



MACHAKOS UNIVERSITY

SERVICE CHARTER

MAY, 2018



1. BACKGROUND

Machakos University started in 1957 as Machakos Technical Rural Training School. In 1958, the School was taken over by the Government and renamed Machakos Technical and Trade School and later renamed Machakos Technical Secondary School in 1967.

In 1987, the Institute became Machakos Technical Training, a purely post-school institution. The Government through the Legal Notice No. 130 of September 2011 elevated the Institute to a Constituent University College of Kenyatta University.

On 7th October, 2016, His Excellency, the President of the Republic of Kenya upgraded the University College to a full-fledged University namely Machakos University (MksU) during the Charter Award Ceremony held at State House Grounds, Nairobi.

2. LOCATION

Machakos University (MksU) is situated about 1km from Machakos town, along Machakos - Wote road. It is about 66km from Nairobi city and 28km from Konza city.

3. MANDATE

The core mandate of Machakos University is to Teach, Train, Conduct Research, Innovate, and Collaborate, Generate New Knowledge and Provide Community Service.

4. VISION

A Preferred University of Excellence in Scholarship and Service Delivery.

5. MISSION

To Provide Scholarly Education through Training, Research and Innovation for Industrial and Socio-Economic Transformation of our Communities.

6. PHILOSOPHY STATEMENT

The Philosophy of Machakos University is: “Education for Industrial and Economic Transformation.

7. CORE VALUES

- 1) Integrity
- 2) Accountability
- 3) Professionalism
- 4) Inclusivity
- 5) Creativity
- 6) Teamwork
- 7) Equity

8. PURPOSE OF THE CHARTER

This Service Charter is a public document of Machakos University’s total commitment for the realization of our mandate. The **objectives** of this charter is to:

- 1) Enhance the level of awareness of the role of MksU on provision of quality and relevant University Education,
- 2) Provide information on the relevant services offered,
- 3) Outline set Standards and give guidance on addressing remedies where services fall short of standards,
- 4) Give insight of the University’s core value and functions.

9. OUR PARTNERS/ STAKEHOLDERS

Our partners and stakeholders include:

- 1) Students
 - 2) MksU staff
 - 3) MksU Alumni
 - 4) Parents/guardians
 - 5) Sponsors
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- 6) Regulatory Bodies
- 7) Ministry of Education
- 8) Primary and Secondary Schools
- 9) Other Ministries, Departments and Government Agencies
- 10) County Governments
- 11) Local community
- 12) Other institutions of higher learning both local and international
- 13) Suppliers/contractors
- 14) Non-governmental Organizations and Community Based Organizations
- 15) International Organizations
- 16) Industries
- 17) Religious Organizations
- 18) Trade Unions
- 19) Citizens

10. OUR SERVICES

Our main services are to:

- 1) Train in examinations based programmes for full and part time course participants;
 - 2) Promote and participate in research, extension and consultancy services;
 - 3) Produce Research based solutions for society, community and industry;
 - 4) Promote principles of equal opportunities through acceptable admission procedures;
 - 5) Collaborate and network with stake holders, industries and allied institutions;
 - 6) Mobilize adequate resources;
 - 7) Fund activities in MksU Strategic Plan;
 - 8) Attract, develop, motivate and retain qualified and competent staff as per the established structure;
 - 9) Participate in Corporate Social Responsibility activities;
 - 10) Offer Sports and Recreational services;
 - 11) Offer Guidance and Counselling services to students;
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- 12) Provide Health Care;
- 13) Provide Security services;
- 14) Provide Accommodation and Conference facilities.

11. OUR SERVICE DELIVERY STANDARDS

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

- 1) Training in degree programmes as per Commission for University Education (CUE) Standards and Guidelines;
- 2) Training in Diploma and Certificate programmes as per Technical, Vocational and Educational Training (TVET) Standards and Guidelines;
- 3) Undertake Research following the University Research Policy;
- 4) Communicate feedback on research requests within fourteen (14) days;
- 5) Attend to visitors' enquiries in a respectful manner within five (5) minutes;
- 6) Respond to written enquiries within fourteen (14) days;
- 7) Handle customers' complaints within two (2) weeks;
- 8) Solve students' indiscipline cases within six (6) weeks;
- 9) Give notice of 14 days for scheduled meetings to customers, stakeholders and clients;
- 10) Process payment of goods and services within 90 days upon submission of accurate invoices and other supportive documents in line with Public Procurement and Asset Disposal Act 2015;
- 11) Prepare books of accounts for audit by 30th September yearly;
- 12) Complete long term projects within the contract period;
- 13) Submit Statutory Remissions by 9th of each subsequent month,
- 14) Disciplinary cases for staff are handled as per policy.

