



MACHAKOS UNIVERSITY

FINANCE DEPARTMENT

SERVICE CHARTER

January 2025

Department Vision

A preferred department of excellence in service delivery

Department Mission

To provide efficient and prudent financial management services that comply with the Public Finance Regulatory Environment.

Core Values

1. **Creativity:** using imagination and original ideas to create value for our customers.
2. **Agility:** embracing urgency and flexibility in responding to customer demands.
3. **Meritocracy:** promoting of merit-based services.
4. **Professionalism:** commitment to high standards of training, research and service delivery.
5. **Integrity:** upholding honesty and high moral standards.
6. **Inclusivity:** offering equitable access to opportunities and resources.

SERVICES OFFERED

- 1) Collection of student fees
- 2) Collection of incomes from IGUs
- 3) Preparation of budgets and budgetary control
- 4) Payments of suppliers and utility bills
- 5) Payment of part-time claims
- 6) Imprests and claims processing
- 7) Payment of salaries
- 8) Payment of Taxes
- 9) Preparation of financial statements

CUSTOMERS AND STAKEHOLDERS

- 1) University Council
- 2) University Management Board
- 3) Staff members
- 4) Students
- 5) Suppliers and General public
- 6) Auditor General, National Treasury, Parent Ministry, Kenya Revenue Authority and other Government entities
- 7) Professional bodies like ICPAK



EXPECTATIONS OF CLIENTS

- 1) Quality service – timely provision of services, willingness to consider circumstances, courtesy, thoroughness and reliability in service provision
- 2) Fairness – equity to all and recommendations which are free from bias or motivated by malice
- 3) Credibility – customers' best interest at heart, honesty, trustworthy and personnel with integrity beyond reproach
- 4) Communication – transparency and openness. Keeping them informed of what is happening or how the issue is being resolved, who is dealing with it, timescales involved
- 5) Professionalism – possession of the required skills and knowledge by our staff to provide services
- 6) Efficient systems – Problem solving, willingness to provide services and to adapt to changes, doing more than expected instead of the bare minimum and empathizing with tight schedules and deadlines
- 7) Confidentiality – protection of personal information and keeping clients' information privately

CLIENTS' RESPONSIBILITIES

- 1) Treat Finance department staff with respect and courtesy
- 2) Execute their role faithfully & honestly
- 3) To submit documents or required information in a timely manner
- 4) Respect the chain of command
- 5) Respect the orderly execution of duties including queuing of job tasks
- 6) Familiarize themselves with, and observe the financial regulations, public procurement regulations and relevant policies and guidelines applicable to the public finances

TIMELINES FOR OFFERING SERVICES

SERVICE TO BE OFFERED		REQUIREMENTS	TIMELINE
1.	Issuing of student receipts	Bank slip/cheque	5 minutes after presenting the bank-slip
2.	Issuing and processing of Imprests	Approved request	Within three (3) working days after receiving the approved request and signed imprest warrant
3.	Reimbursement of claims	Approved request	Within three (3) working days after receiving the approved request and supporting documents
4.	Payment of suppliers	Invoice, LPO/Contract, GRN, Acceptance report, Evaluation minutes	Within 30 days after receiving the invoice and other payment documents
5.	Payment of part-time claims	Approved request, signed claim, appointment letter, signed attendance sheets	Within 60 days after receiving the approved request and all support documents
6.	Payment of staff salaries	Approved payroll, Payroll support documents	By 30 th day of the month
7.	Payment of statutory deductions	Support schedules	By 9 th day of the following month
8.	Payment of shares, loans and insurance premiums	Check-off documents	By 15 th day of the following month
9.	Payment of taxes	Tax support schedules	On or before the due date depending on the type of tax
10.	Preparation and submission of annual budgets	Departmental requirements	By 31 st January of the preceding financial year
11.	Confirmation of budget availability	Documents requiring budget allocation	Within one (1) working day
12.	Preparation and submission of annual/quarterly reports and financial statements	University Council, Management Board and relevant departments' inputs	By 15 th day of the following month for quarterly reports and 31 st August after the close of financial year for the annual reports

HANDLING OF COMPLAINTS

Clients/customers are encouraged to make genuine complaints, suggestions and compliments to the Chief Finance Officer through the customer feedback forms. If need be, the same can be channeled to the office of the Deputy Vice Chancellor (Administration, Planning and Finance).

The department shall accord them due confidentiality. However, where possible customers are encouraged to identify themselves to boost the integrity of the issue raised.

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

Chief Finance Officer
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Tel: +254 745 681502
E-mail: fo@mksu.ac.ke
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