	First Edition
Process Owner: Name and Position	Prof. Joyce J. Agalo Deputy Vice Chancellor (Academic and Student Affairs)
Process Writer (s); Name and Position	1. Prof. Ezra Ondari Okemwa Registrar (Academic and Student Affairs) 2. Dr. Stephen Mailu Deputy Registrar (Academic and Student Affairs) 3. Mr. Meshach Kimanthi Administrative Assistant
Process Reviewer (s) Name and Position	

STEPS/FLOW/SEQUENCE

Step	Event/Activity/Action	Time/ No. Of Days	Actor
	<p>Process Boundaries: This procedure shall apply to the admission of new Self-sponsored students to MksU</p> <p>Inputs: Human resource, Stationery, ICT Facilities, Finances</p> <p>Outputs and end: Student admitted and Student details properly captured in the University information management system</p>		

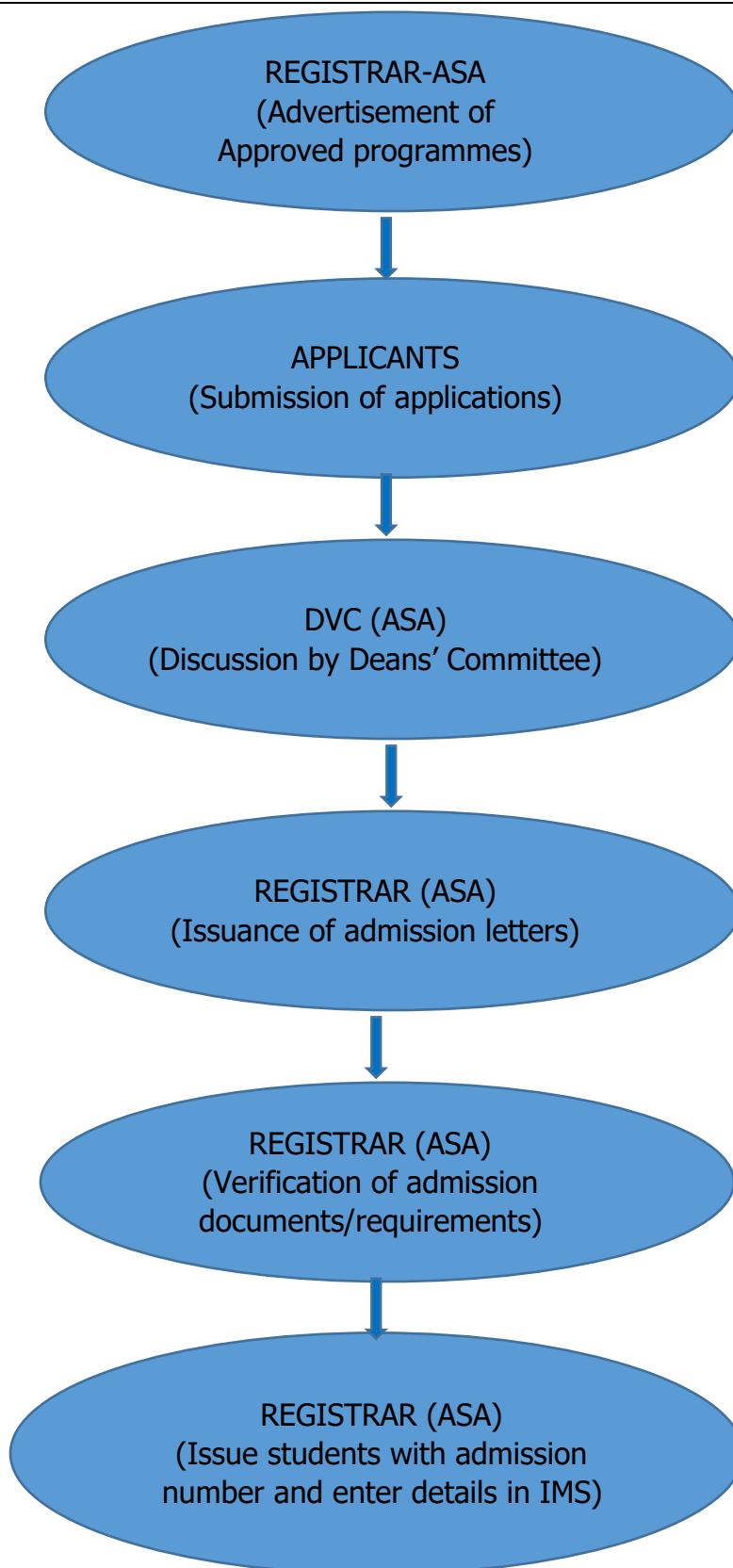
1.	This procedure shall start with the Reg. (ASA) in consultation with the Deans of Schools and with approval from the Vice Chancellor advertising approved programmes	As guided by the University Almanac	Registrar (Academic and Student Affairs)
2.	Interested applicants shall obtain an application form from the MksU website or from the University, fill and submit the duly filled form to the Reg.(ASA) accompanied by a receipt of the application fees.	At least one week to the start of the new semester	Registrar (Academic and Student Affairs)
3.	After expiry of the application deadline, the Reg. (ASA) shall forward the received applications to respective schools for evaluation.	One week after expiry of the application deadline	Registrar (Academic and Student Affairs)/ Deans of Schools
4.	The Reg. (ASA) shall receive recommendations from Schools and forward the same to the Deans' committee for consideration and approval.	2 days after the receipt of recommendations from Schools	DVC (Academic and Student Affairs)
5.	Upon approval the Reg. (ASA) shall issue letters of offer and admission requirements to the successful applicants	2 days after the approval by the Deans' committee	Registrar (Academic and Student Affairs)
6.	Upon receipt of admission letters, successful applicants shall report as specified in the admission letter.	As guided by the Almanac	Applicant
7.	On the reporting day, the Reg. (ASA) shall verify that the reporting student has complied with all the admission requirements.	On Admission day	Registrar (Academic and Student Affairs)
8.	This procedure shall end with the Reg. (ASA) issuing the compliant student with an admission number and entering his/her details in the University's Information management system	On Admission day	Registrar (Academic and Student Affairs)



EXCEPTIONS TO THE NORMAL FLOWS

Title	No.	Description	Time	Actor
The student receives the admission letter but does not report as expected	1.	The student who receives the admission letter but does not report as expected is required to defer the academic year	Within one month from the required reporting date	Applicant
The student does not meet the admission requirements	2	The application for a student who does not meet the admission requirements is declined	2 days after the approval by the Deans'	Registrar (Academic and Student Affairs)

Process Maps/Visuals

Process flowchart



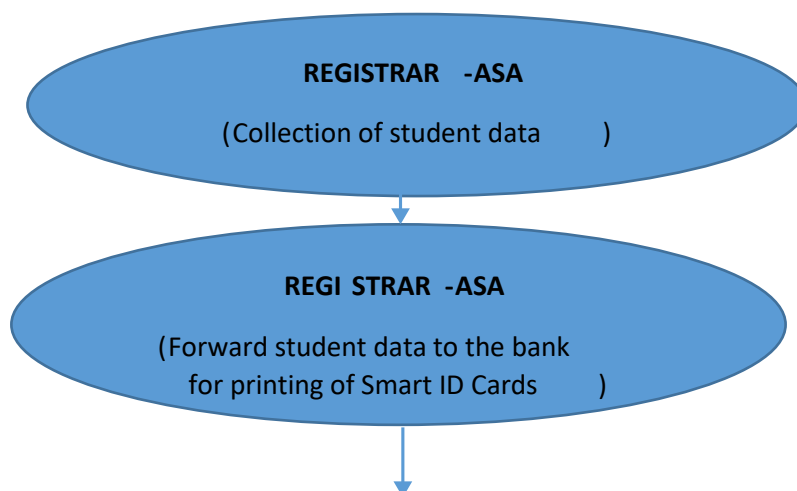
			
Institution/Organization Name:		Machakos University	
Affiliations; Ministry / Department/ County/Parent Company:		Ministry of Education, State Department of University Education and Research	
Economic Sector Alignment:		Education and Research	
Big 4 Alignment:			
Accounting Officer:		Vice Chancellor	
Period: FY		2021/2022	
Process Documentation			
Service Name		Issuance and Replacement of Students Identification Cards	
Brief Description Document Purpose/Service		Process flow on the procedures regarding Issuance and Replacement of Students Identification Cards	
Document Control: Change Record/ Version Number		First edition	
Process Owner: Name and Position		Prof. Joyce J. Agalo Deputy Vice Chancellor (Academic and Student Affairs)	
Process Writer (s); Name and Position		1. Prof. Ezra Ondari Okemwa Registrar (Academic and Student Affairs)	
		2. Dr. Stephen Mailu Deputy Registrar (Academic and Student Affairs)	
		3. Meshach Kimanthi Administrative Assistant	
Process Reviewer (s) Name and Position			
STEPS/FLOW/SEQUENCE			
Step	Event/Activity/Action	Time/ No. Of Days	Actor
	<p>Process Boundaries: This procedure shall apply to issuance of MksU Students with smart ID cards</p> <p>Inputs: Human resource, Stationery, ICT Facilities, Digital cameras</p> <p>Outputs and end: All MksU Students get smart ID cards</p>		

1.	This procedure shall start with the Reg. (ASA) informing students to submit their details for issuance of student's ID card to the Reg. (ASA)'S office by filling in student's details form and presenting themselves for photo session by the first week of starting of a new semester.	First week of starting of a new semester	Registrar (Academic and Student Affairs)
2.	Upon collecting digital photos of the students duly filled form for student's details, the Reg. (ASA) shall forward the information to the bank to print smart ID cards based on the following. a) Payment of five hundred shillings b) ID status (replacement, new issue, renewal).	One week after the receipt of the photos	Registrar (Academic and Student Affairs)
3.	Upon completion of processing of the student's smart ID card by the bank, the Reg. (ASA) shall communicate to the students to collect the processed ID.	One day after receipt of the ID cards	Registrar (Academic and Student Affairs)
4.	This procedure shall end with the Students collecting their the ID cards from the office of the Registrar (ASA) on a specified date and signing the smart ID issuance register	One week after receipt of the ID cards	Registrar (Academic and Student Affairs)

EXCEPTIONS TO THE NORMAL FLOWS

Title	No.	Description	Time	Actor
Student failing to collect his/her student ID card	1.	A student who does not collect his/her card from the office of the Registrar (ASA) shall not be allowed to access the University Premises	One month after the admission of the student	Registrar (Academic and Student Affairs)

Process Maps/Visuals





REGISTRAR -ASA

(Communication to students to collect
the processed Smart ID Cards)



REGISTRAR -ASA

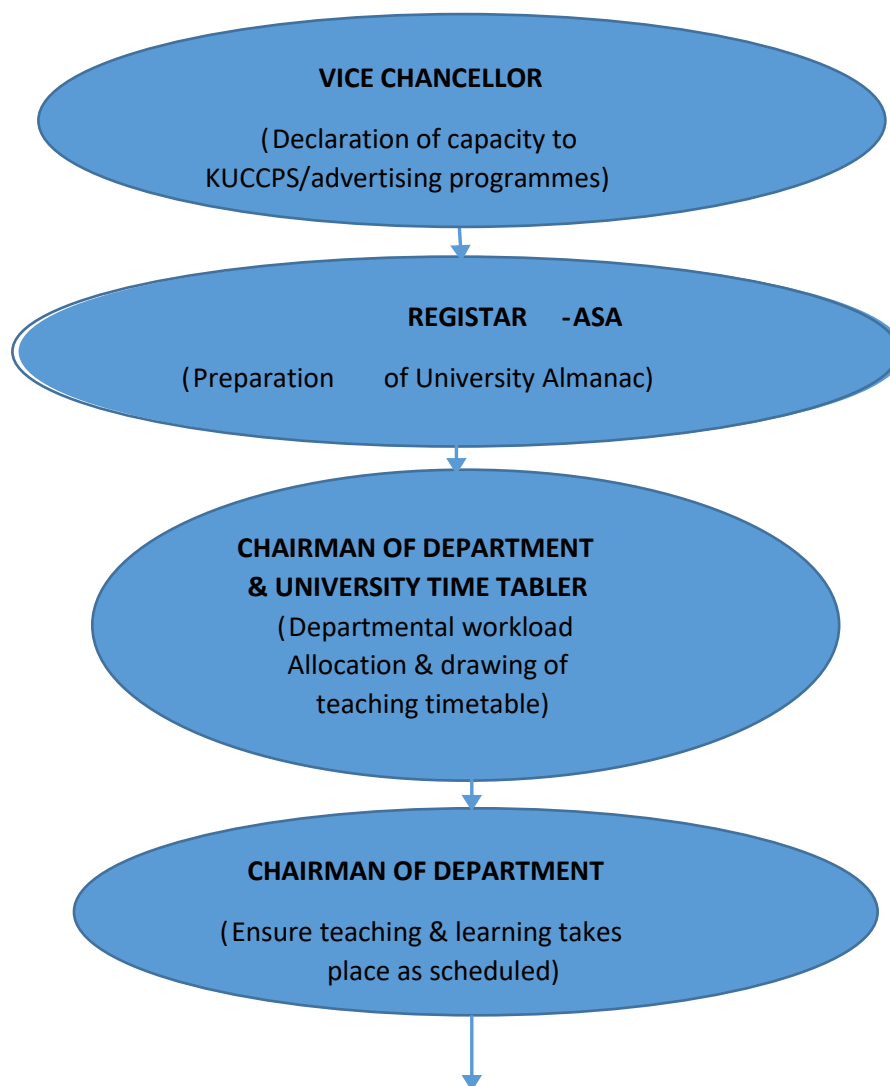
(Issuance of the processed Smart ID
Cards to students)

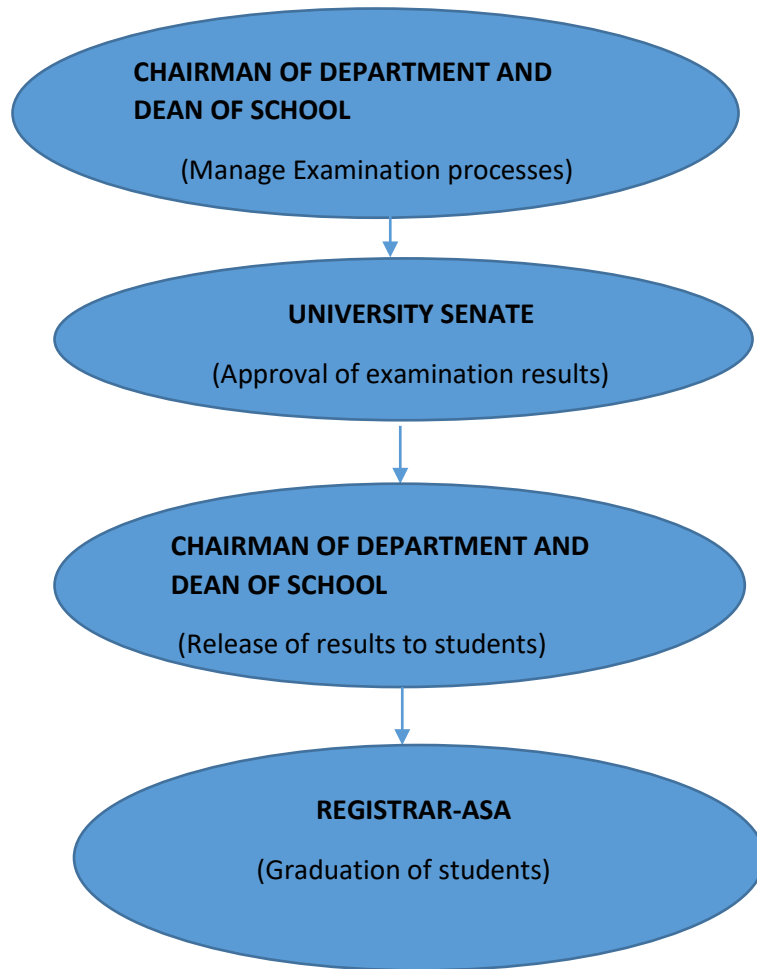
 REPUBLIC OF KENYA		 MACHAKOS UNIVERSITY	
Institution/Organization Name:		Machakos University	
Affiliations; Ministry / Department/ County/Parent Company:		Ministry of Education, State Department of University Education and Research	
Economic Sector Alignment:		Education and Research	
Big 4 Alignment:			
Accounting Officer:		Vice Chancellor	
Period: FY		2021/2022	
Process Documentation			
Service Name	Training in Degree programmes as per CUE guidelines		
Brief Description Document Purpose/Service	Process flow on the procedures regarding Training in Degree programmes		
Document Control: Change Record/ Version Number	First Edition		
Process Owner: Name and Position	Prof. Joyce J. Agalo Deputy Vice-Chancellor (Academic and Student Affairs)		
Process Writer (s); Name and Position	1. Prof. Ezra Ondari Okemwa Registrar (Academic and Student Affairs)		
	2. Dr. Stephen Mailu Deputy Registrar (Academic and Student Affairs)		
	3. Mr. Meshach Kimanthi Administrative Assistant		
Process Reviewer (s) Name and Position			
STEPS/FLOW/SEQUENCE			
Step	Event/Activity/Action	Time/ No. Of Days	Actor
	Process Boundaries: This procedure shall apply to the training of degree programmes in MksU Inputs: Human resource, Stationery, ICT Facilities, Finances, Training facilities Outputs and end: Quality graduands		
1.	This procedure shall start with the University declaring capacity for CUE accredited Programmes and advertising for self-sponsored students to apply	As guided by KUCCPS	Vice-chancellor



2.	An Almanac is prepared by the Registrar (ASA) and approved by the university senate	One month to the start of the Academic year	Registrar (Academic and Student Affairs)
3.	Departments prepare the departmental workload as guided by the University Almanac	One month to the start of the semester	Chairperson of Department
4.	Lecturers prepare lecture notes and upload them in the Learner Management System	Before the start of the semester	Lecturers
5.	Teaching timetable is prepared and distributed to the lecturers and students	Two weeks to the start of the semester	University Teaching Timetabling Coordinator
6.	Teaching and learning takes place as scheduled in the teaching timetable and as guided by the Almanac	14 teaching weeks	Chairperson of Department & Lecturers
7.	Continuous Assessment Tests are administered	As guided by the University Almanac	lecturers
8.	Preparation of the examination draft papers	Two months to the start of the examination period	lecturers
9.	Internal moderation of draft examination papers	Six weeks to the start of the examination period	Chairperson of Department & External examiners
10.	External moderation of draft examination papers	As guided by the University Almanac	External Examiner
11.	Preparation and release of the Examination timetable	One month to the start of the examination period	University Examination Officer
12.	Examination administration	2 weeks	Lecturers
13.	Marking of the examination scripts	6 weeks	Lecturers
14.	Moderation of the examination results at Departmental level	As guided by the University Almanac	Chairperson of Department
15.	Moderation of the examination results at the School level	As guided by the University Almanac	Dean of the school
16.	External moderation of the examination results	As guided by the University Almanac	External Examiners
17.	Approval of examination results by the University Board of Examiners	As guided by the University Almanac	Vice Chancellor
18.	Release of the examination results to students	Within two days after the results have been approved by the University Board of Examiners	Deans of Schools Chairpersons Department
19.	Management of missing marks	Within 7 days after the student has raised the issue	Chairperson of Department
20.	Supplementary/Special examination period for students who failed or missed the regular examinations	Administered as guided by the University Almanac	Chairperson of Department
21.	The procedure shall end with graduation of students	As guided by the University Almanac	Registrar (ASA)

EXCEPTIONS TO THE NORMAL FLOWS				
Title	No.	Description	Time	Actor
Disruption of Academic calendar	1.	Deferments	Within five weeks after the start of the semester	Registrar (ASA)
	2.	Suspension	After student Disciplinary Process	Vice-Chancellor
	3.	Expulsion	After student Disciplinary Process	Vice-Chancellor
	4.	Closure due to pandemics or student unrest	As guided by University Senate	Vice-Chancellor
Process Maps/Visuals				

Process flow chart





 REPUBLIC OF KENYA		 MACHAKOS UNIVERSITY Elimu na Ustawi	
Institution/Organization Name:		Machakos University	
Affiliations; Ministry / Department/ County/Parent Company:		Education and Research– State Department of Vocational and Technical Training	
Economic Sector Alignment:		Education and Research	
Big 4 Alignment:			
Accounting Officer:		Vice Chancellor	
Period: FY		2021/2022	
Process Documentation			
Service Name		Training in Diploma and Craft Certificate Programs/Courses	
Brief Description Document Purpose/Service		To ensure effectiveness, consistency, transparency and Timeliness in admitting and training students.	
Document Control: Change Record/ Version Number		First Edition	
Process Owner: Name and Position		Prof. Joyce J. Agalo Deputy Vice Chancellor (Academic and Student Affairs)	
Process Writer (s); Name and Position		Danson M. Mbindyo –Director – TVET Programs	
Process Reviewer (s) Name and Position			
STEPS/FLOW/SEQUENCE			
Step	Event/ Activity/ Action	Time/ No. Of Days	Actor
	Process Boundaries; This process will cover training in diploma and craft certificate courses. What triggers start; The University interest in offering TVET course in Diploma and Craft certificate. Inputs; Human Resource, Finances, stationaries, ICT equipment's, equipped workshops and Labs Outputs; trained and qualified graduands		
1.	Process will start with advertisement by University for eligible persons to apply for courses of their choice	Open	SAR - Admissions
2.	Short list is done and qualified applicants are notified and issued with admissions letters.	Open	SAR - Admissions
3.	Students are admitted to pursue their passions	Two weeks	SAR Admissions & TVET Directorate
4.	Orientation of new students	One week	University Management, Dean of students & TVET Directorate
5.	Preparation of teaching timetable	One week	Programs coordinators