12. RIGHTS OF CUSTOMERS

Our customers are entitled to:

- 1) Free enquiry for services,



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

13. OBLIGATIONS OF CUSTOMERS

Our customers have a duty to:

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

14. TRAINING PROGRAMMES



1) School of Business and Economics

- (i) PhD in Business Administration
- (ii) Master of Business Administration
- (iii) Master of Science (Human Resource Management)
- (iv) Bachelor of Commerce
- (v) Bachelor of Economics and Finance
- (vi) Bachelor of Econometrics and Statistics
- (vii) Bachelor of Economics
- (viii) Diploma in Human Resource Management
- (ix) Diploma in Procurement and Supply Chain Management
- (x) Diploma in Business Management
- (xi) Diploma in Accountancy

(1) School of Humanities and Social Science

- (i) Bachelor of Science in Fashion Design and Marketing
- (ii) Bachelor of Arts (All)
- (iii) Diploma in Fashion Design and Marketing
- (iv) Bachelor of Science in Community Resource Management
- (v) Certificate in Fashion, Design and Marketing

(2) School of Pure and Applied Sciences

- (i) Bachelor of Science (Math and Computer Science)
- (ii) Bachelor of Science (Mathematics)
- (iii) Bachelor of Science in Statistics
- (iv) Bachelor of Science in Biology

(3) School of Education

- (i) PhD in Educational Psychology
- (ii) PhD in Education in Educational Planning
- (iii) PhD in Education in Administration,

- (iv) PhD in Economics of Education
- (v) PhD in Education in Curriculum Development
- (vi) Master of Education in Curriculum Development
- (vii) Master of Education in Communication Technology
- (viii) Master of Educational Psychology
- (ix) Bachelor of Education (Arts)
- (x) Bachelor of Education (Science)
- (xi) Bachelor of Education in Early Childhood Education
- (xii) Bachelor of Education in Special Needs
- (xiii) Diploma in Educational Leadership and Management
- (xiv) Diploma in Early Childhood Education
- (xv) Diploma in Education (Science)
- (xvi) Diploma in Education (Arts)

(4) School of Engineering and Technology

- (i) Bachelor of Science in Electrical and Electronics Engineering
 - (ii) Bachelor of Science in Civil Engineering
 - (iii) Bachelor of Science in Mechanical Engineering
 - (iv) Bachelor of Science (Computer Science)
 - (v) Bachelor of Information Technology
 - (vi) Bachelor of Telecommunication and Information Technology
 - (vii) Diploma in Electrical and Electronics Engineering (Power)
 - (viii) Diploma in Electrical and Electronics Engineering (Telecommunications)
 - (ix) Diploma in Motor Vehicle Engineering
 - (x) Diploma in Computer Science
 - (xi) Diploma in Mechanical Engineering (Production Option)
 - (xii) Diploma in Building and Construction Technology
 - (xiii) Diploma in Civil Engineering
 - (xiv) Diploma in Information Communication Technology
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(5) School of Hospitality and Tourism Management

- (i) Bachelor of Science (Hospitality and Tourism Management)
- (ii) Diploma in Hospitality Management
- (iii) Diploma in Food and Beverage Management

(6) School of Agriculture and Natural Resources

- (i) Bachelor of Science in Agribusiness Management and Trade
- (ii) Bachelor of Science in Agricultural Education and Extension
- (iii) Bachelor of Environmental Studies (Community Development)
- (iv) Bachelor of Environmental Studies (Environmental Resource Conservation)
- (v) Diploma in Agricultural Education and Extension
- (vi) Bachelor of Environmental Science
- (vii) Diploma in Agricultural Education and Extension

(7) School of Health Sciences

- (i) Bachelor of Science in Population Health

15. SHORT COURSES

- 1) Customer Care
 - 2) Public Relations
 - 3) Management and Leadership Skills
 - 4) Guidance and Counselling
 - 5) Marketing
 - 6) Entrepreneurship
 - 7) Communication
 - 8) Financial Management and Taxation
 - 9) Research
 - 10) Fault Diagnosis (Motor Vehicle)
 - 11) Performance Contracting and Strategic Planning
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16. REVIEW OF THE CHARTER

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

17. FEEDBACK

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

SERVICE DELIVERY CHARTER MATRIX

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

VICE CHANCELLOR'S OFFICE

S/ No	Activity/ Service Offered	Time Line	Responsible Officer
1.	Policy formulation	Continuous	VC and all DVCs depending on the policy
2.	Chairmanship of University Management Board	Every week or as situation demands	VC
3.	Secretary to full Council and Council Committees	Once in a quarter for full Council and every standing Committee of Council	VC
4.	Chairman of University Senate	Once per Semester or as situation demands	VC

5.	Chairman to Corruption Prevention Committee	Once per quarter	VC
6.	Chairman of Appointment and Promotion Committee for Senior positions (Grades 13 and below)	Continuous.	DVC (APF) for Non-Teaching positions and DVC (ASA) for Teaching positions
7.	Chairman of Senior Staff Disciplinary Committee	Continuous	VC
8.	Overseeing Procurement, Security and ICT Operations	Continuous	VC
9.	Chairing Senior Staff Disciplinary Committees	Within ninety (90) days	VC

DEPUTY VICE- CHANCELLOR (ACADEMIC & STUDENTS AFFAIRS)

S/No.	Activity/Service Offered	Time Line	Responsible Officer
1.	Preparation of Academic Programs Almanac	Every five (5) Years	DVC (ASA), Registrar (ASA) and Deans
2.	Overall responsibility of the Semester Timetable	Each semester	DVC (ASA), Registrar (ASA), Deans, COD's, Timetabling Coordinator
3.	Students' admissions and registration of continuing Students	Each semester (5 Weeks after reporting)	DVC (ASA), Registrar (ASA) and COD's
4.	Overseeing admission and registration of new students	First two weeks of scheduled reporting date	DVC (ASA) and Registrar (ASA)

5.	Overseeing orientation of new students	Second week after reporting date	DVC (ASA) and Registrar (ASA)
6.	Approval of appointment of part time Lecturers	Two (2) weeks before the commencement of semester	DVC (ASA), DVC (APF) and Deans
7.	Administration of Examinations	End of every Semester	DVC (ASA), Registrar (ASA), Deans and CODs
8.	Processing of Examination results/certification	Each semester as per the academic calendar	DVC (ASA), Registrar (ASA) and Deans
9.	Handling Students' disciplinary cases	Within one month or as demanded by the case at hand	DVC (ASA) and Registrar (ASA)
10.	Organizing for sports activities	Continuous	DVC (ASA) and Dean of Students
11.	General welfare of students	Daily	DVC (ASA) and Dean of Students

1. SENATE AFFAIRS, ACADEMIC PROGRAMMES AND PLANNING

S/No.	Activity/Service Offered	Time Line	Responsible Officers
1.	Election of deans of schools	Annually in June or as need arises	DVC (ASA), Registrar ASA, Deans and Head, Senate affairs.
2.	Constitution of graduation preparation committee	3 months before graduation date	
3.	Preparation of University calendar	Once every 5 years or as need arises	
4.	Preparation of the semester Almanac	1 week before the start of the semester	

	Issue of gowns to graduands	1 week to graduation ceremony	Reg. ASA, Head Senate Affairs and Deans of schools
5.	Hiring out of gowns	2 weeks after receipt of the request and upon making the required payments	Reg. ASA, Head Senate Affairs, Finance officer and procurement officer

2. LIBRARY

S/No	Activity/ Service Offered	Time line	Responsible Staff
1.	Literacy programme	At least twice per programme	Head, University Library
2.	Knowledge Ambassadors	Formation of knowledge Ambassadors' club- Ongoing	Head, University Library
3.	Library Open day/Exhibition	Twice a year	Head, University Library
4.	E-resources training	Through-out the semester	Head, e-resource section
5.	User Orientation	First week of reporting of new students	Head, University Library
6.	User registration	First week of reporting of new students (2 minutes per user)	Head, Circulation Section
7.	Charging and discharging of Library materials	Upon request (2-5 minutes)	Head, Circulation Section
8.	Overdue Clearance	Upon request	Head, Circulation Section & Head, Reference section
9.	Acquisition of information materials (Print and Non Print)	Once per financial year	Head, University Library
10.	Receiving of information materials		Head, University Library