6.	Delivery of Content and administration of continuous assessment tests (CAT's)	10 Weeks	Trainers
7.	Setting and Moderation of end of term examinations	2 weeks	Trainers
8.	Preparation of the examination time table and administration of end of term examinations	7 working days	Trainers, TVET Directorate Examination Coordinator & Head of University Examination
9.	Marking and moderation of end of term examination marks	2 weeks	Trainers
10.	Preparation of transcript and issuing results	2 weeks	Programs coordinators
11.	Students are registered for end of Module 1 examination – examined by KNEC	One month (depends on time given by KNEC)	TVET Directorate (Examination Coordinator)
12.	After sitting for end of Module 1 examinations students are released to proceed for Industrial attachment	At least three Months	University attachment coordinator & TVET Directorate
13.	The results are released by KNEC and are issued to the respective students	Open	Registrar - ASA
14.	On Successful completion of Module 1 students are readmitted to pursue Module 2 .	Two weeks	SAR Admissions & TVET Directorate
15.	Preparation of teaching timetable	One week	Programs coordinators
16.	Delivery of Content and administration of continuous assessment tests (CAT's)	10 Weeks	Trainers
17.	Setting and Moderation of end of term examinations	2 weeks	Trainers
18.	Preparation of the examination time table and administration of end of term examinations	7 working days	Trainers, TVET Directorate Examination Coordinator & Head of University Examination
19.	Marking and moderation of end of term examination marks	2 weeks	Trainers
20.	Preparation of transcript and issuing results to students	2 weeks	Programs coordinators
21.	Students are registered for end of Module 2 examination – examined by KNEC	One month (depends on time given by KNEC)	TVET Directorate Examination Coordinator
22.	After sitting for by Module 1 examination students are released to proceed for Industrial attachment	Three months	University attachment coordinator & TVET Directorate
23.	The results are released by KNEC and are issued to the respective students	Open	Registrar - ASA
24.	On Successful completion of Module 2 students are readmitted to pursue Module 3.	Two weeks	SAR Admissions & TVET Directorate
25.	Preparation of teaching timetable	One week	Programs coordinators
26.	Delivery of Content and administration of continuous assessment tests (CAT's)	10 Weeks	Trainers
27.	Setting and Moderation of end of term examinations	2 weeks	Trainers
28.	Preparation of the examination time table and administration of end of term examinations	7 working days	Trainers, TVET Directorate Examination

			Coordinator & Head of University Examination
29.	Marking and moderation of end of term examination marks	2 weeks	Trainers
30.	Preparation of transcript and issuing results to students	2 weeks	Programs coordinators
31.	Students are registered for end of Module 3 examination – examined by KNEC	One month (depends on time given by KNEC)	TVET Directorate Examination Coordinator
32.	On Successful completion of Module 3 students are issued with KNEC Certificate, any unsuccessful students at any Module level is advised to re do/sit the particular paper/s and the process is deemed to be completed	Open	Registrar – ASA

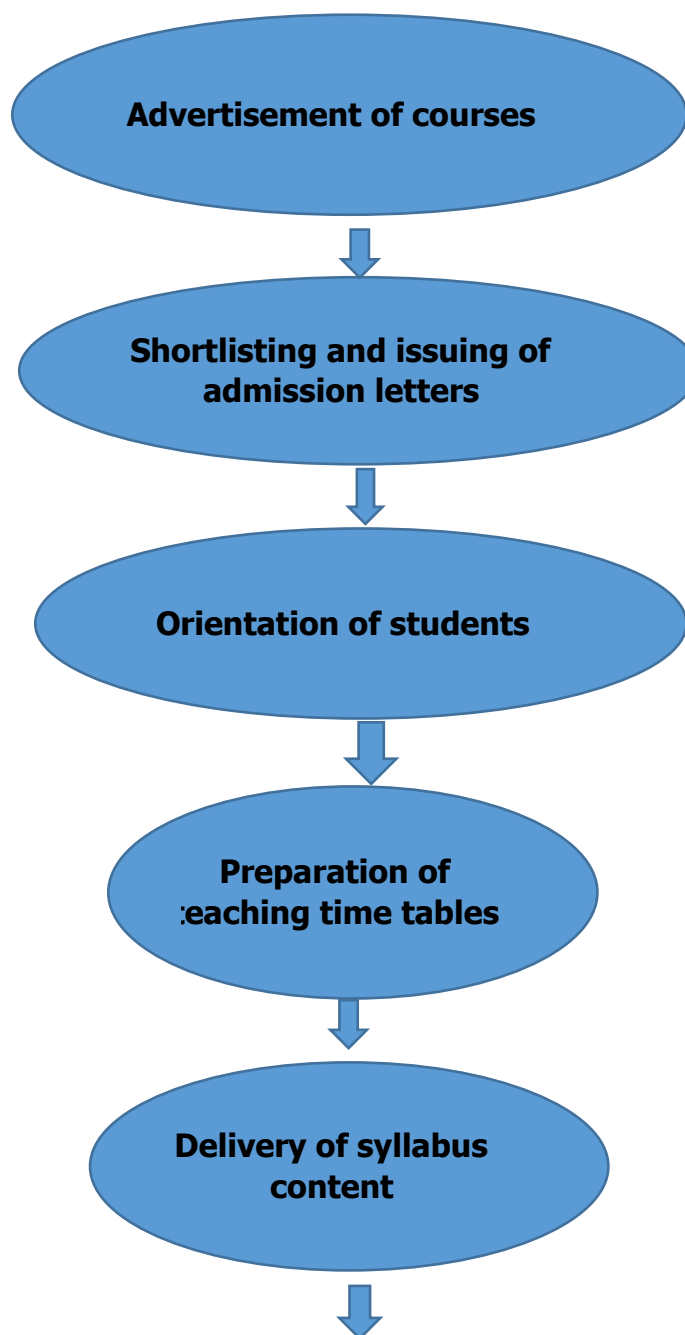


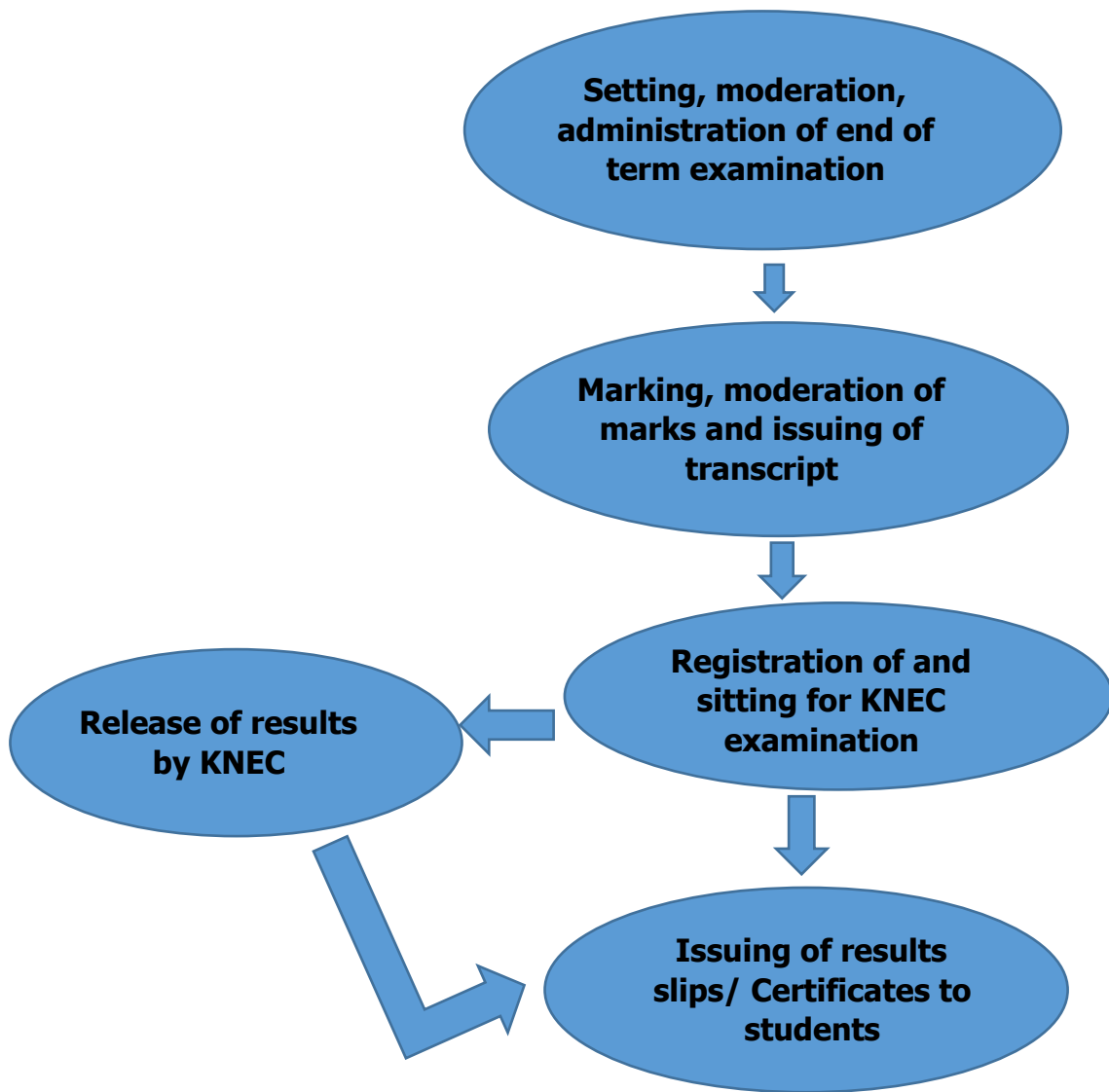
EXCEPTIONS TO THE NORMAL FLOWS



Title	No.	Description	Time	Actor
Students admitted for Diploma course but joins an undergraduate class	1.	The system displays a different course code	1 day after reporting	SAR Admissions & TVET Directorate
Students doesn't report in University ERP system	2.	The User Account Remains inactive	1 day after reporting	SAR Admissions & Concerned students
Students differing their studies	3.	Failure to sit for an examination due to sickness, family issues and lack of fees	Open	SAR Admissions, Concerned students & Parents/Sponsors

Process Maps/Visuals

Process flowchart





			
Institution/Organization Name:		Machakos University	
Affiliations; Ministry / Department/ County/Parent Company:		Ministry of Education, State Department of University Education and Research	
Economic Sector Alignment:		Education and Research	
Big 4 Alignment:			
Accounting Officer:		Vice Chancellor	
Period: FY		2021/2022	
Process Documentation			
Service Name		Appointment of Part Time Lecturers	
Brief Description Document Purpose/Service		Process flow on the procedures regarding Appointment of Part Time Lecturers	
Document Control: Change Record/ Version Number		First Edition	
Process Owner: Name and Position		Prof. Joyce J. Agalo Deputy Vice Chancellor (Academic and Student Affairs)	
Process Writer (s); Name and Position		1. Prof. Ezra Ondari Okemwa Registrar (Academic and Student Affairs)	
		2. Dr. Stephen Mailu Deputy Registrar (Academic and Student Affairs)	
		3. Meshach Kimanthi Administrative Assistant	
Process Reviewer (s) Name and Position			
STEPS/FLOW/SEQUENCE			
Step	Event/Activity/Action	Time/ No. Of Days	Actor

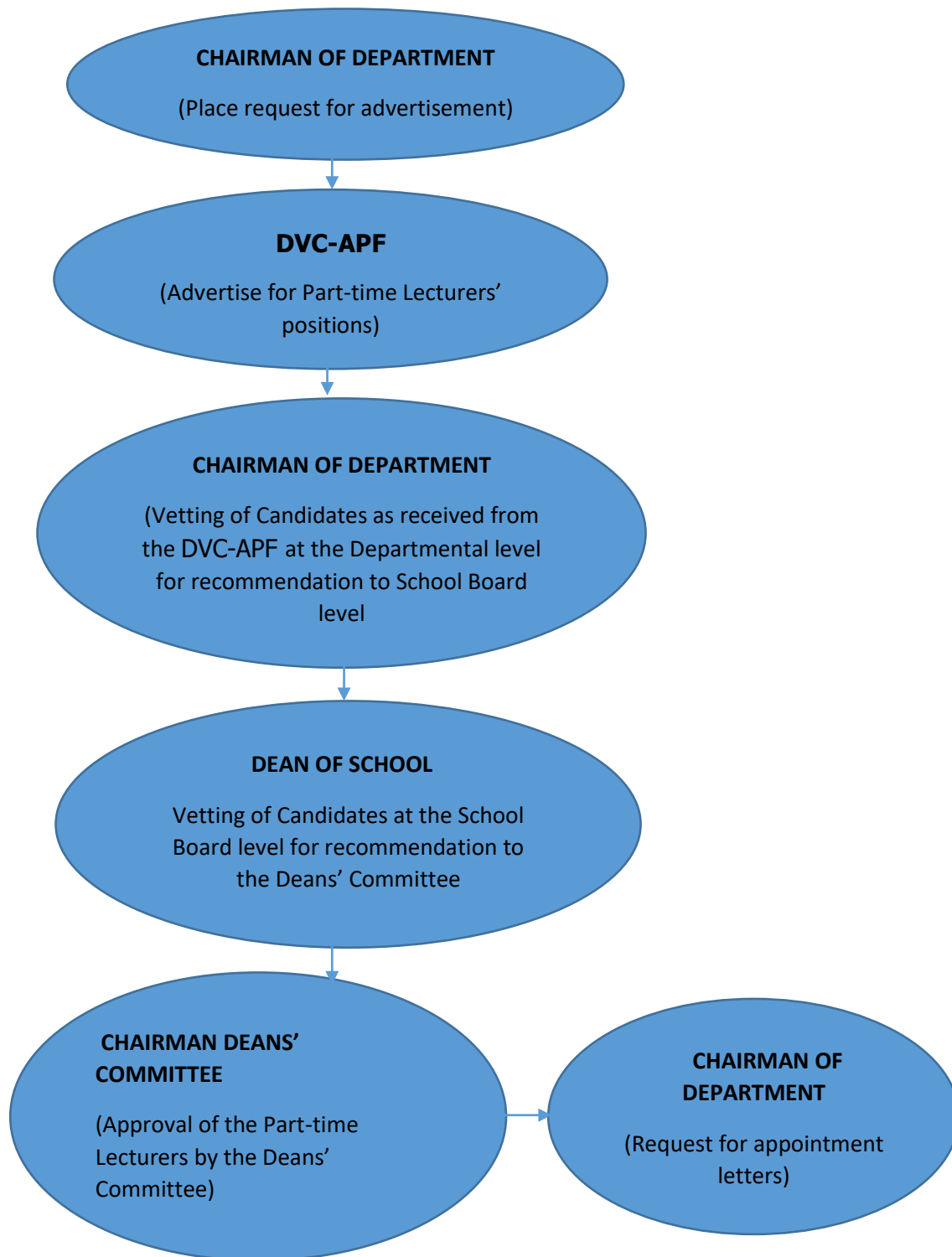
	<p>Process Boundaries: This procedure shall apply to the appointment of part time lecturers</p> <p>Inputs: Human resource, Stationery, Finances</p> <p>Outputs and end: Recruitment of qualified part time lecturers</p>		
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1.	The DVC-APF shall advertise for part time lecturers' positions.	At least three months to commencement of a new semester	DVC-APF
2.	The DVC-APF shall forward the list of applicants to the Chairpersons of Departments for vetting	At least one month to commencement of the new semester	DVC-APF
3.	The Chairman of Department shall identify the part time lecturers for units to be taught in the semester	At least one month to commencement of the new semester	Chairman of Department
4.	The Chairman of Department shall convene a Departmental meeting to nominate the part time lecturers.	At least one month to commencement of the new semester	Chairman of Department
5.	The Chairman of Department shall forward the list of nominated part time lecturers to the School board for verification and recommendations to the Deans' committee.	At least one month to commencement of the new semester	Dean of School
6.	The Deans' Committee shall ratify and approve the list of part time lecturers from the respective schools.	At least one month to commencement of the new semester	DVC (ASA)
7.	This procedure shall end with the Chairman of Department requesting for appointment letters of the approved part-time lecturers to the VC through the Dean of School, Registrar (ASA), DVC (ASA) and DVC (APF).	At least one month to commencement of the new semester	Chairman of Department

EXCEPTIONS TO THE NORMAL FLOWS

Title	No.	Description	Time	Actor
Part time Lecturer does not have the required qualifications	1.	The part time lecturers who do not meet the required requirements shall have their applications declined	During the shortlisting/vetting stage	Chairman of Department

Process flowchart



			
Institution/Organization Name:		Machakos University	
Affiliations; Ministry / Department/ County/Parent Company:		Ministry of Education, State Department of University Education and Research	
Economic Sector Alignment:		Education and Research	
Big 4 Alignment:			
Accounting Officer:		Vice Chancellor	
Period: FY		2021/2022	
Process Documentation			
Service Name	Management of students' disciplinary cases		
Brief Description Document Purpose/Service	To ensure that there is fairness in handling students' disciplinary cases		
Document Control: Change Record/ Version Number	First Edition		
Process Owner: Name and Position	Prof. Joyce J. Agalo Deputy Vice Chancellor (Academic and Student Affairs)		
Process Writer (s); Name and Position	1. Prof. Ezra Ondari Okemwa Registrar (Academic and Student Affairs)		
	2. Dr. Stephen Mailu Deputy Registrar (Academic and Student Affairs)		
	3. Mr. Meshach Kimanthi Administrative Assistant		
Process Reviewer (s) Name and Position			
STEPS/FLOW/SEQUENCE			
Step	Event/Activity/Action	Time/ No. Of Days	Actor
	Process Boundaries: This procedure shall apply to the management of student disciplinary cases within Machakos University Inputs: Human resource, Stationery, ICT Facilities, Outputs and end: Fair determination of student disciplinary cases		

1.	This procedure shall start on admission of students in the University and issuing them with rules and regulations governing student conduct within the University	During the admission of the student	Registrar (Academic and Student Affairs)
2.	The student shall read, understand and sign the rules and regulations governing student conduct within the university and hand them in for filing in the student personal file	During the admission of the student	Registrar (Academic and Student Affairs)
3.	A Student who violates the university rules and regulations is reported to the RegistrarASA	Student case reported immediately to the Registrar (ASA)	University Officer / student / stakeholder
4.	The student is summoned to appear before the student Disciplinary Committee to answer a charge of complaint against him or her and to answer questions in regard to any matter under investigation against him or her	Within 14 days from the date when the case was reported	Registrar (Academic and Student Affairs)
5.	The student appears before the Student Disciplinary Committee accompanied by his/her parents or guardians	The day of the hearing of the case	DVC (Academic and Student Affairs)
6.	The Student Disciplinary Committee listens to the student case and makes the necessary recommendations to the senate for approval	As guided by the University Almanac	DVC (Academic and Student Affairs)
7.	The senate deliberates and approves/disapproves the recommendations by the Student Disciplinary Committee	As guided by the Almanac	Vice-Chancellor
8.	The Resolutions of the senate are released/conveyed to the student	Within two days after the senate meeting	Registrar (Academic and Student Affairs)
9.	A student who is dissatisfied by the resolutions of the senate shall appeal to the Vice-Chancellor.	Within 14 days from the date of the letter communicating the decision	Vice-Chancellor
10.	A student appeals committee is constituted by the Vice-Chancellor to address the student appeal	Within 14 days after appointment by the VC	Vice-Chancellor
11.	The Resolutions of the appeals committee are conveyed to the student	Within two days after the appeals committee decision	Registrar (Academic and Student Affairs)
12.	This procedure shall end with the resolution of the appeals committee and conveyance of the same to the student.	Within two days after the appeals committee decision	Registrar (Academic and Student Affairs)

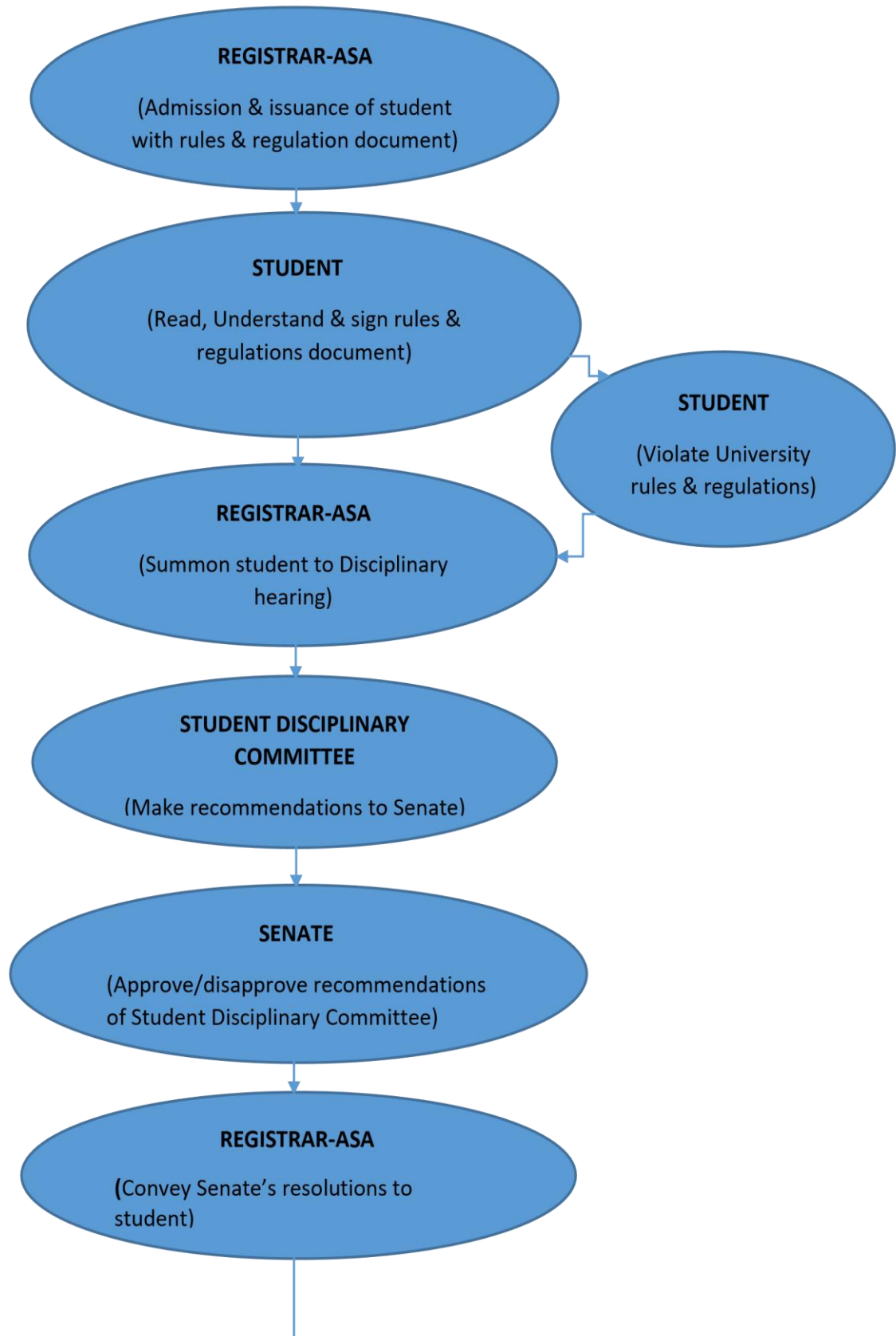
EXCEPTIONS TO THE NORMAL FLOWS

Title	No.	Description	Time	Actor
The student doesn't appear before the Student Disciplinary Committee	1.	The student is invited to appear before the Student Disciplinary Committee in its next sitting	As per the University Almanac	Registrar (ASA)
	2.	The student Account Remains inactive		Registrar (ASA)

3	A disciplinary procedure is carried out against a student in absence who in the opinion of the Disciplinary Committee has been duly summoned but has failed to appear.		DVC (ASA)
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Process Maps/Visuals

Process flowchart





STUDENT APPEALS COMMITTEE

(Deliberate on Student's appeal)



REGISTRAR-ASA

(Convey student appeals committee
verdict to student)

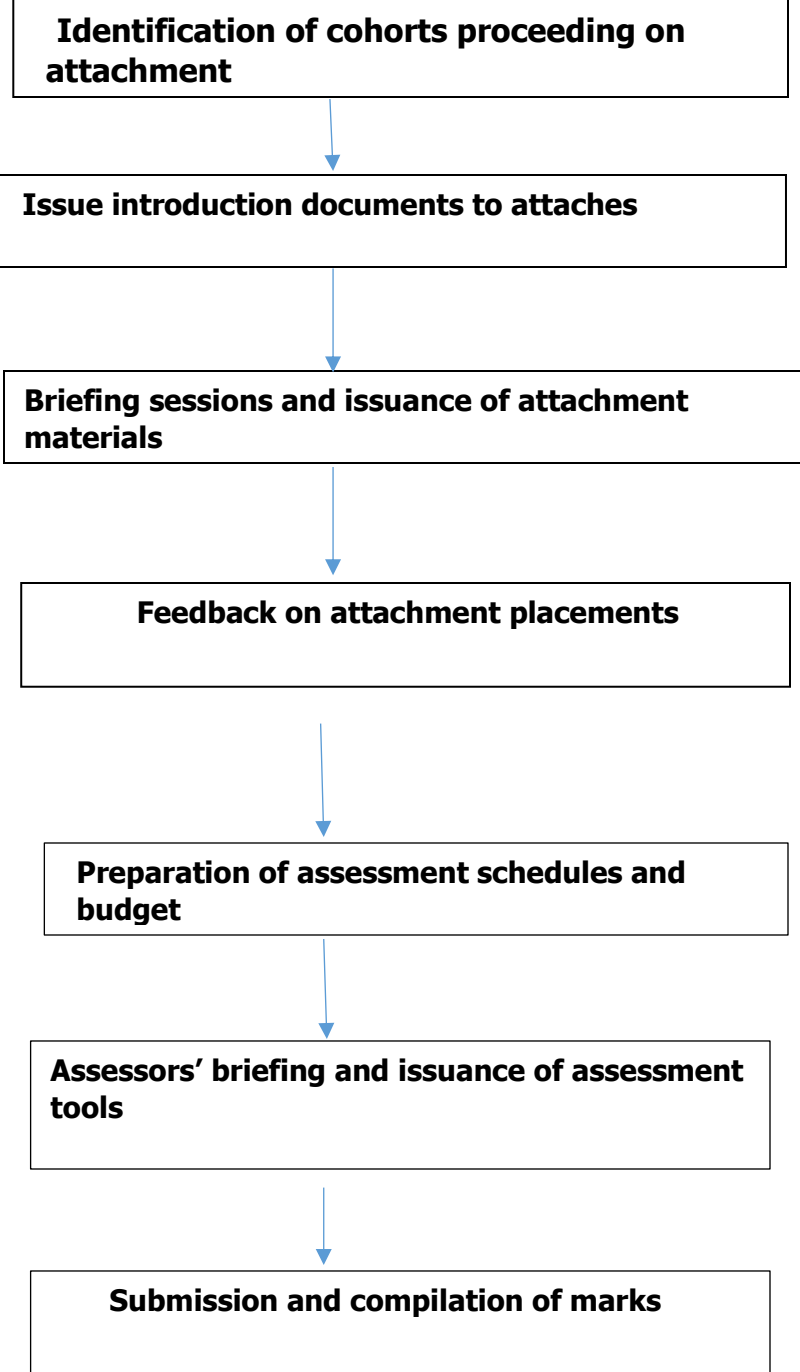
 REPUBLIC OF KENYA			
Institution/Organization Name:		Machakos University	
Affiliations; Ministry / Department/ County/Parent Company:		State Department of Education and Research	
Economic Sector Alignment:		Education	
Big 4 Alignment:			
Accounting Officer:		Vice Chancellor	
Period: FY		2021-2022	
Process Documentation			
Service Name		Industrial Attachment for Students	
Brief Description Document Purpose/Service		To ensure effectiveness consistency, transparency and timeliness in industrial attachment placement and assessment	
Document Control: Change Record/ Version Number		First Edition	
Process Owner: Name and Position		Prof. Peter Mwita, Deputy Vice Chancellor (Research Innovation and Linkages)	
Process Writer (s); Name and Position		Dr. Michael Musembi, Industrial Attachment and Linkages Coordinator (IA&LC)	
Process Reviewer (s) Name and Position			
STEPS/FLOW/SEQUENCE			
Step	Event/Activity/Action	Time/ No. Of Days	Actor
1.	Request the Department Industrial Attachment Coordinator (DIAC) in consultation with the CODs to identify courses /classes due for attachment in their respective department.	1 Sem. before attachment	IA&LC
2.	Forward the information to the IA&LC for planning and transmission to Finance and Registrar (ASA)	1 Week	DIAC
3.	Prepare introductory documents for the students proceeding for attachment	1 Sem. before	IA&LC
4.	Convene departmental sessions to brief the students	1 Sem. before	DIAC
5.	Issue the students with attachment log books, forms and guidelines.	End of preceding sem	IA&LC/DIAC
6.	Report to IA&LC through DIAC of their attachment stations	1 month after start	Attachees
7.	Prepare an assessment schedule and budget estimate	2 months after start	DIAC



8.	Harmonisation of assessment schedules and budgets for submission to the Vice Chancellor through the DVC (APF).	2 months after start	IA&LC
9.	Briefing of the assessors and issuance the assessment tools and guidelines.	2 months after start	IA&LC
10.	Submission of assessment marks to the IA&LC for forwarding to respective DIAC for compilation.	1 week after assessment	Assessor
11.	Submission of compiled copies of assessment marks to the IA&LC for final reporting	2 weeks after assessment	DIAC

EXCEPTIONS TO THE NORMAL FLOWS

Title	No.	Description	Time	Actor
In the event that a student misses an attachment station		Consult with DIAC, CODs and DOS to assist place them	1 week	IA&LC
In the event that a student, does not communicate of attachment station	1.	Communicate with the student and advise as appropriate	1 month after start	DIAC
	2.			
In the event an attaché is not assessed		Establish the reasons and prepare a report to the IA&LC	2 weeks to end	DIAC
		Prepare alternative assessment as steps 7 and 8 above	2 weeks to end	IA&LC
(if any other, add rows)				

Process flowchart

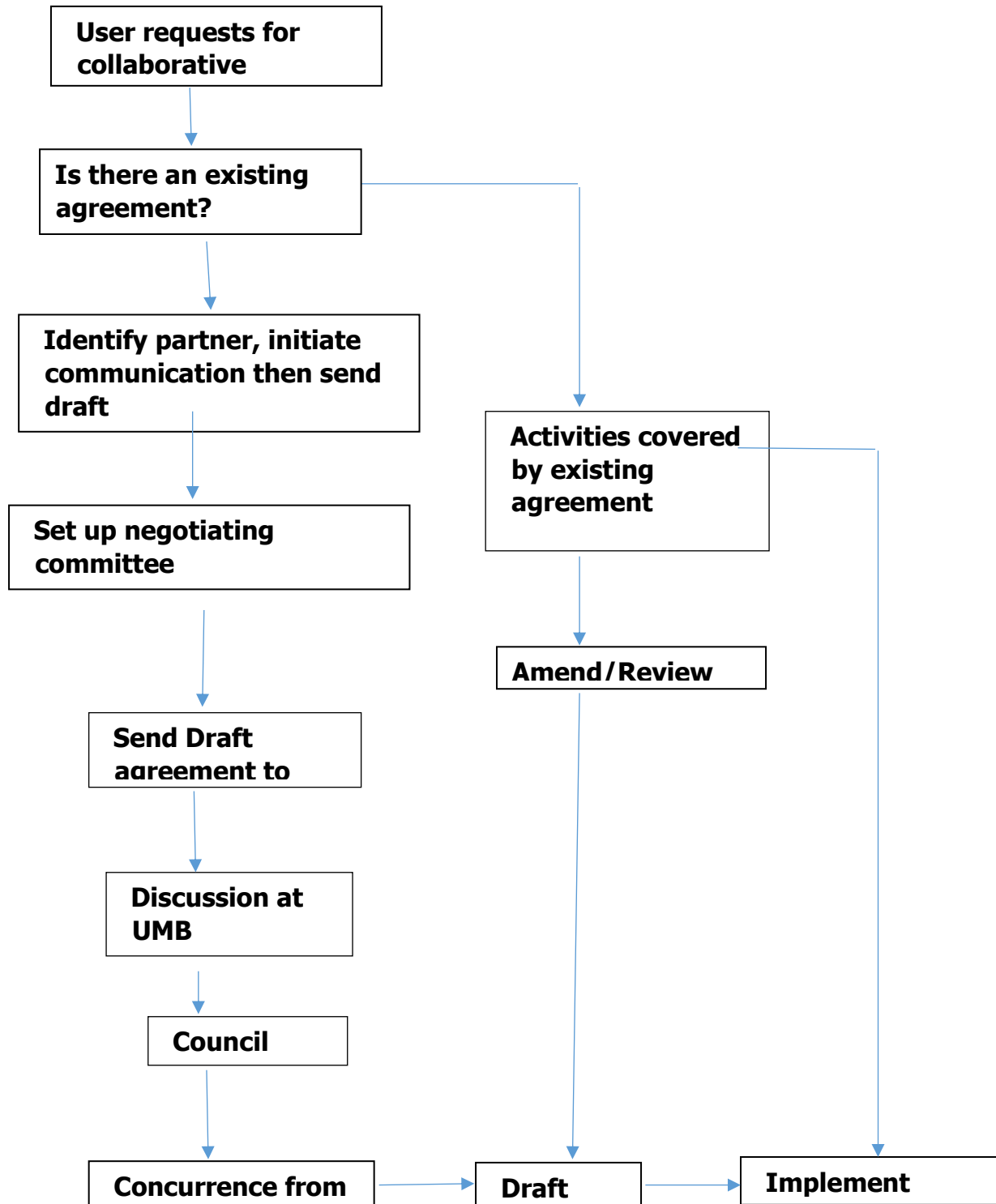




 REPUBLIC OF KENYA		 MACHAKOS UNIVERSITY	
Institution/Organization Name:		Machakos University	
Affiliations; Ministry / Department/ County/Parent Company:		State Department of Education and Research	
Economic Sector Alignment:		Education	
Big 4 Alignment:			
Accounting Officer:		Vice Chancellor	
Period: FY		2021-22	
Process Documentation			
Service Name	Establishing Memorandum of Understanding		
Brief Description Document Purpose/Service	This procedure describes the main steps of establishing-reviewing MOUs.		
Document Control: Change Record/ Version Number	First Edition		
Process Owner: Name and Position	Prof. Peter Mwita, Deputy Vice Chancellor (Research Innovation and Linkages)		
Process Writer (s); Name and Position	1.Dr. Wycliffe Amukowa, Registrar, RIL 2. Dr. Michael Musembi, Industrial attachment and Linkages Coordinator (IA&LC)		
Process Reviewer (s) Name and Position			
STEPS/FLOW/SEQUENCE			
Step	Event/Activity/Action	Time/ No. Of Days	Actor
1.	Requests the supervisor for collaborative activities with partner(s) or stakeholders	1 day	User
2.	Determine if there is need for an agreement, with whom and the appropriate type needed (MOU or MOAs)	2 weeks	User department
3.	If there is need, the request for collaboration is made to Reg, RIL	4 days	Dean of user department
4.	If there is an existing agreement, identify whether the proposed collaborative activities fall within a valid existing agreement	2 days	Reg RIL/IA&L
5.	If the proposed activities fall outside any existing agreement, initiate communication with the identified partner then send a draft proposal otherwise go to step 12	4 weeks	IA&L
6.	Set a committee from either party to discuss the agreement from the	6 weeks	Reg, RIL

	service providers needed to create/negotiate, or to have an agreement originating from the external entity approved		
7.	Draft agreement send to Legal officer for appraisal	2 weeks	Reg, RIL
8.	Draft agreement send for discussion at the University Management Board	4 weeks	Reg, RIL
9.	Draft agreement send to University Council for approval	8 weeks	DVC, RIL
10.	Concurrence sought from the Attorney General	2 weeks after council approval	Reg, RIL
11.	Presentation of the agreement to Vice Chancellor for signing	2 weeks	Reg, RIL
12.	If there exists an expired agreement with the partner or the proposed activities fall outside the existing agreement, amend or renew according to the terms of thereof.	6 weeks	Reg, RIL
13.	Towards expiry of an existing MOU/ MOA, the dean of user department notified	6 months to expiry	IA&L
14.	Appraisal and decision to renew or not from user	4 months to expiry	Dean of user department
15.	Communication to partner on decision to renew or not. During renewals amendments can be discussed by the parties	3 months to expiry	IA&L
16.	During renewals, internal approvals sought as in steps 7-9, then 11	2 months to expiry	Reg, RIL
EXCEPTIONS TO THE NORMAL FLOWS			
Title	Action	Time	Actor
Stake holder takes long to communicate back declines request to partner	Reminder send	4 weeks	IA&L
Stake holder declines request to partner	Identify an alternative stakeholder	4 weeks	User Department

Process Maps/Visuals



Process flowchart



 REPUBLIC OF KENYA		 MACHAKOS UNIVERSITY	
Institution/Organization Name:		Machakos University	
Department		Ministry of Education State Department of University Education and Research	
Economic Sector Alignment:		Education & Research	
Big 4 Alignment:			
Accounting Officer:		Vice Chancellor	
Period: FY		2021/2022	
Process Documentation			
Service Name		Undertaking research as per University Policy	
Brief Description Document Purpose/Service		This procedure outlines the steps from Proposal Submission, Processing and Award of Internal Research Funds, Project Implementation to Project Monitoring and Outputs	
Document Control: Change Record/ Version Number		First Edition	
Process Owner: Name and Position		Prof. Peter Mwita, Deputy Vice Chancellor (Research Innovation and Linkages)	
Process Writer (s); Name and Position		1. Prof Fredrick Ogola- Director (RIES)	
		2. Mr. Erick Muok- Administrative Assistant	
Process Reviewer (s) Name and Position			
STEPS/FLOW/SEQUENCE			
Step	Event/Activity/Action	Time/ No. Of Days	Actor
1.	Process Boundaries: The Procedure will cover both internally and externally research funded projects. Research triggers: One of the mandates of the University is to undertake Research, accountability on research output Inputs: Human Resources, Finances, Laboratories, among others. Outputs and end: Publications, innovation prototypes, product patenting and commercialization, intervention models and operational manuals.		Describe who is involved
	Publish invitation for submission of research proposals for internal funding	3 months prior to the end of financial year.	Director (RIES)
	Submission of proposals by applicants	Within 30 days from the date of release of the invitation	MksU staff

	Processing		
	i) The received proposals shall be serialized and categorized per themes.	2 days	Director (RIES)
	ii) All submitted proposals shall be initially reviewed by the Research and Ethics Committees to determine whether the proposals are consistent with the established ethical requirements.	7 days	ERC Members
	iii) Each proposal that passes the initial review shall be sent to both internal and external peer reviewers who are specialists in the subject area of the proposal.	7 days	Director (RIES) Peer reviewers
	Award of Internal Research grants	7 days	DVC (RIL)
	Constitution of a selection and grant award committee		
	Select and recommend award of research grant to the successful applicants to the DVC(RIL)	2 days	Chairman - selection and grant award committee
	Issuance of award letters of research grant to the successful applicants	2 days	DVC (RIL)
	Project Implementation		PI
	Application for research license	As per the workplan	
	Requisition for research/project imprest		
	Accounting for research/project imprest		
	Project Monitoring	As per the workplan	Director (RIES) Monitoring & Evaluation Committee
	<ul style="list-style-type: none"> Projects will be evaluated inline with the MksU research and innovation project monitoring tool and report submitted to the DVC (RIL) 		
	Termination of the Project	Within 7 days after submission of monitoring and evaluation report	DVC (RIL)
	Project may be terminated under the following circumstances:		
	(i) If the project is deemed incapable of meeting its objectives and/or is being implemented unsatisfactorily.		
	(ii) If there is evidence of violation of any of the principles and requirements in the research process.		
	Project outputs (Publication, Conference/workshop, IP registration etc)	Progressive As per the	Director (RIES)
		i) Overall objectives	
		ii) Project purpose	
	Project closure - Exit report	As per the workplan	PI Director (RIES) DVC (RIL)

NOTE	i. Steps 1 to 9 applies to internally funded research and innovation projects.			
	ii. Steps 5 to 9 applies to externally funded research and innovation projects.			
EXCEPTIONS TO THE NORMAL FLOWS				
Title	No.	Description	Time	Actor
NOT APPLICABLE		NOT APPLICABLE		
Process Maps/Visuals				
Process flowchart				
<pre>graph TD; A([APPLICANTS (Submission of applications)]) --> B([DIRECTOR (RIES) (Processing)]); B --> C([DVC (RIL) (Appointment of selection and award committee)]); B --> D((ERC (Processing))); D --> C; C --> E([CHAIRMAN OF THE AWARD COMMITTEE]); E --> F([DVC (RIL) (Issuance of award letters, Termination of the project),]); F --> G([PI (Implementation of the project)]);</pre>				

 			
Institution/Organization Name:	MACHAKOS UNIVERSITY		
Affiliations; Ministry / Department/ County/Parent Company:	Ministry of Education State Department of University Education and Research		
Economic Sector Alignment:	EDUCATION & RESEARCH		
Big 4 Alignment:			
Accounting Officer:	Vice Chancellor		
Period: FY	2021/2022		
Process Documentation			
Service Name	Communicating feedback on research requests		
Brief Description Document Purpose/Service	This procedure outlines the steps from submission of research imprest requisition, processing and accounting for research/project Imprest.		
Document Control: Change Record/ Version Number	First Edition		
Process Owner: Name and Position	Prof. Peter Mwita, Deputy Vice Chancellor (Research Innovation and Linkages)		
Process Writer (s); Name and Position	1. Prof Fredrick Ogola- Director (RIES) 2. Mr. Erick Muok- Administrative Assistant		
Process Reviewer (s) Name and Position			
STEPS/FLOW/SEQUENCE			
Step	Event/ Activity/ Action	Time/ No. Of Days	Actor
1.	Process Boundaries: The Procedure will cover communicating feedback on research requests. Research triggers : One of the mandates of the University is to undertake Research, accountability on research output Inputs: Human Resources, Finances, Laboratories, among others. Outputs and end: Publications, innovation prototypes, product patenting and commercialization.		
	Submission of research imprest requisition	1 hour	PI
	Review of the imprest Requisition	6 hours	DVC (RIL)/ Registrar (RIL)
	Filing and processing imprest requisition	3 days	Finance Officer
	Authorization for payment	1 day	Finance Officer

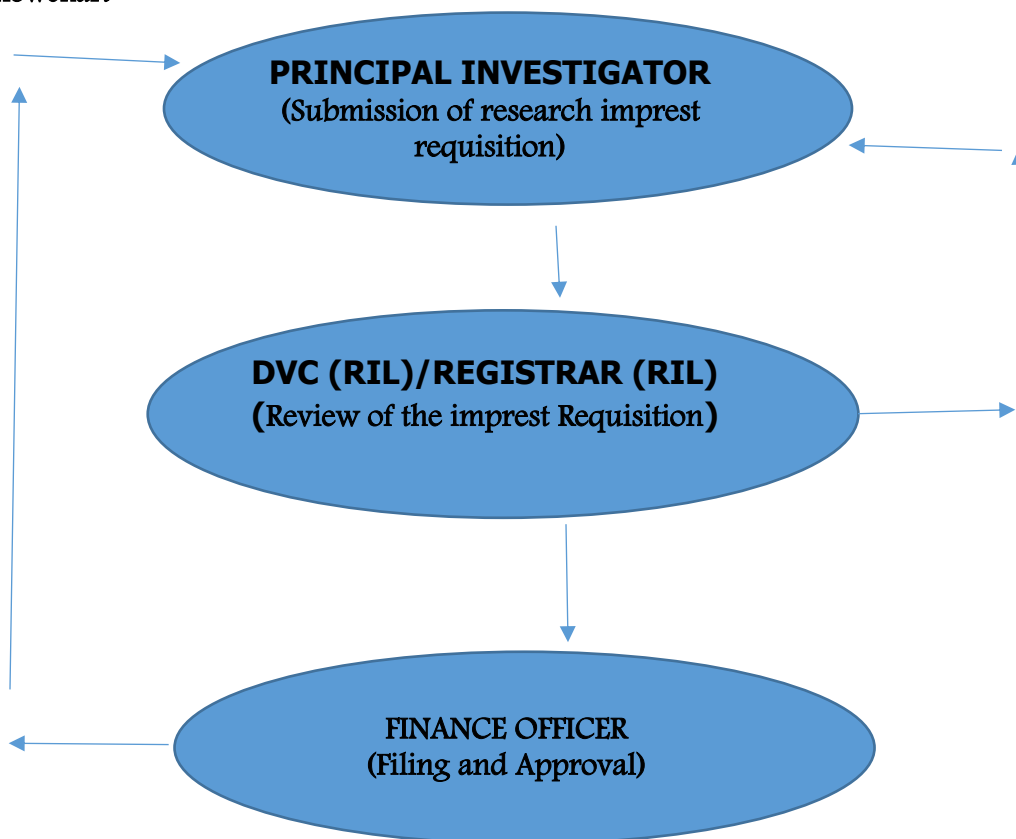
	Accounting for Research/project Imprest - in line with the imprest accounting procedure of Machakos University	48 hours upon completion of the activity	PI
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EXCEPTIONS TO THE NORMAL FLOWS