11.	Processing of information materials	Immediately (varies with volumes)	Head, section	Technical
12.	Donation of obsolete information materials	Once per financial year	Head, Library	University
13.	Expansion of Library reading space	Ongoing	Head, Library	University
14.	Storage of user belongings (Luggage bay)	Upon request	Head, Section	Circulation
15.	Reprographic services	Upon request	Head, Section	Circulation
16.	References services	Upon request (as per the enquiry)	Head, section	Reference
17.	User clearance	Upon request (2-5 minutes)	Head, Section	Circulation

3. DIRECTORATE OF QUALITY ASSURANCE

S/No.	Activity/Service Offered	Time line	Responsible Officer
1	Assessing the teaching and learning processes	Two weeks	Director Administrative Assistants
2	Analysis of QA/FO01 findings	One month	Administrative Assistants
3	Assessment of academic programs	Continuous	Director
4	Assessment of academic resources to support academic programmes	One month	Director Administrative Assistants
5	Examination Invigilation Spot Check	Two weeks	Director Administrative Assistants
6	Developing QA tools	As required	Director Administrative Assistants
7	Review of Quality Assurance Policy	As required	Director Administrative Assistants

DEPUTY VICE- CHANCELLOR (RESEARCH, INNOVATION AND LINKAGES)

S/No.	Activity/Service Offered	Time Line	Responsible Officer
1.	Call for research proposals	Submission of proposals at least 3 months	DVC (RIL), Registrar (RIL) and Director (RIT)

2.	Organizing of conferences, public and inaugural lectures	Continuous	
	Release of conference proceedings	6 months after the conference	
3.	Conduct Research related trainings	Continuous	
4.	Preparation of proposals for funding	Continuous	
5.	Release of internal research funds	Once in a Financial Year	
6.	Review of the Research policy	Every two years after approval or as situation dictates	DVC (RIL) and Registrar (RIL)
7.	Management of other research funds	As outlined in the Terms of Reference	DVC (RIL) and Registrar (RIL)
8.	Publication of research findings	After conclusion of Research projects	DVC (RIL) and Registrar (RIL)
9.	Review of the Intellectual Property Rights Policy	Every two years after approval or as situation dictates	DVC (RIL) and Registrar (RIL)
10.	Innovation disclosure	Continuous	DVC (RIL) and Registrar (RIL)
11.	Extension services	Continuous	DVC (RIL) and Registrar (RIL)
12.	Industry Linkages	Continuous	DVC (RIL) and Registrar (RIL)

DEPUTY VICE- CHANCELLOR (ADMINISTRATION, PLANNING AND FINANCE)

1. PERFORMANCE CONTRACTING AND QUALITY MANAGEMENT SYSTEMS (PC & QMS)

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

2. HUMAN RESOURCE

S/No.	Activity/Service Offered	Time Line	Responsible Officer
1.	Short-listing and invitation for interviews	Within ten (10) weeks after closing dates for application	DVC (APF), Registrar (AP) and Head of Human Resource
2.	Appointment of newly recruited staff	The first week after Interviews.	DVC (APF).
3.	Processing of leave Application	Within two (2) days upon receipt of request	Registrar (AP) and Head of Human Resource

4.	Handling of Junior Staff Discipline cases	Within ninety (90) days	DVC (APF) and Registrar (AP)
5.	Handling of Staff welfare matters	Continuous	Registrar (AP) and Head of Human Resource
8.	Handling of staff retirement on attainment of mandatory retirement age	Nine (9) months before retirement date for retirees	Registrar (AP)
9.	Handling of staff exits:- resignations, on health grounds and demise	Within the first month upon receipt of communication	DVC (APF), Registrar (AP) and Head of Human Resource

3. PROCUREMENT

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

9.	Submission of 30% of the annual Procurement plan to Public Procurement Regulatory Authority	By 30 th August yearly.	DVC (APF) and Procurement Officer
10	Submission of quarterly reports to Public Procurement Regulatory Authority	By the 14 th day of the first month of the subsequent quarter	DVC (APF) and Procurement Officer

4. ESTATES

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

5. CENTRAL SERVICES

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

6. MANAGEMENT OF UNIVERSITY VEHICLES

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

5.	Procurement of new Vehicles	Continuous	DVC (APF)
6.	Disposal of unserviceable vehicles	When necessary	DVC (APF)

7. FINANCE

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

“Committed to Courtesy and Excellence in Service Delivery”

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

The Vice-Chancellor,

Machakos University

P.O Box 136 - 90100

Machakos

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