Title	No.	Description	Time	Actor
NOT APPLICABLE		NOT APPLICABLE		

Process Map

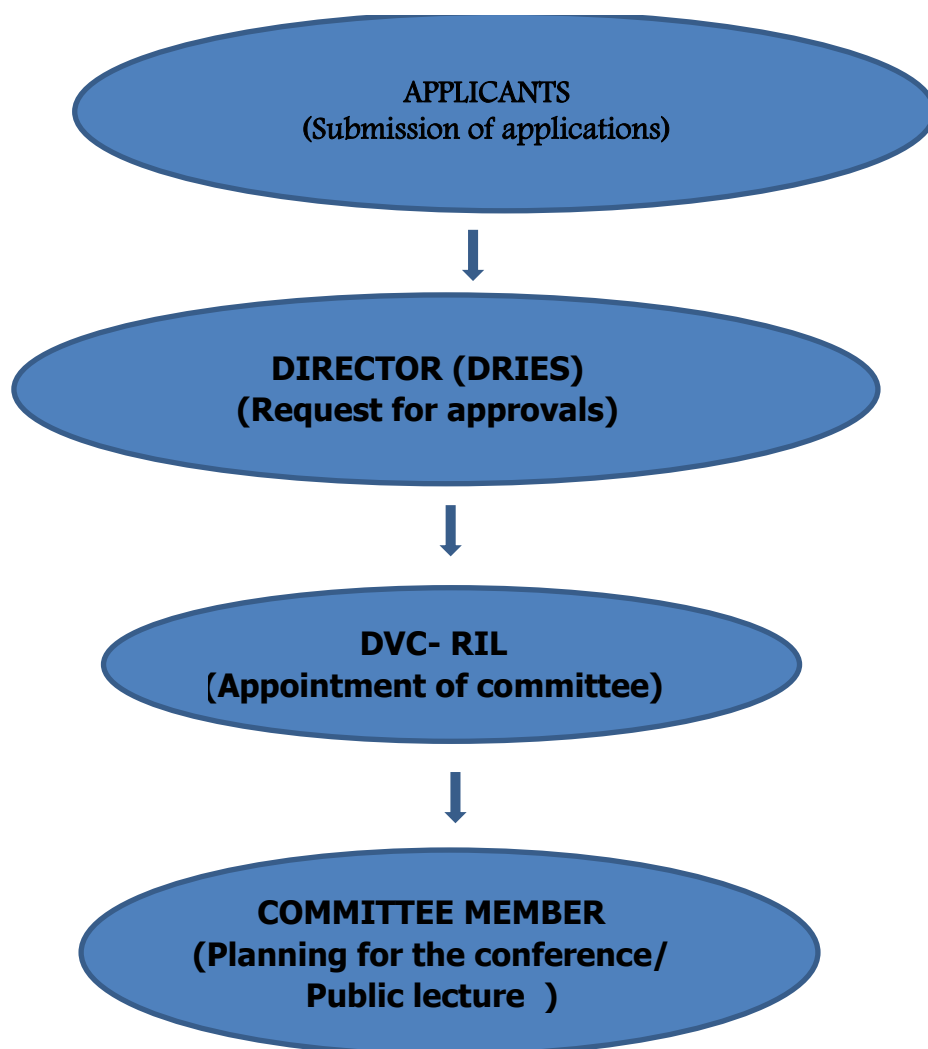
Process flowchart





 REPUBLIC OF KENYA		 MACHAKOS UNIVERSITY	
Institution/Organization Name:		Machakos University	
Department		Directorate of Research, Innovation & Extension Services	
Economic Sector Alignment:		Education & Research	
Big 4 Alignment:			
Accounting Officer:		Vice Chancellor	
Period: FY		2021/2022	
Process Documentation			
Service Name	Organizing conference, Public lectures, Release of conference proceedings and publication of research outputs.		
Brief Description Document Purpose/Service	This procedure outlines the steps from Submission of formal requests, Invitation of external guests, release of calls for abstracts, processing of submitted abstracts, release of conference proceedings and publication of research outputs.		
Document Control: Change Record/ Version Number	First Edition		
Process Owner: Name and Position	Prof. Peter Mwita, Deputy Vice Chancellor (Research Innovation and Linkages)		
Process Writer (s); Name and Position	1. Prof Fredrick Ogola- Director (RIES) 2. Mr. Erick Muok- Administrative Assistant		
Process Reviewer (s) Name and Position			
STEPS/FLOW/SEQUENCE			
Step	Event/Activity/Action	Time/ No. Of Days	Actor
1.	Process Boundaries: The Procedure will cover both organizing Conference and a public lecture. Research triggers: One of the mandates of the University is to undertake conferences and public lectures. Inputs: Human Resources, Finances, Committees, among others. Outputs and end: Publications, innovation prototypes, product patenting and commercialization, intervention models and operational manuals.		Director (RIES)
	Organizing Conference a. Submission of formal request to organize a	8 months before the conference date	Director (RIES)

	<p>conference to VC through the DVC- RIL.</p> <p>b. Appointment of conference organizing committee members</p> <p>c. Developing the conference poster/call, budget, list of invited guests, program, review of abstracts and invitation of participants.</p> <p>d. Release of conference proceedings</p>	<p>7 months before the conference date</p> <p>4 months before the conference date</p> <p>1 month after the conference</p>	<p>DVC- RIL</p> <p>Committee members</p> <p>Chairman of the conference committee</p>
2.	<p>Organizing a public lecture</p> <p>a. Submission of formal request to organize a public lecture to VC through the DVC- RIL.</p> <p>b. Appointment of public lecture organizing committee members</p> <p>c. Developing the Public lecture poster, Guest speaker, budget, list of invited guests, program, invitation of participants.</p> <p>d. Submission of the public lecture report</p>	<p>6 months before the Public lecture date</p> <p>5 months before the Public lecture date</p> <p>1 month before the Public lecture date</p> <p>One week after the public lecture date</p>	<p>Director (RIES)</p> <p>DVC- RIL</p> <p>Chairman of the public lecture committee</p> <p>Chairman of the public lecture committee</p>
3.	<p>Publication of research outputs</p> <p>a) At the end of the research, the Principal Investigator shall submit two (2) hard copies and one (1) electronic copy of the final report and any other publication(s) to the Directorate.</p> <p>b) All research papers shall include all names of persons involved in the research and acknowledge the University.</p> <p>c) In all publications, the University and the donor, where applicable, shall be acknowledged and receive copies of publications.</p> <p>d) Research articles should be submitted to the library and the Directorate of Research, Innovation and Extension Services.</p>	<p>3 months after completion</p> <p>3 months after completion</p>	<p>PI</p> <p>PI</p>

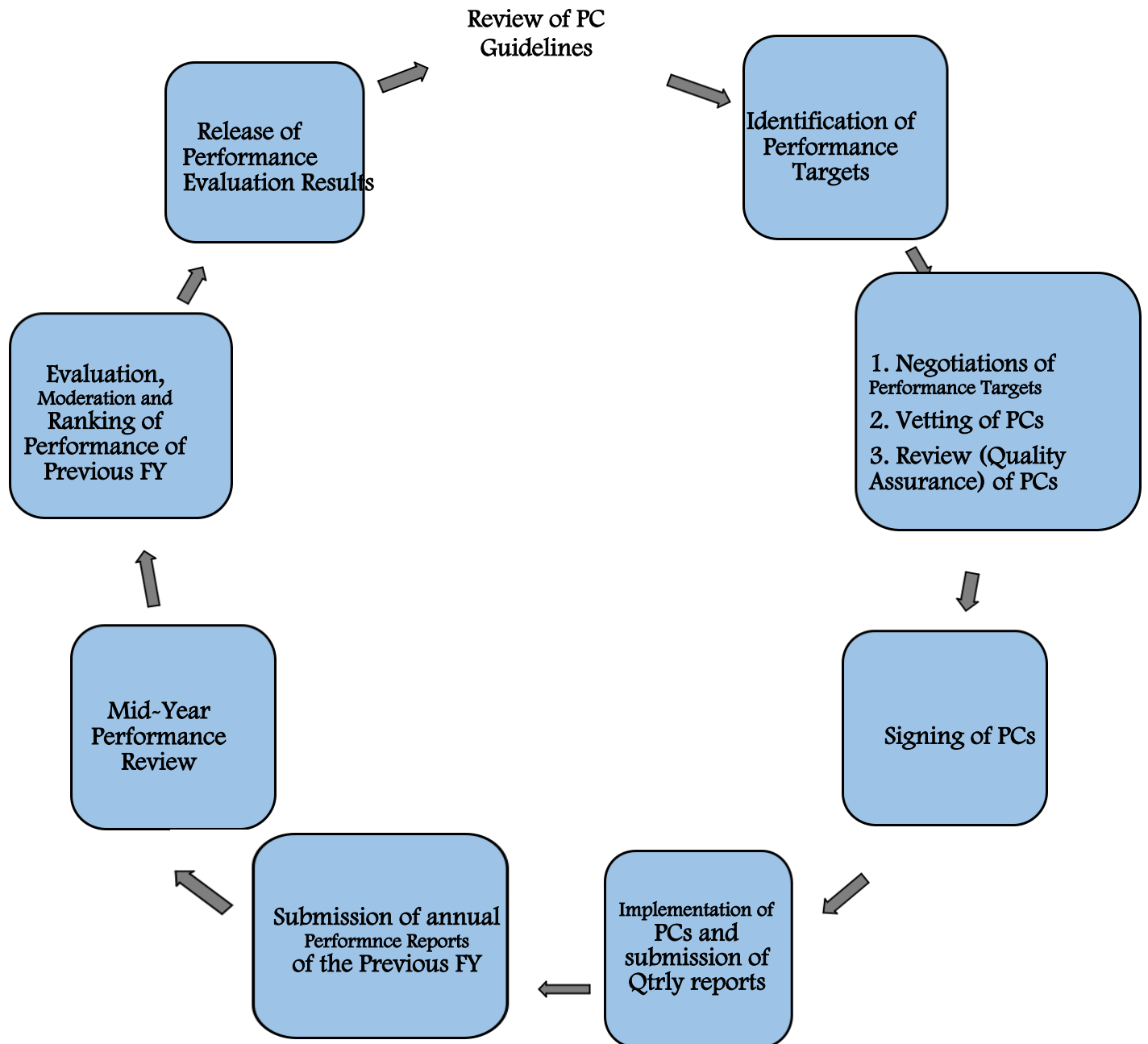
Process flowchart





 REPUBLIC OF KENYA		 MACHAKOS UNIVERSITY	
Institution/Organization Name:		Machakos University	
Department		Ministry of Education State Department of University Education and Research	
Economic Sector Alignment:		Education & Research	
Big 4 Alignment:			
Accounting Officer:		Vice Chancellor	
Period: FY		2021/2022	
Process Documentation			
Service Name		Preparing University performance contract for signing	
Brief Description		This procedure outlines the steps for preparing the University Annual performance Contract for signing. Human Resources, ICT facilities Annual PC for the Financial Year	
Document Purpose/Service:			
Inputs:			
Output:			
Document Control:		First Edition	
Change Record/ Version Number			
Process Owner:		Prof. Lucy Irungu	
Name and Position		Vice Chancellor	
Process Writer (s); Name and Position		Joseph Ndiku. Head PC/QMS	
		James Kingoo. Administrative Assistant	
Process Reviewer (s) Name and Position			
STEPS/FLOW/SEQUENCE			
Step	Event/Activity/Action	Time/ No. Of Days	Actor
1.	Identification of Performance Targets	By 30 th May	Head PC/QMS and Target owners
2.	Pre-negotiation Consultations	1 st June - 15 th June	Head PC/QMS and Target owners
3.	Prepare the Draft PC for approval by UMB and the University Council	14 th - 15 th June	Head PC/QMS, VC, Chairman of council
4	Negotiation of Performance Targets	16 th to 22 nd June	CS, Ministry of Public Service and Gender, VC, Chairman of council,& independent

			member of council	
5	Vetting and review of Performance Contract	23 rd to 30 th June	CS, Ministry of Public Service and Gender, VC, ,Chairman of council & independent member of council	
6	Signing of Performance Contract	1 st to 5 th July	VC, CS, Chairman of council,& independent member of council	
7	Implementation of Performance Contract and submission of quarterly reports	1 st July to 30 th June the following Year	VC, Head PC/QMS	
8	Mid-year Performance review	16 th January to 28 th February	CS, Ministry of Public Service and Gender	
9	Submission of Annual Performance Report	By 15 th July	Head PC/QMS,VC	
10	Evaluation/Moderation	16 th July-30 th August	CS, VC, Chairman of Council, & Independent member of council	
11	Public announcement/Release of Results	15 th September	CS, Ministry of Public Service and Gender, VC	
EXCEPTIONS TO THE NORMAL FLOWS				
Title	No.	Description	Time	Actor
NOT APPLICABLE		NOT APPLICABLE		
Process Maps/Visuals				

Process flowchart



 			
Institution/Organization Name:	Machakos University		
Affiliations; Ministry / Department/ County/Parent Company:	Ministry of Education, State Department of University Education and Research		
Economic Sector Alignment:	Education and Research		
Big 4 Alignment:			
Accounting Officer:	Vice Chancellor		
Period: FY	2021/2022		
Process Documentation			
Service Name	Management of Staff Disciplinary cases		
Brief Description Document Purpose/Service	To ensure fair administrative justice in disciplinary matters for Machakos University staff		
Document Control: Change Record/ Version Number	1 st Edition		
Process Owner: Name and Position	Prof. Fredrick Ogola -Ag. Deputy Vice Chancellor (Administration, Planning and Finance)		
Process Writer (s); Name and Position	Grace Mumbi Ndungu - Director (Human Resource)		
Process Reviewer (s) Name and Position			
STEPS/FLOW/SEQUENCE			
Step	Event/Activity/Action	Time/ No. Of Days	Actor
	Process Boundaries: This procedure shall apply to all MksU staff Inputs: All legal framework Outputs and end: Disciplinary cases are expended within the 90 days stipulated period.		
1.	The supervisor will report the indiscipline to the Director- HR	7 Days	Supervisor
2.	Collate all the evidence for reprimand/ disciplinary meeting.	7 Days	Director- HR
3.	The DVC (APF) shall act as per Human Resource Policy for further action to Vice Chancellor.	7 Days	DVC (APF)
4.	Upon submission of the case, the Vice Chancellor shall evaluate the magnitude of the case by reviewing the report.	7 Days	VC

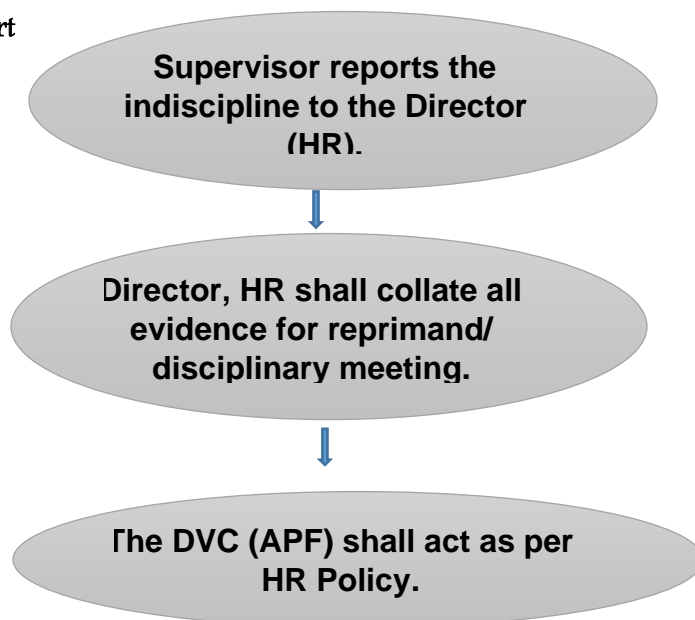
5.	Based on the evaluation, the Vice- Chancellor shall reprimand accordingly or advise otherwise.	7 Days	VC
6.	In the event of suspension, the employee shall appear before the relevant disciplinary committee for a hearing.	Within 90 Days	Chairman Disciplinary Committee
7.	The disciplinary committee shall make recommendations to the Vice-Chancellor for approval.	7 Days	Chairman Disciplinary Committee
8.	The DVC (APF) shall then inform the staff member of the decision.	7 Days	DVC (APF)
9.	The Vice-Chancellor shall report the decision to the Council.	When Council meeting is held	VC
10.	In case of dismissal the staff member may appeal to the Council.	Within 14 Days	Chairman of Council
11.	In case of appeal, the Appeals Committee shall make the final decision and the Vice-Chancellor communicate the decision to the staff member.	30 Days	Council Appeals Committee

EXCEPTIONS TO THE NORMAL FLOWS

Title	No.	Description	Time	Actor
~				

Process Maps/Visuals

Process flowchart









In case of dismissal the staff member may appeal to the Chairman of Council.



In case of appeal, the Appeals Committee of Council shall make the final decision and the Vice-Chancellor communicate the decision to the staff member.

 			
Institution/Organization Name:	Machakos University		
Affiliations; Ministry / Department/ County/Parent Company:	Ministry of Education State Department for University Education and Research		
Economic Sector Alignment:	Education and Research		
Big 4 Alignment:			
Accounting Officer:	Vice Chancellor		
Period: FY	2021-2022		
Process Documentation			
Service Name	Procedure for attending to visitors' Physical inquiries.		
Brief Description Document Purpose/Service	To give procedures for attending and responding to visitors' physical inquiries.		
Document Control: Change Record/ Version Number	First Edition		
Process Owner: Name and Position	Prof. Lucy Irungu Vice Chancellor		
Process Writer (s); Name and Position	<ol style="list-style-type: none"> 1. Mr. Adam Shisia - Director of Corporate Affairs, Public Relations and Marketing. 2. Ms. Valarie Katemi - Administrative Assistant- Directorate of Corporate Affairs, Public Relations and Marketing 3. Mr. Mulaahinzyo Mule - General Clerk 1- Directorate of Corporate Affairs, Public Relations and Marketing 		
Process Reviewer (s) Name and Position			
STEPS/FLOW/SEQUENCE			
	Event/Activity/Action		
Step	<p>Process Boundaries: This procedure shall apply to attending to all visitors' Physical inquiries in Machakos University.</p> <p>Inputs: The resources like Human Resources, Stationary, Time and Finances</p> <p>Outputs and end: Updated Access to information Records, Signed Customer Satisfaction form, Referrals/Recommendations</p>	Time/ No. Of Days	Actor
1.	Receiving the visitor(s) inquiry.	5 Minutes	Reception Officer
2.	Establishing the need	5 Minutes	Reception Officer

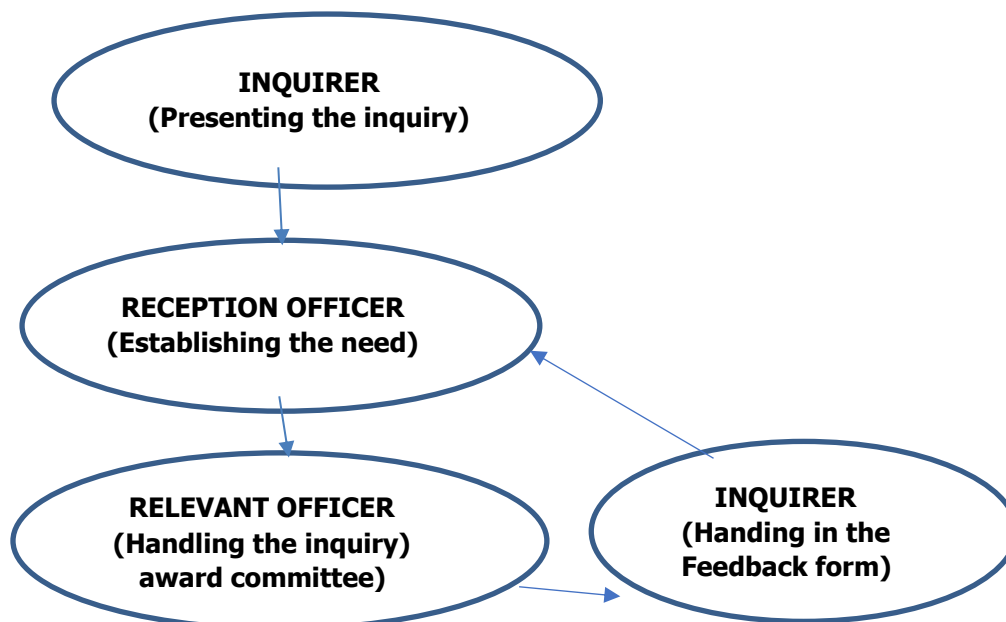
3.	Recording the request in Access to information register	5 Minutes	Reception Officer
4.	Handling of the inquiry.	1 working day	Relevant Officer
5.	Sign the visitors' book by visitors to the Vice-Chancellor	5 Minutes	Vice-Chancellor



EXCEPTIONS TO THE NORMAL FLOWS

Title	No.	Description	Time	Actor
NOT APPLICABLE		NOT APPLICABLE		

Process Maps/Visuals

PROCESS MAP



 REPUBLIC OF KENYA			
Institution/Organization Name:		Machakos University	
Affiliations; Ministry / Department/ County/Parent Company:		Ministry of Education State Department for University Education and Research	
Economic Sector Alignment:		Education and Research	
Big 4 Alignment:			
Accounting Officer:		Vice Chancellor	
Period: FY		2021-2022	
1. Process Documentation			
Service Name			
Service Name		Procedure for responding to Written Inquiries.	
Brief Description Document Purpose/Service		To give procedures for responding to Written Inquiries.	
Document Control: Change Record/ Version Number		First Edition	
Process Owner: Name and Position		Prof. Lucy Irungu Vice Chancellor	
Process Writer (s); Name and Position		1. Mr. Adam Shisia - Director of Corporate Affairs, Public Relations and Marketing.	
		2. Ms. Valarie Katemi - Administrative Assistant- Directorate of Corporate Affairs, Public Relations and Marketing.	
		3. Mr. Mulaahinzyo Mule - General Clerk 1- Directorate of Corporate Affairs, Public Relations and Marketing	
Process Reviewer (s) Name and Position			
STEPS/FLOW/SEQUENCE			
	Event/ Activity/ Action	Time/ No. Of Days	Actor
Step	Process Boundaries: This procedure shall apply to responding to all Written inquiries in Machakos University Inputs: The resources like Human Resources, Stationary, Time and Finances Outputs and end: Updated Access to information Records, Satisfied Customer, Referrals/Recommendations.		
1.	Receiving and acknowledging written inquiries. (E-mail or Postal)	5 Working Days	Reception Officer/Relevant Officer

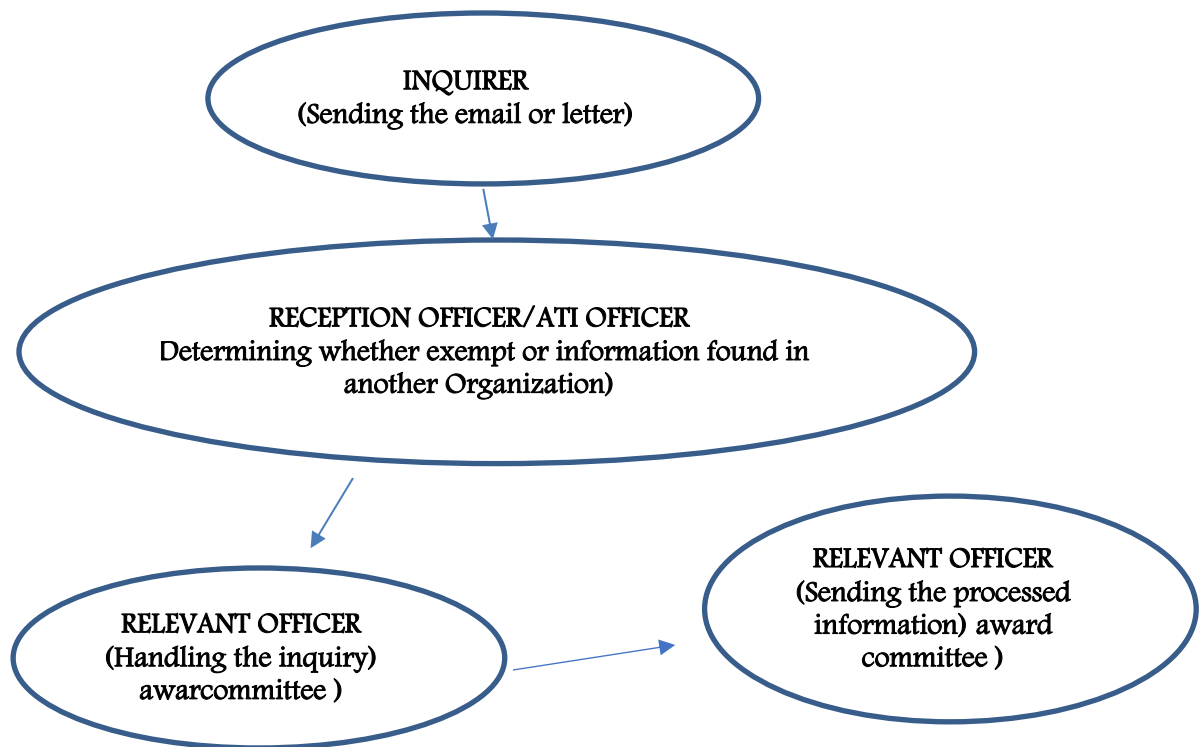
2.	Determine as per the legal provision whether information sought; Is or not exempt. Not found in Machakos University but held by another public institution,	Working Days 5 Working Days	Relevant Officer ATI Officer
3.	Forward the request to relevant officer where information sought is acceptable.	5 Working Days	Reception Officer
4.	Handling of the inquiry.	5 Working Days	Relevant Officer
5.	Sending the processed information.	5 Minutes	Relevant Officer/ATI Officer



EXCEPTIONS TO THE NORMAL FLOWS

Title	No.	Description	Time	Actor
NOT APPLICABLE		NOT APPLICABLE		

Process Maps/VVisual

Process flowchart



 REPUBLIC OF KENYA			
Institution/Organization Name:		Machakos University	
Affiliations; Ministry / Department/ County/Parent Company:		Ministry of Education State Department for University Education and Research	
Economic Sector Alignment:		Education and Research	
Big 4 Alignment:			
Accounting Officer:		Vice Chancellor	
Period: FY		2021-2022	
Process Documentation			
Service Name	Procedure for Responding to phone Calls		
Brief Description Document Purpose/Service	To give procedures for responding to phone calls		
Document Control: Change Record/ Version Number	First Edition.		
Process Owner: Name and Position	Prof. Lucy Irungu Vice Chancellor		
Process Writer (s); Name and Position	Mr. Adam Shisia - Director of Corporate Affairs, Public Relations and Marketing		
	2. Ms. Valarie Katemi - Administrative Assistant-		
	3. Mr. Mulaahinzyo Mule - General Clerk 1- Directorate of Corporate Affairs, Public Relations and Marketing		
Process Reviewer (s) Name and Position			
STEPS/FLOW/SEQUENCE			
	Event/Activity/Action		
Step	Process Boundaries: This procedure shall apply to responding to all phone calls in Machakos University Inputs: The resources like Human Resources, Stationary, Time, Equipment and Finances. Outputs and end: Updated Access to information Records, Satisfied Customer, Referrals/Recommendations.	Time/ No. Of Days	Actor
1.	Making the call.		Caller

2.	Receiving the phone call	Within the third ring.	Receiver of the Call.	
3.	Responding to the Phone Call inquiry		Relevant Officer	
EXCEPTIONS TO THE NORMAL FLOWS				
Title	No.	Description	Time	Actor
NOT APPLICABLE		NOT APPLICABLE		
Process Maps/Visuals				
Process flowchart				
<div><pre>graph TD; A([CALLER (Making the Call)]) --> B([RECEIVER (Picking the Call and Responding to the call.)]);</pre></div>				

			
Institution/Organization Name:		Machakos University	
Department		Procurement	
Economic Sector Alignment:		Education	
Big 4 Alignment:			
Accounting Officer:		Vice Chancellor	
Period: FY		2021/2022	
Process Documentation			
Service Name		Invoicing for Goods and Services	
Brief Description Document Purpose/Service		To ensure timely processing and forwarding of invoices to finance department for payment	
Document Control: Change Record/ Version Number		First Edition.	
Process Owner: Name and Position		Chief Procurement Officer	
Process Writer (s); Name and Position		Chief Procurement Officer and Procurement ISO Champion	
Process Reviewer (s) Name and Position		Chief Procurement Officer and Procurement ISO Champion	
STEPS/FLOW/SEQUENCE			
	Event/Activity/Action		
Step	Process Boundaries: This procedure shall apply to all payments made by MksU to suppliers Inputs: Human resource and Stationery. Outputs and end: Updated records and approved procurement plans	Time/ No. Of Days	Actor
1.	I. Requesting heads of departments to submit annual procurement plans II. Consolidation of departmental procurement plans III. Submission of plan to VC/UMB/Council for perusal and approval IV. Approval of annual procurement plan V. Submission of the annual procurement plan to PPRA	Before beginning of the Financial Year	Chief Procurement Officer
2.	I. Preparation of procurement requisition II. Submission to the VC for approval III. Forward to PO for action and concerned user department for information IV. Determination of most appropriate procurement method	1 Day 7 days	Procurement department Procurement department

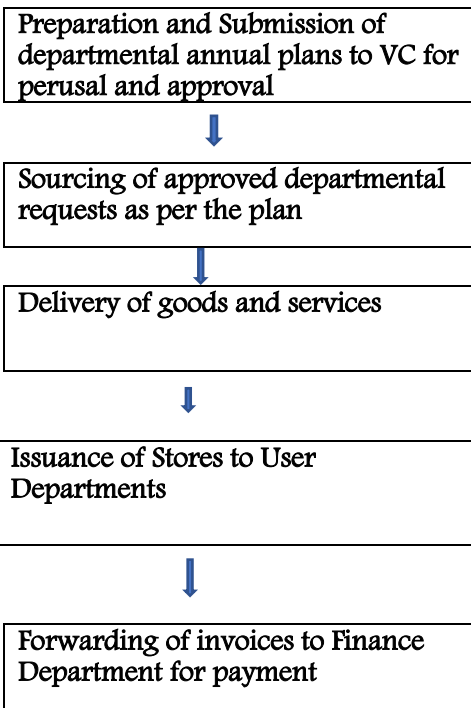
	V. Request for bids from various suppliers VI. Opening of bids, analysis and evaluation processes in line with the procurement act VII. Approval of Professional Opinions & Evaluation Report VIII. Raising of LPO's and forwarding to suppliers	30 Days	Vice Chancellor Procurement department
3	Delivery of goods and services - Receiving, inspection and acceptance	Within 30 days after issuance of LPO's	Stores personnel and the Inspection and acceptance committee
4	Issuance of Stores to User Departments	3 days in a week (Monday , Wednesday and Fridays)	Stores personnel
5	Forwarding of invoices to finance for payment	5 days after receiving	Stores/ procurement personnel



EXCEPTIONS TO THE NORMAL FLOWS

Title	No.	Description	Time	Actor
N/A				



Process Maps/Visuals

process flowchart



			
Institution/Organization Name:		Machakos University	
Affiliations; Ministry / Department/ County/Parent Company:		Ministry of Education, State Department of University Education and Research	
Economic Sector Alignment:		Education and Research	
Big 4 Alignment:			
Accounting Officer:		Vice Chancellor	
Period: FY		2021/2022	
Process Documentation			
Service Name		Processing of payment for goods or services	
Brief Description Document Purpose/Service		To ensure effectiveness and timeliness in payments.	
Document Control: Change Record/ Version Number		First Edition	
Process Owner: Name and Position		Prof. Fredrick Ogola -Ag. Deputy Vice Chancellor (Administration, Planning and Finance)	
Process Writer (s); Name and Position		CPA Aileen Nyatuga, Chief Finance Officer	
		CPA Wambua Francis, Accountant	
Process Reviewer (s) Name and Position			
STEPS/FLOW/SEQUENCE			
	Event/Activity/Action		
Step	Process Boundaries: This procedure shall apply to all payments made by MksU Inputs: Human resource, Stationery, ICT Facilities, Finances Outputs and end: No pending bills, Paid suppliers	Time/ No. Of Days	Actor
1.	This shall start with the CFO receiving an invoice from the Vice Chancellor/ Procurement Officer for goods/services/works	Continuous	Procurement Officer
2.	The CFO/CPO shall verify the invoice against the delivery note, LPO/LSO, and any other applicable support schedule	1 week	CFO/ CPO
3.	In the event of a discrepancy, the CFO shall return the invoice to the relevant department/suppliers with recommendations for adjustments and resubmission	1 week	CFO/ Procurement Officer
4.	Upon verification, the CFO shall raise a payment voucher and a cheque for the same amount considering availability of funds- ageing creditors' schedule	1 week	CFO
5.	Upon receipt of the signed cheque, the CFO shall record the same in the delivery book and ensure dispatch to relevant payees who shall acknowledge receipt by issuing receipts for the same amount	1 week	CFO

EXCEPTIONS TO THE NORMAL FLOWS				
Title	No.	Description	Time	Actor
1. Errors on the payment documents	1.	Wrong computations on the supplier invoices	Continuous	Procurement Officer
	2.	Inconsistent documentation	Continuous	Procurement Officer
Process Maps/Visuals				
<p>Process flowchart</p> <pre> graph TD A((Receiving invoice)) --> B((Invoice verification)) B --> C((Invoice adjustments and resubmission)) C --> D((Raising a payment voucher)) D --> E((Cheque dispatch)) E --> A </pre>				

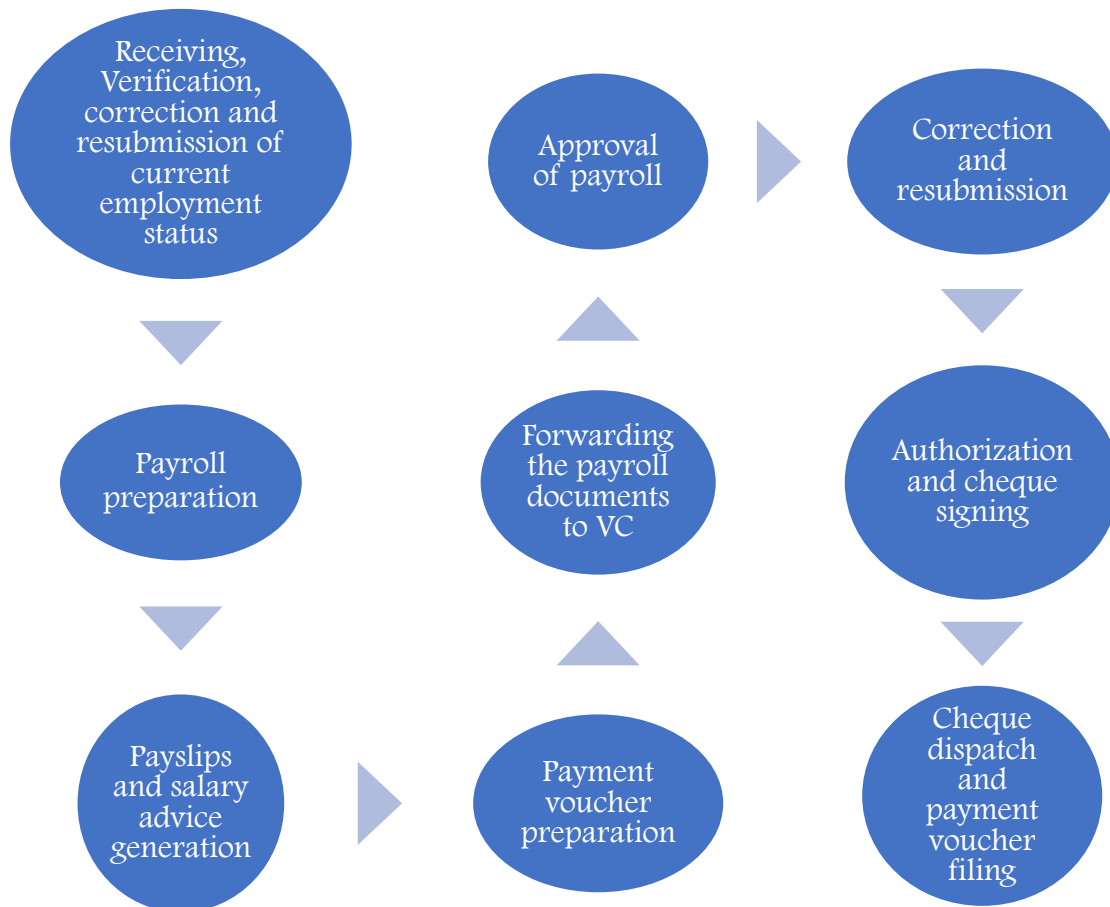
			
Institution/Organization Name:		Machakos University	
Affiliations; Ministry / Department/ County/Parent Company:		Ministry of Education, State Department of University Education and Research	
Economic Sector Alignment:		Education and Research	
Big 4 Alignment:			
Accounting Officer:		Vice Chancellor	
Period: FY		2021/2022	
Process Documentation			
Service Name		Payment of Salaries	
Brief Description Document Purpose/Service		To ensure effectiveness and timeliness in Processing and payment of salaries to staff	
Document Control: Change Record/ Version Number		First Edition	
Process Owner: Name and Position		Prof. Fredrick Ogola -Ag. Deputy Vice Chancellor (Administration, Planning and Finance)	
Process Writer (s); Name and Position		CPA Aileen Nyatuga, Chief Finance Officer	
		CPA Wambua Francis, Accountant	
Process Reviewer (s) Name and Position			
STEPS/FLOW/SEQUENCE			
	Event/Activity/Action		
Step	Process Boundaries: This procedure shall apply to all salary payments made by MksU Inputs: Human resource, Stationery, ICT Facilities, Finances Outputs and end: Paid staff	Time/ No. Of Days	Actor
1.	This shall start with the CFO enquiring from the Director (HR) on the University's current employment status on the first working week of every month	1 week	Director (HR)
2.	Upon receipt of the employment status, the CFO shall verify the same considering the following: a) Approved budget b) Number of employees	1 week	CFO
3.	In the event of any anomaly, the CFO shall return the list to the Director (HR) for correction and resubmission	2 days	Director (HR)
4.	Upon verification, the CFO shall prepare the payroll in consideration of the following: a) Council pay advice b) Statutory deductions c) Loans and SACCO deductions	3 days	CFO
5.	Upon preparation of the payroll, the CFO shall prepare the following documents: a) Pay slips	2 days	CFO



	b) Recovery lists c) Salary advice list to various financial Institutions		
6.	The CFO shall prepare payment vouchers and cheques for the statutory deductions and salaries to various financial institutions	2 days	CFO
7.	The CFO shall forward the payment vouchers, cheques and supporting documents to the Vice-Chancellor through the DVC (APF) for authorization	1 day	CFO
8.	The Vice-Chancellor shall consider the reasons advanced for any changes in payroll. If satisfactory then the approval is granted.	1 day	VC
9.	In the event the documents are not authorized, the Vice-Chancellor shall return the documents to the CFO for correction and resubmission	1 day	CFO
10.	Upon authorization, the Vice-Chancellor shall forward the cheques, supporting documents and payment vouchers to the CFO for dissemination of the same to the Second authorized signatory	2 days	CFO
11.	The second signatory shall append his/her signature on the cheques based on the step no. 9	1 day	DVCs/VC
12.	Upon approval, by either of the second signatories he/she shall forward the cheques, payment vouchers and supporting documents to the CFO who shall ensure that the cheques are dispatched appropriately and the payment vouchers together with the supporting documents properly filed	1 day	CFO

EXCEPTIONS TO THE NORMAL FLOWS

Title	No.	Description	Time	Actor
Delay in release of government grants	1.	Lack of funds to pay salaries	N/A	VC

Process Maps/Visuals



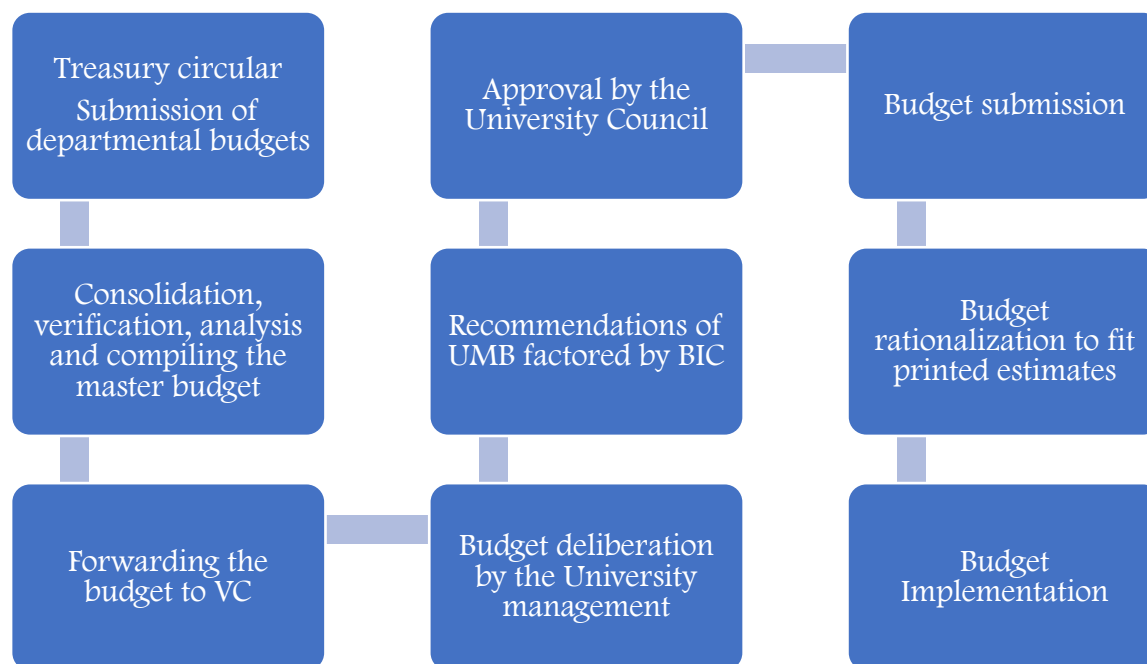
 REPUBLIC OF KENYA		 MACHAKOS UNIVERSITY	
Institution/Organization Name:		Machakos University	
Affiliations; Ministry / Department/ County/Parent Company:		Ministry of Education, State Department of University Education and Research	
Economic Sector Alignment:		Education and Research	
Big 4 Alignment:			
Accounting Officer:		Vice Chancellor	
Period: FY		2021/2022	
Process Documentation			
Service Name		Preparation of the annual Budget	
Brief Description Document Purpose/Service		To ensure effectiveness and timeliness in the preparation of the University's budget	
Document Control: Change Record/ Version Number		First Edition	
Process Owner: Name and Position		Prof. Fredrick Ogola -Ag. Deputy Vice Chancellor (Administration, Planning and Finance)	
Process Writer (s); Name and Position		CPA Aileen Nyatuga, Chief Finance Officer CPA Wambua Francis, Accountant	
Process Reviewer (s) Name and Position			
STEPS/FLOW/SEQUENCE			
	Event/Activity/Action		
Step	Process Boundaries: This procedure applies to the annual University budget preparation in MksU Inputs: Human resource, Stationery, ICT Facilities, Finances Outputs and end: Approved budget	Time/ No. Of Days	Actor
1.	This procedure shall start when the National Treasury issues a circular with guidelines for preparation of the budget. Then the CFO writes to the MksU heads of divisions, departments, directorates and sections to submit their departmental budget estimates for the subsequent financial year	By 30 th October	CFO
2.	The CFO shall then consolidate the received budget proposals into a proposed university budget	1 week	CFO
3.	The Chairman for the Budget Implementation Committee shall then convene budget committee meeting to verify, analyze and compile a draft master budget	1 week	Chairman, BIC
4.	The CFO shall then forward the budget to the Vice Chancellor for discussion at the University Management	1 day	CFO
5.	The Vice Chancellor shall then convene MksU Management Board meeting for the budget deliberations and recommend to the Finance, Planning and Development committee of Council	1 week	VC
6.	The Budget Implementation committee shall factor the recommendations of the MksU-Management Board and forward to the Vice Chancellor	1 week	Chairman, BIC
7.	Then the Vice Chancellor shall then convene a meeting with the Finance, Planning and Development committee of Council for verification, adoption and recommendation to the full Council	By 10 th January	VC



8.	In the event of any corrections, the Finance, Planning and Development committee of Council shall make recommendations to the Vice Chancellor for correction and re-submission	1 day	Chairman, FPDCC
9.	Upon adoption, the Finance, Planning and Development committee of Council shall present the budget to the Full council for ratification, ownership and approval for implementation	By 15 th January	Council Chairman
10.	Upon approval by the council a copy of the approved budget is submitted by the VC to the line Ministry and the National Treasury as the official University budget	By 31 st January	VC
11.	Upon release of the government approved estimates, the BIC shall rationalize the proposed budget to align it with the government approved estimates and forward to the University management which shall recommend to the University Council for approval	By 30 th June	Chairman-BIC / VC
12.	The VC shall submit the rationalized budget to the council for final discussion and approval	2 weeks	VC
13.	CFO shall communicate the approved budget to the vote holders, monitor the implementation of the budget and advise the respective officers as appropriate	1 year	CFO

EXCEPTIONS TO THE NORMAL FLOWS

Title	No.	Description	Time	Actor
Lack of Council appointment	1.	Lack of council approval on the annual budget	N/A	VC
Interruption by political factors like general election	1.	Change of budget timelines	N/A	VC

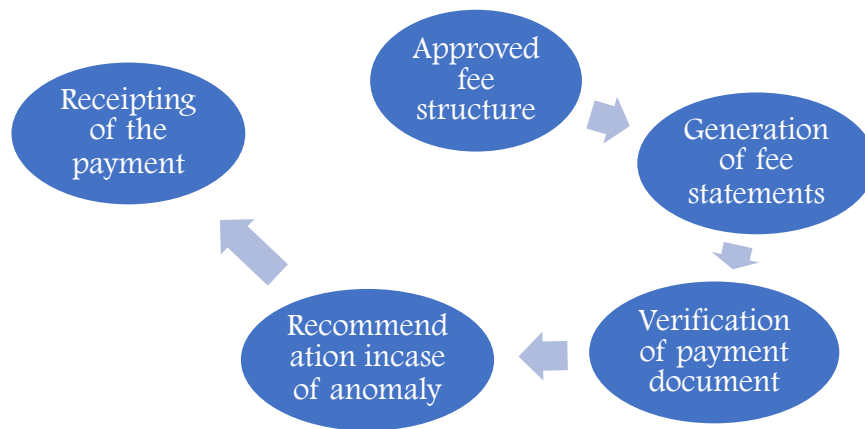
Process Maps/Visuals



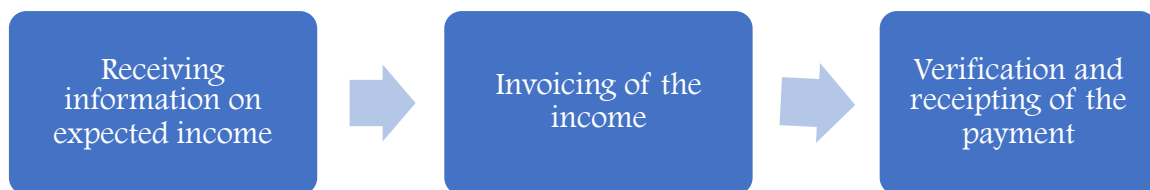
 REPUBLIC OF KENYA		 MACHAKOS UNIVERSITY <i>Cherish the Future</i>	
Institution/Organization Name:		Machakos University	
Affiliations; Ministry / Department/ County/Parent Company:		Ministry of Education, State Department of University Education and Research	
Economic Sector Alignment:		Education and Research	
Big 4 Alignment:			
Accounting Officer:		Vice Chancellor	
Period: FY		2021/2022	
Process Documentation			
Service Name		Collection and accounting for all revenue due to the University	
Brief Description Document Purpose/Service		To ensure effectiveness and timeliness in revenue collection	
Document Control: Change Record/ Version Number		First Edition	
Process Owner: Name and Position		Prof. Fredrick Ogola -Ag. Deputy Vice Chancellor (Administration, Planning and Finance)	
Process Writer (s); Name and Position		CPA Aileen Nyatuga, Chief Finance Officer	
		CPA Wambua Francis, Accountant	
Process Reviewer (s) Name and Position			
STEPS/FLOW/SEQUENCE			
Step	Event/ Activity/Action	Time/ No. Of Days	Actor
Step	Process Boundaries: This procedure applies to revenue collection in MksU Inputs: Human resource, Stationery, ICT Facilities Outputs and end: Collected revenues		
	Tuition fees		
1.	The process shall start by having an approved university fee's structure and fee policy		VC
2.	The CFO shall inform the students to generate fee statements from the students' portal at the end of every semester		CFO
3.	Upon receipt of a payment document from a Student, the CFO shall verify the same	5 minutes	CFO
4.	In the event of an anomaly, the CFO shall make appropriate recommendations to the student	5 minutes	CFO
5.	Upon verification, the CFO shall enter the details of the payment into the ERP system, then the student may access the receipt from the portal	5 minutes	CFO
	Production Units		
1.	This shall start with the respective officer informing the CFO of a production unit transaction and expected revenue		Respective officer
2.	On receipt of the information from the officer about the PU, the CFO shall enter the details about the activity in the ERP system, print and issue an invoice to the customer	5 minutes	CFO

3.	Upon receipt of the payment, the CFO shall then verify receipt of payment and enter the details of the payment in the ERP system and issue a receipt of the same	5 minutes	CFO	
	GoK/Donor Grants			
1.	This shall start with the VC receiving communication from MoE or any other organization informing him/her of the grant		VC	
2.	On receipt of the communication, the VC shall inform the DVC APF of the GoK grants and DVC RIL of donor grants who shall communicate to the CFO to verify receipt of the grants and enter the details of the payment in the ERP system and issue a receipt of the same	1 day	VC/DVC APF/DVC RIL	
	Proceeds from Disposal of obsolete/idle assets			
1.	This shall start with the Chairman of the Disposal committee inviting the CFO to attend the auction or other applicable event related to disposal of idle/obsolete assets		CFO	
2.	On conclusion of the sale transactions, the CFO shall then verify receipt of payment and enter the details of the payment in the ERP system and issue a receipt of the same	5 minutes	CFO	
	Penalties			
1.	This shall start with the CFO receiving information on penalties on members of the University /public from a relevant officer		CFO	
2.	The CFO shall then bill the payee and forward the bill to them	1 day	CFO	
3.	Upon receipt of the payment, the CFO shall then verify receipt of payment and enter the details of the payment in the ERP system and issue a receipt of the same	5 minutes	CFO	
	Proceeds from hiring of University’s facilities			
1.	This shall start with the CFO receiving information on the intent of hiring a University’s facility from Reg (AP)		CFO	
2.	Upon receipt of the payment, the CFO shall then verify receipt of payment and enter the details of the payment in the ERP system and issue a receipt of the same	5 minutes	CFO	
	Sale of procurement (tender) documents			
1.	Upon receipt of a payment document from a potential supplier, the CFO shall then verify receipt of payment and enter the details of the payment in the ERP system and issue a receipt of the same	5 minutes	CFO	
EXCEPTIONS TO THE NORMAL FLOWS				
Title	No.	Description	Time	Actor
Customer provides wrong details	1.	The income from the customer does not reflect in the system as expected		CFO

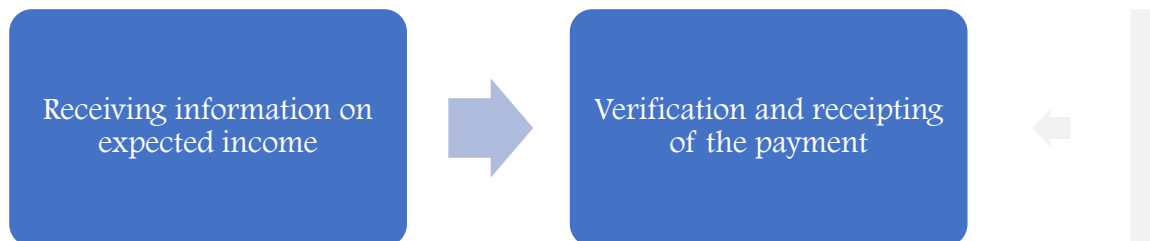
Tuition fees





Production Units and penalties



GoK/Donor Grants, Proceeds from Disposal of assets and hiring of facilities



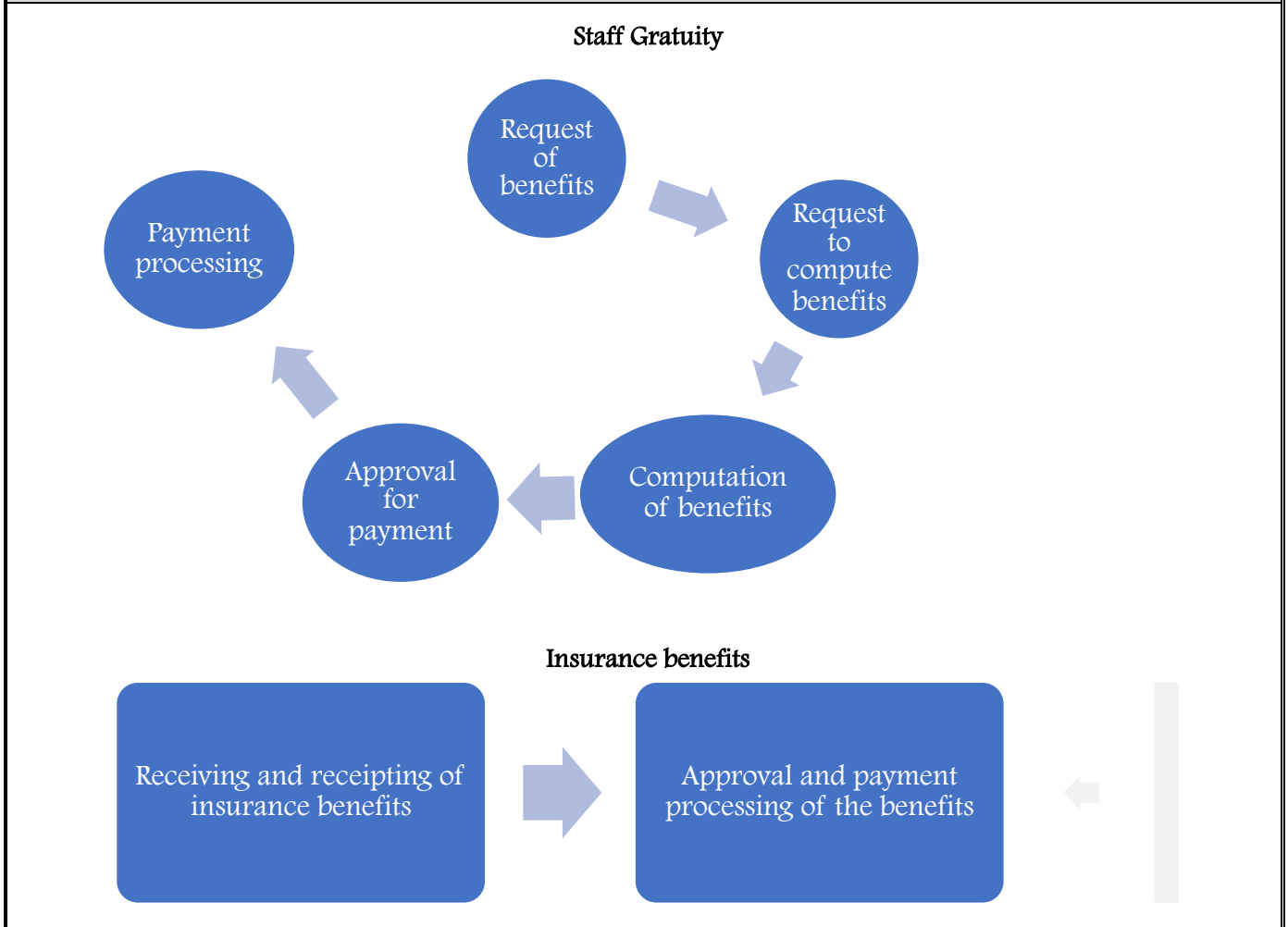
 REPUBLIC OF KENYA		 MACHAKOS UNIVERSITY PIONEER TO LEAD	
Institution/Organization Name:		Machakos University	
Affiliations; Ministry / Department/ County/Parent Company:		Ministry of Education, State Department of University Education and Research	
Economic Sector Alignment:		Education and Research	
Big 4 Alignment:			
Accounting Officer:		Vice Chancellor	
Period: FY		2021/2022	
Process Documentation			
Service Name		Payment of Benefits	
Brief Description Document Purpose/Service		To ensure effectiveness and timeliness in payment of staff benefits	
Document Control: Change Record/ Version Number		First Edition	
Process Owner: Name and Position		Prof. Fredrick Ogola -Ag. Deputy Vice Chancellor (Administration, Planning and Finance)	
Process Writer (s); Name and Position		CPA Aileen Nyatuga, Chief Finance Officer	
		CPA Wambua Francis, Accountant	
Process Reviewer (s) Name and Position			
STEPS/FLOW/SEQUENCE			
	Event/Activity/Action		
Step	Process Boundaries: This procedure applies to payment of staff benefits in MksU Inputs: Human resource, Stationery, ICT Facilities, Finances Outputs and end: Paid benefits, No pending bills	Time/ No. Of Days	Actor
	Staff Gratuity		
1.	This shall start with the respective staff requesting for his/her benefits to DVC APF		respective staff
2.	The DVC APF shall then request the CFO to compute the said staff benefits and the deductions (if any) to be withheld	1 day	VC
3.	The CFO shall compute the staff benefits and advise on the amount to be paid the staff and submit to the VC through the DVC APF	1 day	CFO
4.	The Vice-Chancellor shall the give the approval for the payment of the benefits	1 day	VC
5.	The CFO shall then process the payment for the staff and pay all the deductions withheld to the respective institutions	2 days	CFO



	Insurance benefits		
6	This shall start with the DHR informing the insurance company of a case and the company sends the insurance benefits to the University	2 days	
7.	The CFO shall receipt the funds for insurance benefits from the respective insurance company in the ERP system.	5 minutes	CFO
8.	The CFO shall then process payment for the benefits due to the staff	3 days	CFO

EXCEPTIONS TO THE NORMAL FLOWS

Title	No.	Description	Time	Actor
Staff provides the wrong bank account details	1.	Delay in payment of the staff benefits due to the wrong account		CFO

Process Maps/Visuals



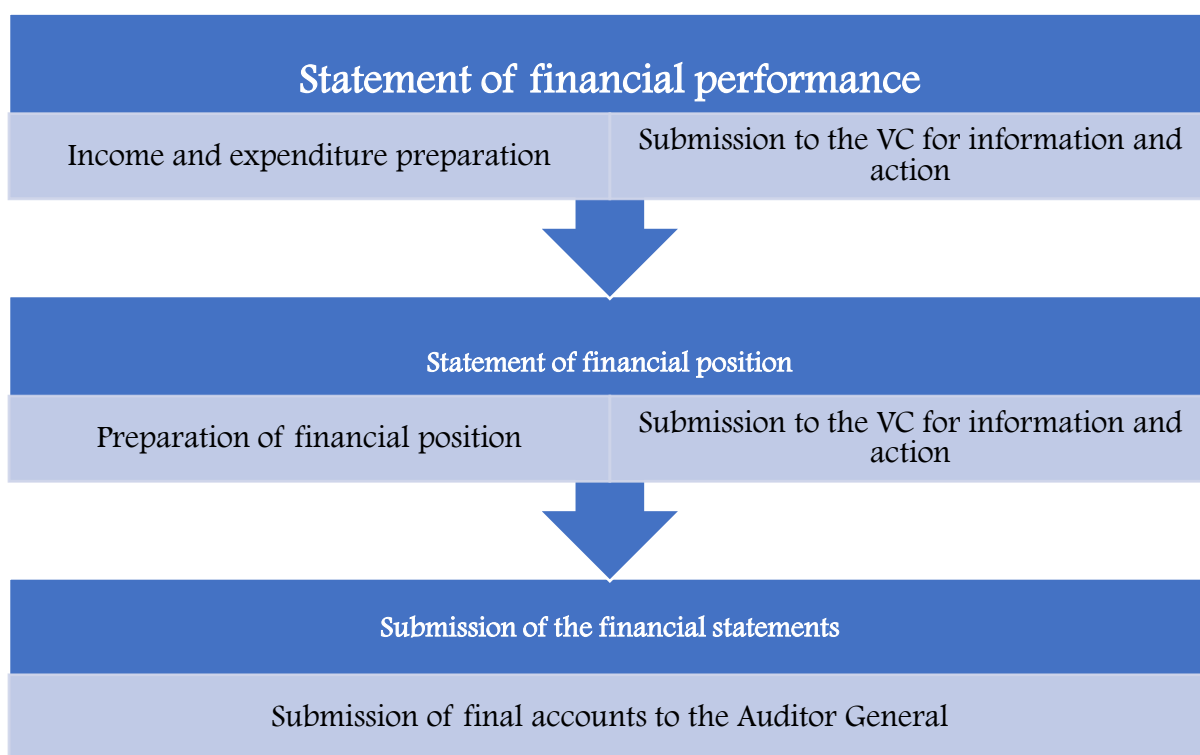
 REPUBLIC OF KENYA		 MACHAKOS UNIVERSITY	
Institution/Organization Name:		Machakos University	
Affiliations; Ministry / Department/ County/Parent Company:		Ministry of Education, State Department of University Education and Research	
Economic Sector Alignment:		Education and Research	
Big 4 Alignment:			
Accounting Officer:		Vice Chancellor	
Period: FY		2021/2022	
Process Documentation			
Service Name		Submission of annual report and financial statements	
Brief Description Document Purpose/Service		To ensure effectiveness and timeliness in preparation of financial statements	
Document Control: Change Record/ Version Number		First Edition	
Process Owner: Name and Position		Prof. Fredrick Ogola -Ag. Deputy Vice-Chancellor (Administration, Planning and Finance)	
Process Writer (s); Name and Position		CPA Aileen Nyatuga, Chief Finance Officer	
		CPA Wambua Francis, Accountant	
Process Reviewer (s) Name and Position			
STEPS/FLOW/SEQUENCE			
	Event/Activity/Action	Time/ No. Of Days	Actor
Step	Process Boundaries: This procedure shall apply to preparation of all financial statements made by MksU Inputs: Human resource, Stationery, ICT Facilities Outputs and end: Final accounts		
	Statement of financial performance		
1.	The CFO shall ensure preparation of an income and expenditure account on a quarterly basis	5 th day after end of the quarter	CFO
2.	Upon preparation of the income and expenditure account, the CFO shall submit a signed copy of the same to the Vice-Chancellor for discussion in the university management and council	1 week	CFO
	Statement of financial position		
3.	The CFO shall ensure preparation of a statement of financial position on annual basis	5 th day after end of the quarter	CFO



4.	Upon preparation of the financial position, the CFO shall submit a signed copy of the same to the Vice Chancellor for discussion in the university management and council	1 week	CFO
	Submission of the financial statements		
5.	The Vice Chancellor shall ensure the annual report and financial statements are approved by the University council and submitted to the Auditor General together with copies to The National Treasury, Parent ministry, Controller of Budget and Commission for the revenue allocation	30 th September	VC

EXCEPTIONS TO THE NORMAL FLOWS

Title	No.	Description	Time	Actor
Unstable ERP system	1.	Wrong support schedules		CFO

Process Maps/Visuals



 REPUBLIC OF KENYA		 MACHAKOS UNIVERSITY	
Institution/Organization Name:		Machakos University	
Affiliations; Ministry / Department/ County/Parent Company:		Ministry of Education, State Department of University Education and Research	
Economic Sector Alignment:		Education and Research	
Big 4 Alignment:			
Accounting Officer:		Vice-Chancellor	
Period: FY		2021/2022	
Process Documentation			
Service Name		Submission of Statutory deductions	
Brief Description Document Purpose/Service		To ensure compliance and timely submission of statutory remissions	
Document Control: Change Record/ Version Number		First Edition	
Process Owner: Name and Position		Prof. Fredrick Ogola -Ag. Deputy Vice Chancellor (Administration, Planning and Finance)	
Process Writer (s); Name and Position		CPA Aileen Nyatuga, Chief Finance Officer	
		CPA Wambua Francis, Accountant	
Process Reviewer (s) Name and Position			
STEPS/FLOW/SEQUENCE			
	Event/Activity/Action		
Step	Process Boundaries: This procedure shall apply to submission of statutory remissions of MksU Inputs: Human resource, Stationery, ICT Facilities, Finances Outputs and end: Compliance with statutory requirements	Time/ No. Of Days	Actor
1.	This shall start with the CFO processing the monthly payroll	By 30th	CFO
2.	The CFO shall deduct the applicable taxes, NHIF and NSSF and pay the staff the net amounts	By 30th	CFO
3.	The CFO shall then do online filing before the due date applicable for the respective statutory deductions	5 days	CFO
4.	Upon the online filing, a payment slip shall be generated which shall be used to pay the statutory deduction	2 days	CFO
5.	The CFO shall then remit the payment for the statutory deductions on or before the respective due dates	P.A.Y.E & NHIF by 9 th NSSF by 15 th of the	CFO

			following month	
EXCEPTIONS TO THE NORMAL FLOWS				
Title	No.	Description	Time	Actor
Delay in release of government grants	1.	Delay in payment of statutory remissions hence leading non-compliance		
Process Maps/Visuals				
<pre> graph TD A((Processing the monthly payroll)) --> B((Deduction of statutories)) B --> C((Filing of the statutory deductions)) C --> D((Generation of payment slip and payment processing)) D --> E((Remission of the statutory deductions)) E --> A </pre>				

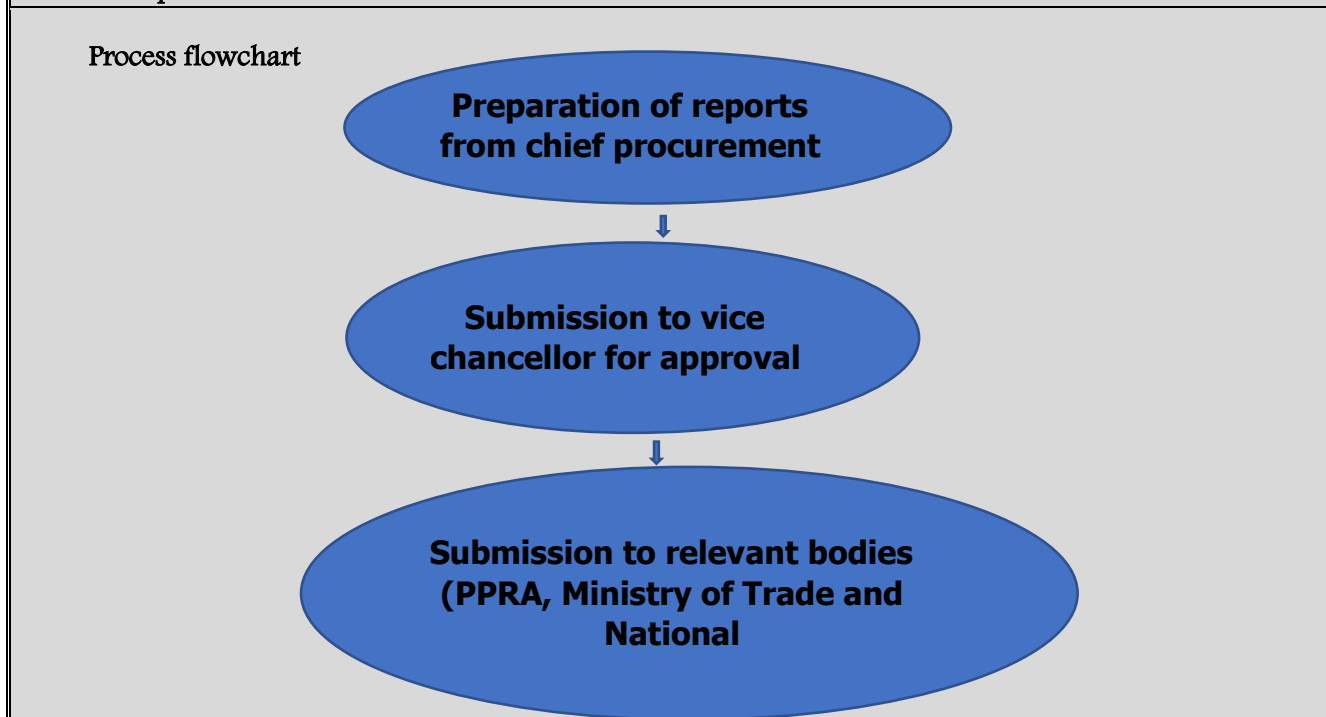
			
Institution/Organization Name:		Machakos University	
Affiliations; Ministry / Department/ County/Parent Company:		Procurement	
Economic Sector Alignment:		Education	
Big 4 Alignment:			
Accounting Officer:		Vice Chancellor	
Period: FY		2021/2022	
Process Documentation			
Service Name		Submission of statutory quarterly reports	
Brief Description Document Purpose/Service		To ensure timely submission of the reports as per the public procurement and asset disposal act (PPADA 2015) & public procurement and asset disposal Regulations (PPADA 2020)	
Document Control: Change Record/ Version Number		First Edition.	
Process Owner: Name and Position		Chief Procurement Officer	
Process Writer (s); Name and Position		Chief Procurement Officer	
Process Reviewer (s) Name and Position		Chief Procurement Officer	
STEPS/FLOW/SEQUENCE			
	Event/Activity/Action		
Step	Process Boundaries: This procedure applies to submission of Statutory Reports as per the PPADA Act 2015 & PPADA Regulation 2020 Inputs: Human resource, Stationery and Finances Outputs and end: Updated records of Procured goods, services or works	Time/ No. Of Days	Actor
1.	Termination of Procurement and Asset Disposal Proceedings Report	As and when done	Vice Chancellor
2.	Direct Procurement Report (value exceeding Ksh.500,000.00)	As and when done	Chief Procurement Officer



3.	All Contracts Report	Monthly	Chief Procurement Officer
4.	Terminations of Contracts	Quarterly	Vice Chancellor
5.	Report on all contracts awarded to the Youth, Women and PwD-30%	Quarterly	Chief Procurement Officer
6.	Bi-Annual report on Preferences and Reservation of contracts awarded to Youth, Women and PwD	Bi-annually	Chief Procurement Officer
8.	Buy Kenya Build Kenya Report-40%	Quarterly	Chief Procurement Officer

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Title	No.	Description	Time	Actor
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Process Maps/Visuals				
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 REPUBLIC OF KENYA		 MACHAKOS UNIVERSITY	
Institution/Organization Name:		Machakos University	
Affiliations; Ministry / Department/ County/Parent Company:		Ministry of Education State Department of University Education and Research	
Economic Sector Alignment:		Education	
Big 4 Alignment:			
Accounting Officer:		Vice Chancellor	
Period: FY		2021/2022	
Process Documentation			
Service Name	Completion of long term projects		
Brief Description Document Purpose/Service	Ensure timely completion of projects		
Document Control: Change Record/ Version Number	First Edition		
Process Owner: Name and Position	Vice Chancellor		
Process Writer (s); Name and Position	Dr. C. Mbatha (Clerk of Works)		
Process Reviewer (s) Name and Position			
STEPS/FLOW/SEQUENCE			
Step	Event/Activity/Action	Time/ No. Of Days	Actor
1.	Machakos University Department shall raise the need of the required space/facility/Infrastructure to the management through the DVC (APF).	2 days	Head of Department
2.	The University Management Board discusses the need and gives UMB recommendation(s).	7 days	Vice Chancellor
3.	The recommendations are then forwarded to the University Council, for approval	7 days	Vice Chancellor

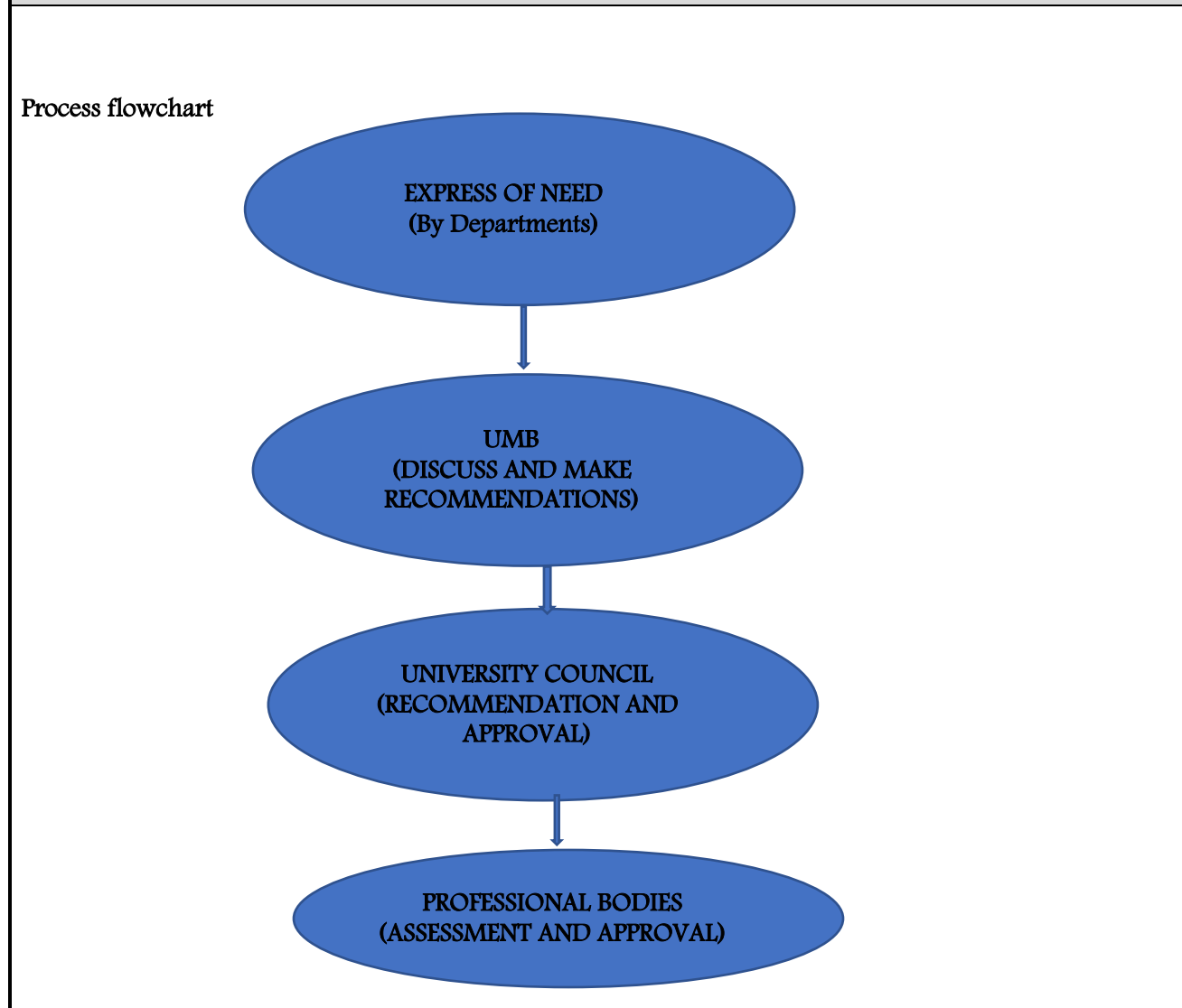
4.	Upon approval, the Deputy Vice Chancellor (APF) shall liaise with the respective professional bodies for assessment and approval of the project.	14 days	Deputy Vice Chancellor (APF)
5.	The Vice Chancellor shall then invite consultants to draw designs, evaluate and provide cost estimates of the project.	30 days	Vice Chancellor and Consultants
6.	Upon receiving the approved drawings/plans and BQs from the consultants, the Vice Chancellor shall convene Management committee to discuss the project and make comments.	7 days	Vice Chancellor
7.	The Vice Chancellor shall then present the approved working documents to the University Council for deliberation and approval	7 days	Council and Vice Chancellor
8.	In the event of disapproval, the University Council shall make recommendations to the Vice Chancellor who shall in turn forward the recommendations to consultants to make the necessary adjustments and resubmission.	14 days	Council, Vice Chancellor and Consultants
9.	Upon approval, the Vice Chancellor shall ensure implementation of the project as per the BQs and timely payments of interim certificates	As per the contract period	Vice Chancellor, CPO, Project implementation committee and Consultants
10.	The Vice Chancellor shall receive a completion certificate and Handing over certificate from the consultants.	As per the contract period	Vice Chancellor, Project implementation committee and Consultants
11.	This procedure shall be deemed complete upon inspection of the defects	As per the contract period	Vice Chancellor, Project implementation

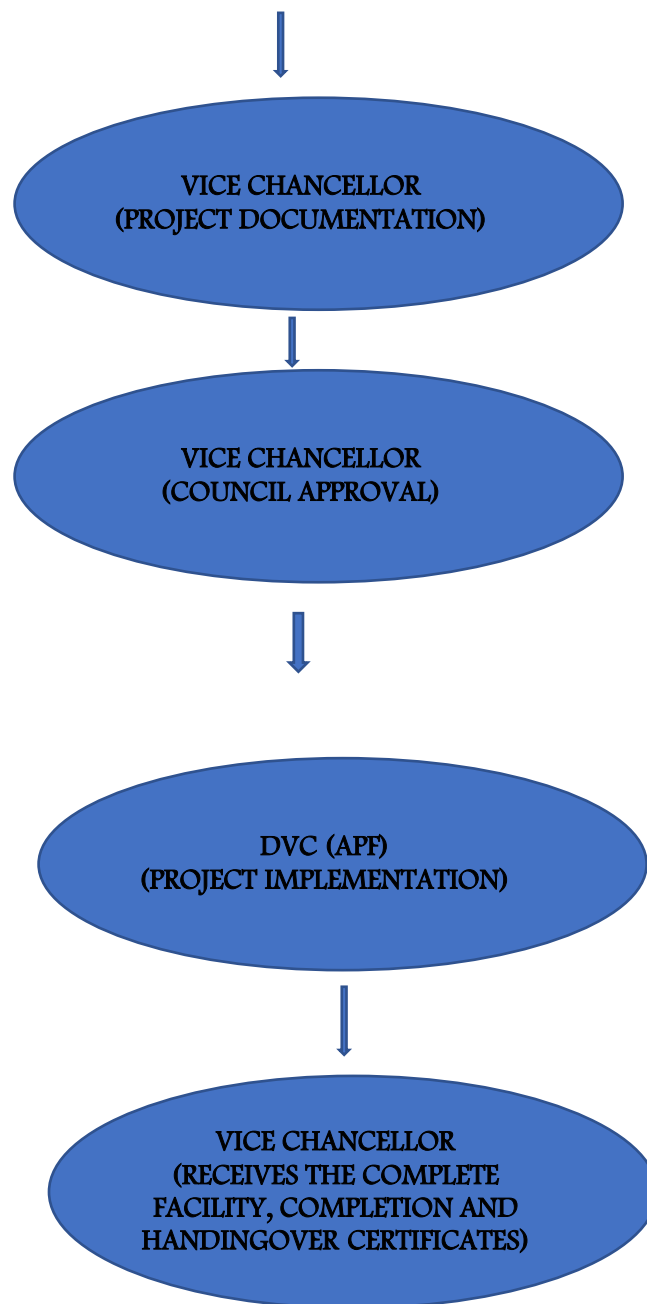
	after defect liability period and receiving defect correction certificate by the consultant.		committee and Consultants
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EXCEPTIONS TO THE NORMAL FLOWS

Title	No.	Description	Time	Actor
Trigger 1: Failure to complete the project	1.	Inadequate Government funding		Government
	2.	Force majeure		All parties
	3.	Delay by contractors		Contractor, PIC and Consultants Government
	4.	Delay of Government funding		

Process flowchart





			
Institution/Organization Name:		Machakos University	
Affiliations; Ministry / Department/ County/Parent Company:		Ministry of Education, State Department of University Education and Research	
Economic Sector Alignment:		Education and Research	
Big 4 Alignment:			
Accounting Officer:		Vice Chancellor	
Period: FY		2021/2022	
Process Documentation			
Service Name		Call for scheduled Council meetings	
Brief Description Document Purpose/Service		To ensure coordination, efficiency and effectiveness management of meetings in the University	
Document Control: Change Record/ Version Number		First Edition	
Process Owner: Name and Position		Prof. Lucy Irungu Vice Chancellor	
Process Writer (s); Name and Position		Mumbi Mwihuri Legal officer	
Process Reviewer (s) Name and Position			
STEPS/FLOW/SEQUENCE			
Step	Event/ Activity/ Action	Time/ No. Of Days	Actor

	<p>Process Boundaries: This procedure applies to all Council meetings</p> <p>Inputs: Agenda</p> <p>Schedule of meetings (Almanac)</p> <p>Notice of meeting</p> <p>conflict of interest and confidentiality register</p> <p>Outputs and end: Minutes</p> <p>Resolutions/Action Plans</p> <p>Declared Interests</p>		
	system		
1.	This procedure shall start by the VC developing a Council almanac for approval by the Council in the month of June every Financial Year.	As guided by almanac	VC
2.	The VC shall issue notice of meeting and circulate the agenda to Council and Council Committee members at least seven (7) days before the meeting as per approved Council almanac.	As guided by almanac	VC
3.	The VC shall cause the agenda documents to be circulated to the Council and Council Committee members at least seven days before the date of the meeting.	two days from the notice period.	VC
4.	The Chairperson shall ensure that the quorum of 2/3rds is adhered to as per the University statutes, Board Charter and relevant laws for the meeting to proceed. In the event quorum is not attained the Chair shall call off the meeting to be conducted the following week, same time, day and venue as per the States Corporation Act and the procedure shall be deemed complete.		Chairperson
5	Where there is a quorum, the Chairperson shall call the meeting to order and the Council Secretariat shall circulate the attendance list and the conflict of interest register to the members during the meeting and shall record the proceedings.		Chairperson

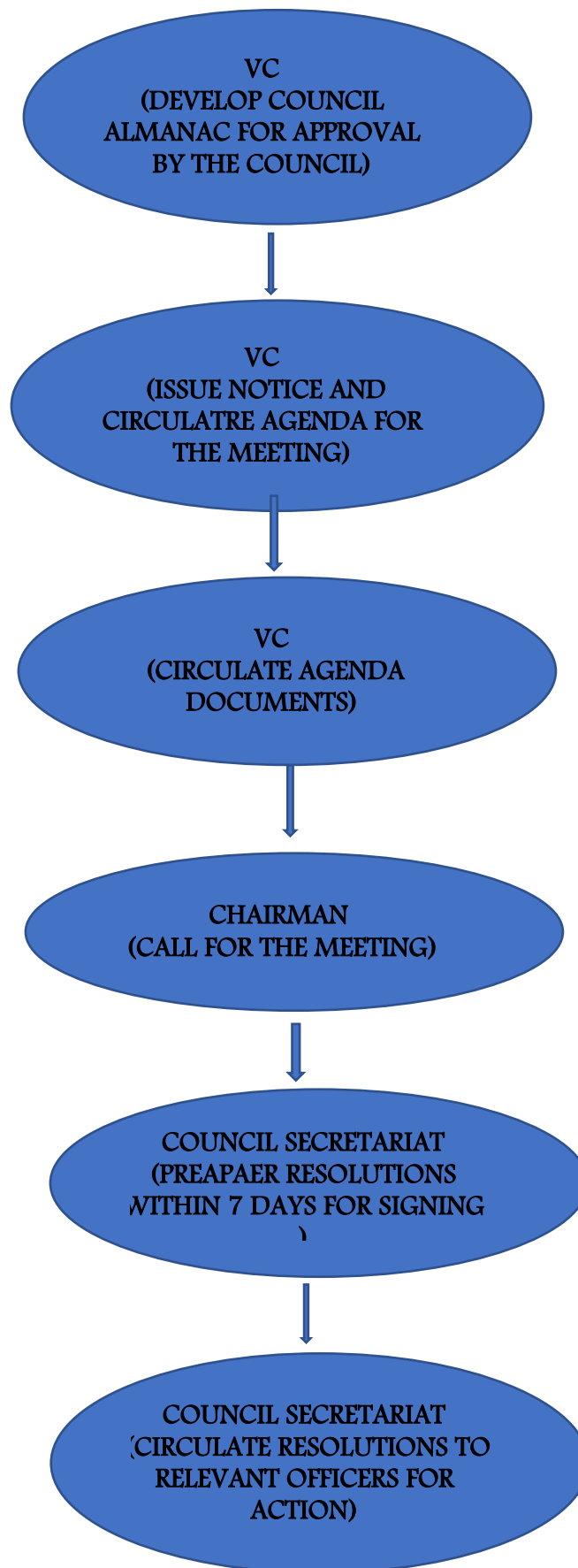
6	Upon completion of the meeting, the Council Secretariat shall prepare the resolutions within Seven days and the Minutes within Fourteen days and forward to the Chairman for signature and approval for circulation.		Chairperson /Council Secretariat
7	Upon receipt of approved resolutions, the Council Secretariat shall circulate to the relevant University officers for action within two days.	Two days	Council Secretariat
8	Upon circulation of the approved resolutions, the Council Secretariat in liaison with the VC shall follow up to ensure that the approved resolutions are fully implemented.		VC/ Council Secretariat
9	The approved minutes for circulation shall be confirmed in the subsequent meeting.		
10	Upon confirmation of the minutes, the Council Secretariat shall file the Minutes in the Minute Book on the same day.		
11	The Council Secretariat in liaison with the VC shall prepare a summary report and action plan matrix of resolutions of Council to be forwarded to the relevant DVC for action within five days and the procedure shall be deemed complete.		VC/ Council Secretariat

EXCEPTIONS TO THE NORMAL FLOWS

Title	No.	Description	Time	Actor
	1.			

Process Maps/Visuals

Process flowchart






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graph TD; A[COUNCIL SECRETARIAT  
(PREPARE RESOLUTIONS)] --> B[COUNCIL SECRETARIAT & VC  
(FOLLOW UP TO ENSURE  
RESOLUTIONS ARE  
IMPLEMENTED)]; B --> C[COUNCIL SECRETARIAT IN LIASON  
WITH VC  
(PREAPER SUMMARY REPORT AND  
ACTION PLAN MATRIX TO BE  
FORWARDED TO RELEVANT DVCS FOR  
ACTION)];
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**COUNCIL SECRETARIAT
(PREPARE RESOLUTIONS)**

**COUNCIL SECRETARIAT & VC
(FOLLOW UP TO ENSURE
RESOLUTIONS ARE
IMPLEMENTED)**

**COUNCIL SECRETARIAT IN LIASON
WITH VC
(PREAPER SUMMARY REPORT AND
ACTION PLAN MATRIX TO BE
FORWARDED TO RELEVANT DVCS FOR
ACTION)**

			
Institution/Organization Name:		Machakos University	
Affiliations; Ministry / Department/ County/Parent Company:		Ministry of Education, State Department of University Education and Research	
Economic Sector Alignment:		Education and Research	
Big 4 Alignment:			
Accounting Officer:		Vice Chancellor	
Period: FY		2021/2022	
Process Documentation			
Service Name		Call for scheduled UMB meetings.	
Brief Description Document Purpose/Service		To ensure coordination, efficiency and effectiveness management of meetings in the University	
Document Control: Change Record/ Version Number		First Edition	
Process Owner: Name and Position		Prof. Lucy Irungu Vice Chancellor	
Process Writer (s); Name and Position		DR. Susan Nzioki Registrar Administration and Planning	
Process Reviewer (s) Name and Position			
STEPS/FLOW/SEQUENCE			
Step	Event/ Activity/ Action	Time/ No. Of Days	Actor
	Process Boundaries: This procedure applies to all UMB meetings of the University Inputs: Agenda Schedule of meetings (Almanac) Notice of meeting conflict of interest and confidentiality register Outputs and end: Minutes Resolutions/Action Plans		

	Declared Interests		
	system		
1.	This procedure shall start by Registrar Administration and Planning in consultation with the Secretariat developing Management Board almanac for approval by the VC in the month of June every year.	As guided by almanac	REG (AP)
2.	Upon approval of the almanac, the Registrar Administration and Planning shall issue notice and circulate agenda of the meeting at least seven (7) days before the meeting.	As guided by almanac	REG (AP)
3.	The Registrar Administration and Planning shall compile the agenda documents and forward to the VC for approval within two days from the notice period.	Two days from the notice period.	REG (AP)
4.	Upon receipt of the approval, the Registrar Administration and Planning shall circulate the agenda documents to the UMB three days before the meeting.	Three days before the meeting.	REG (AP)
5	The VC shall convene meetings as scheduled and ensure that a quorum of 2/3rds is adhered to as per the University Statutes and the relevant laws. In the event quorum is not attained the VC shall call off the meeting to be conducted the following week, same time, day and venue as per the State Corporation Act and the procedure shall be deemed complete.		VC
6	Where there is a quorum, the VC shall call the meeting to order and the Registrar Administration and Planning shall circulate the attendance list and the conflict of interest register to the members during the meeting and shall record the proceedings.		VC
7	Upon completion of the meeting, the Registrar Administration and Planning shall prepare the resolutions within Seven days and the Minutes within Fourteen days and forward to the VC for signature and approval for circulation.	Fourteen days	REG (AP)

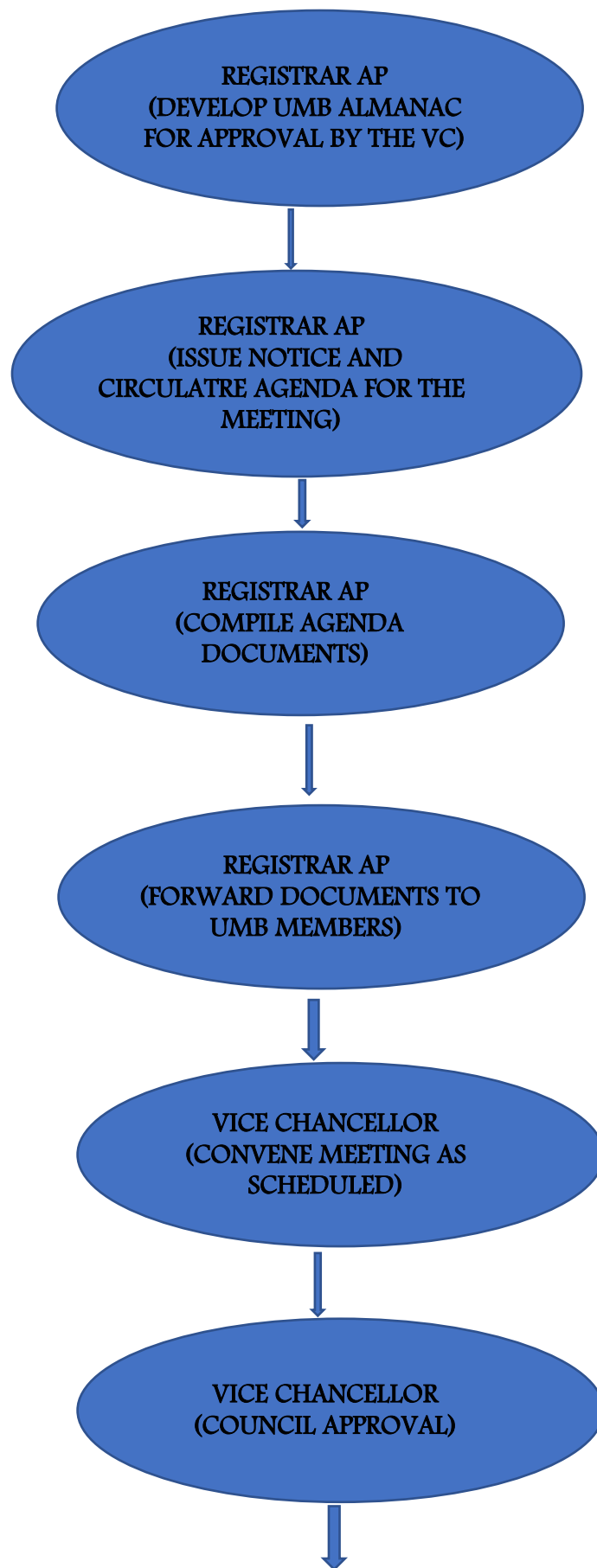
8	Upon receipt of approved resolutions, the Registrar Administration and Planning shall circulate to the relevant University officers for action within two days.	Two days	REG (AP)
9	Upon circulation of the approved resolutions, the Registrar Administration and Planning in liaison with the Secretariat shall follow up to ensure that the approved resolutions are fully implemented.		REG (AP)
10	The approved minutes for circulation shall be confirmed in the subsequent meeting.		VC
11	Upon confirmation a copy of the minutes shall be submitted to the VC for information and records and filed in the Minute Book on the same day.		REG (AP)
12	Where there are resolutions to be discussed at the Council level, the Registrar Administration and Planning in liaison with the Council Secretariat shall prepare a summary report for the VC approval and signature seven days before the circulation notice and agenda of the next Council meeting and the procedure shall be deemed complete.		REG (AP)

EXCEPTIONS TO THE NORMAL FLOWS

Title	No.	Description	Time	Actor
	1.			

Process Maps/Visuals

Process flowchart





**REGISTRAR AP
(PREPARE RESOLUTIONS)**



**REGISTRAR AP
(CIRCULATE RESOLUTIONS TO
RELEVANT OFFICERS)**



**REGISTRAR AP
(FOLLOW UP TO ENSURE
RESOLUTIONS ARE FULLY
IMPLEMENTED)**

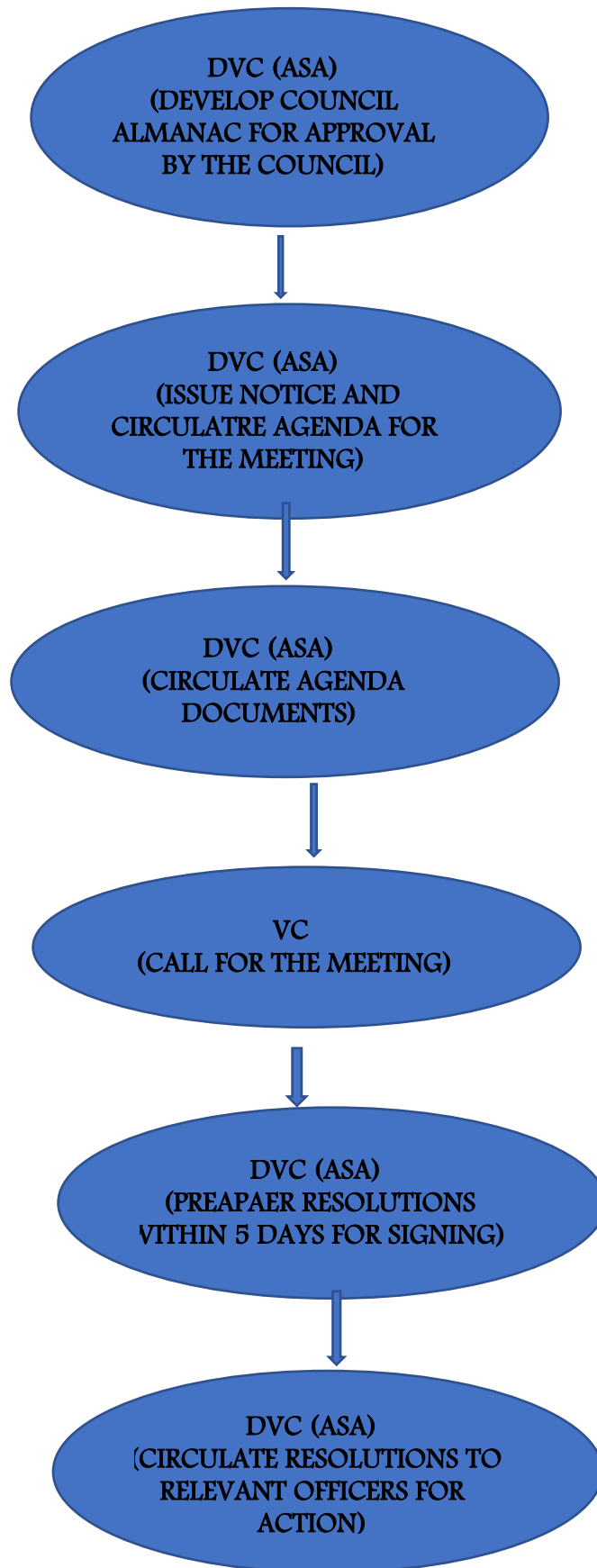
			
Institution/Organization Name:		Machakos University	
Affiliations; Ministry / Department/ County/Parent Company:		Ministry of Education, State Department of University Education and Research	
Economic Sector Alignment:		Education and Research	
Big 4 Alignment:			
Accounting Officer:		Vice Chancellor	
Period: FY		2021/2022	
Process Documentation			
Service Name	Call for scheduled Senate meetings		
Brief Description Document Purpose/Service	To ensure coordination, efficient and effective conducting of meetings in the University		
Document Control: Change Record/ Version Number	First Edition		
Process Owner: Name and Position	Prof. Lucy Irungu Vice Chancellor		
Process Writer (s); Name and Position	Prof. Joyce J. Agalo Deputy Vice Chancellor (Academic and Student Affairs)		
Process Reviewer (s) Name and Position			
STEPS/FLOW/SEQUENCE			
Step	Event/Activity/Action	Time/ No. Of Days	Actor
	Process Boundaries: This procedure applies to all top management meetings of the University Inputs: Agenda Schedule of meetings (Almanac) Notice of meeting conflict of interest and confidentiality register Outputs and end: Minutes		

	Resolutions/Action Plans Declared Interests		
	system		
1.	This procedure shall start by Deputy Vice-Chancellor Academic and Student Affairs in consultation with the DVC ASA developing Senate almanac for approval by the VC in the month of August every year.	As guided by almanac	
2.	Upon approval of the almanac, the Deputy Vice-Chancellor Academic and Student Affairs shall issue notice and circulate agenda of the meeting at least seven days before the meeting.	As guided by almanac	DVC (ASA)
3.	The Deputy Vice-Chancellor Academic and Student Affairs shall compile the agenda documents and forward to the VC for approval within two days from the notice period.		DVC (ASA)
4.	Upon receipt of the approval, the Deputy Vice-Chancellor Academic and Student Affairs shall circulate the agenda documents to the Senate members three days before the meeting.	Three days before the meeting.	DVC (ASA)
5	The VC shall convene meetings as scheduled and ensure that a quorum of 2/3rds is adhered to as per the University statutes and the relevant laws. In the event that quorum is not attained the VC shall call off the meeting to be conducted the following week, same time, day and venue as per the States Corporation Act and the procedure shall be deemed complete.		C
6	Where there is a quorum, the VC shall call the meeting to order and the Deputy Vice-Chancellor Academic and Student Affairs shall circulate the attendance list and the conflict of interest register to the members during the meeting and shall record the proceedings.		DVC (ASA)

7	Upon completion of the meeting, the Deputy Vice-Chancellor Academic and Student Affairs shall prepare the resolutions within Five days and the minutes within Fourteen days and forward to the VC for approval for circulation.	Fourteen days	DVC (ASA)
8	Upon receipt of approved resolutions, the Deputy Vice-Chancellor Academic and Student Affairs shall circulate to the relevant University officers for action within two days.	Two days	DVC (ASA)
9	Upon circulation of the approved resolutions, the Deputy Vice-Chancellor Academic and Student Affairs in liaison with the Secretariat shall follow up to ensure that the approved resolutions are fully implemented.		DVC (ASA)
10	The approved minutes for circulation shall be confirmed in the subsequent meeting.		
11	Upon confirmation a copy of the minutes shall be submitted to the VC for information and records and filed in the Minute Book on the same day.		
12	Where there are resolutions to be discussed at the Council level, the Deputy Vice-Chancellor Academic and Student Affairs shall prepare a summary report in liaison with the Council Secretariat for the VCs approval and signature seven days before the circulation notice and agenda of the next Council meeting and the procedure shall be deemed complete.		DVC (ASA)

EXCEPTIONS TO THE NORMAL FLOWS				
Title	No.	Description	Time	Actor
	1.			

Process flowchart







**DVC (ASA) IN LIASON
SECRETARIAT
(FOLLOW UP TO ENSURE
RESOLUTIONS ARE
IMPLEMENTED)**



**DVC (ASA) IN LIASON COUNCIL
SECRETARIAT
(PREAPER SUMMARY REPORT FOR
VC'S APPROVAL AND SIGNATURE)**

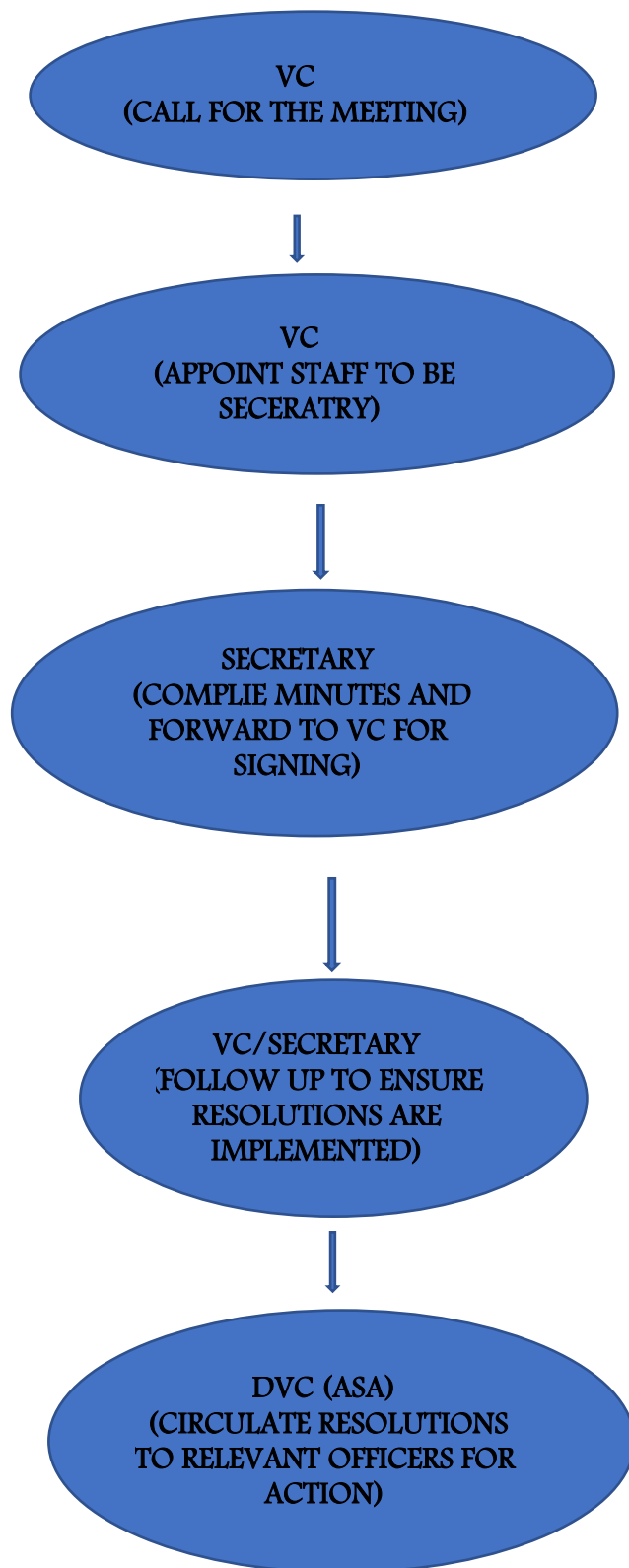
 REPUBLIC OF KENYA		 MACHAKOS UNIVERSITY	
Institution/Organization Name:		Machakos University	
Affiliations; Ministry / Department/ County/Parent Company:		Ministry of Education, State Department of University Education and Research	
Economic Sector Alignment:		Education and Research	
Big 4 Alignment:			
Accounting Officer:		Vice Chancellor	
Period: FY		2021/2022	
Process Documentation			
Service Name		Call for impromptu staff meetings	
Brief Description Document Purpose/Service		To ensure coordination, efficient and effective conducting of meetings in the University	
Document Control: Change Record/ Version Number		First Edition	
Process Owner: Name and Position		Prof. Lucy Irungu Vice-Chancellor	
Process Writer (s); Name and Position			
Process Reviewer (s) Name and Position			
STEPS/FLOW/SEQUENCE			
Step	Event/ Activity/ Action	Time/ No. Of Days	Actor
	Process Boundaries: This procedure applies to all impromptu staff meetings in the University Inputs: Agenda Schedule of meetings (Almanac) Notice of meeting conflict of interest and confidentiality register Outputs and end: Minutes Resolutions/ Action Plans		

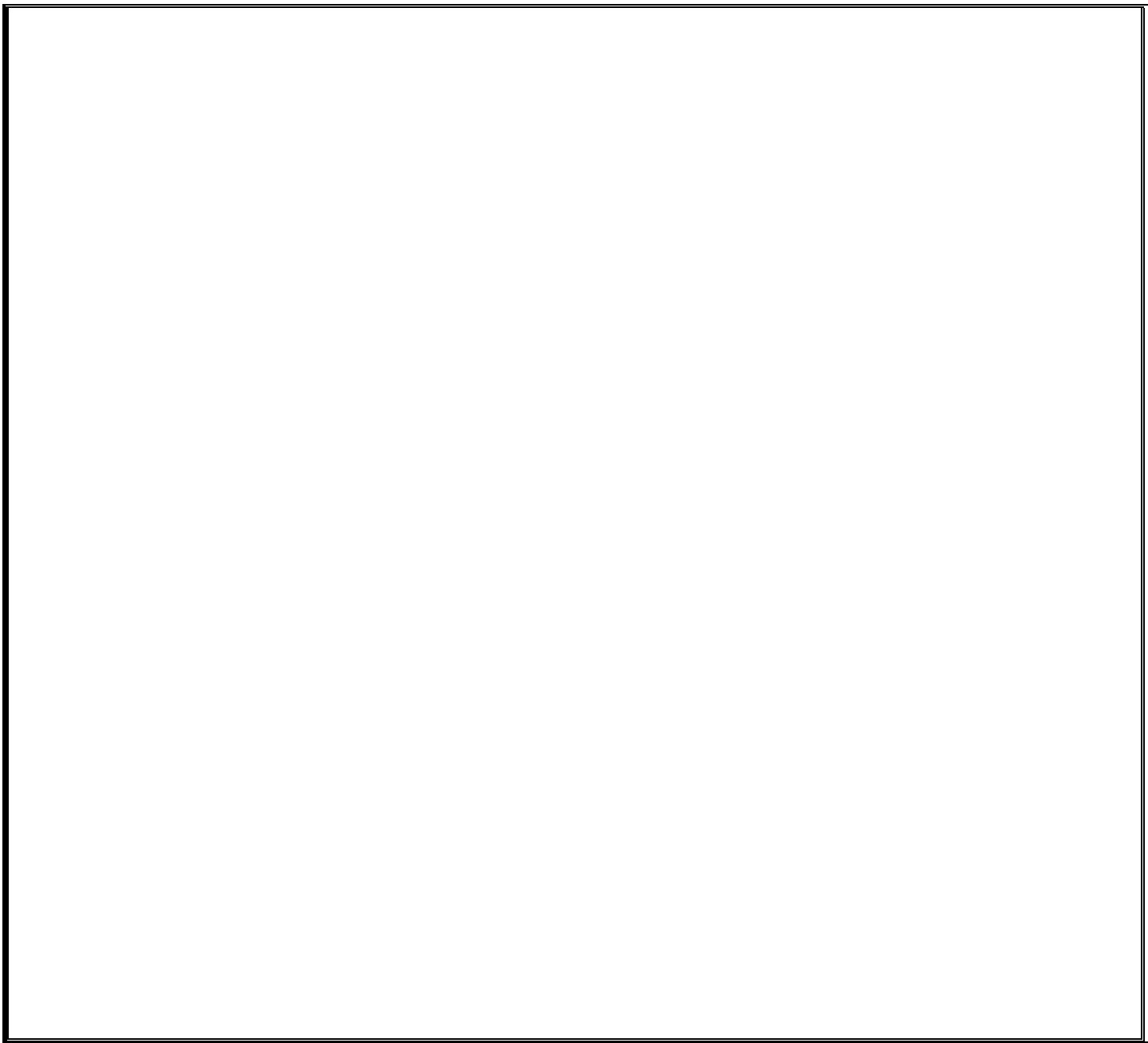
	Declared Interests		
	system		
1.	The VC may hold impromptu meetings with staff at any time.		VC
2.	When calling such meetings, the VC shall communicate the agenda of the meeting to the invited staff at least 30 minutes before the start of the meeting.		VC
3.	At the start of the meeting the VC shall appoint one of the staff present as the Secretary to take the minutes/notes of the meeting.		VC
4.	Once the meeting is called to order the secretary shall circulate an attendance register.		Secretary
5	After the meeting, the secretary shall compile the minutes of the meeting and forward to the VC for approval and signing within two days.		Secretary
6	Upon receiving the signed minutes, the secretary shall circulate the minutes within one day after receipt and cause the original to be kept in the VCs office.		Secretary
7	The Secretary in liaison with VC shall follow up to ensure that resolutions made in the meeting are fully implemented and the procedure shall be deemed complete.	Fourteen days	VC/ Secretary



EXCEPTIONS TO THE NORMAL FLOWS

Title	No.	Description	Time	Actor
	1.			

Process flowchart





 REPUBLIC OF KENYA			
Institution/Organization Name:		Machakos University	
Affiliations; Ministry / Department/ County/Parent Company:		Ministry of Education State Department of University Education and Research	
Economic Sector Alignment:		Education	
Big 4 Alignment:			
Accounting Officer:		Vice Chancellor	
Period: FY		2021/2022	
Process Documentation			
Service Name	Public complaints handling procedure		
Brief Description Document Purpose/Service	Ensure timely action in handling public complaints		
Document Control: Change Record/ Version Number	First Edition		
Process Owner: Name and Position	Vice Chancellor		
Process Writer (s); Name and Position	Dr. Veronica Okello (Chairperson-Public Complaints Committee)		
Process Reviewer (s) Name and Position	Dr. Veronica Okello (Chairperson-Public Complaints Committee)		
STEPS/FLOW/SEQUENCE			
Step	Event/Activity/Action	Time/ No. Of Days	Actor
1.	Receipt of a complaint from a customer or information on a complaint from any member of staff through complaint boxes, emails, phone or verbal	2 days	Member -Public complaints committee
2.	The chair of the Public Complaints handling committee in liaison with the respective Dean of school/concerned officer validate the complaint	4 days	Chairperson-Public Complaints Committee

3.	Invalid complaints are maintained in the complaints register	1 day	Member -Public complaints committee	
4.	For valid complaints, the chair of the public complaints handling committee forwards the same to the concerned schools/relevant office for appropriate action and feedback within a week which shall be recorded in the complaints register	7 days	Chairperson-Public Complaints Committee	
5.	The chair of the public complaints handling committee shall monitor the progress of the complaints in the complaints register	14 days	Chairperson-Public Complaints Committee	
6.	For unresolved complaints, the public complaints handling committee shall make a follow-up with the relevant authorities for action and feedback	7 days	Members -Public complaints committee	
7.	The public complaints committee furnish the Vice-Chancellor with a written report of complaints received and action taken on a weekly basis	7 days	Chairperson-Public Complaints Committee	
EXCEPTIONS TO THE NORMAL FLOWS				
Title	No.	Description	Time	Actor
Trigger 1: failure to act timely in handling public complaints	1.	Provision of Invalid complaints		Customers/staff

Process flowchart

