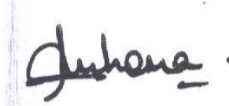





**MASENO UNIVERSITY**

<b>DOCUMENT TITLE</b>	PROCEDURE FOR PROVISION OF CENTRAL SERVICES		
<b>DOC. NO:</b>	MSU/AFD/CS/OP/01	<b>ISSUE NO:</b>	1
<b>DATE OF ISSUE</b>	8 <sup>TH</sup> JUNE, 2018	<b>REV. NO:</b>	0
<b>AUTHOR</b>	REGISTRAR, ADMINISTRATION AND CENTRAL SERVICES		
<b>AUTHORIZED BY:</b>	DVC AFD	<b>ISSUED BY:</b>	MR
<b>SIGNATURE</b>		<b>SIGNATURE</b>	

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## 0.1 DOCUMENT CHANGE

#	Date (dd-mm-yy)	Details of Change		Authorization
		Page	Clause/sub clause	Title
1	08/06/2018	1	Inclusion of title, author and issuance by MR	DVC AFD
2	08/06/2018	2	0.1 Addition of page and title columns	DVC AFD
3	08/06/2018	2	Omission of title	DVC AFD
4	08/06/2018	2	3.1,3.7 Reference to ISO 9001:2015 and MSU/VC/MR/OP/01 respectively	DVC AFD
5	08/06/2018	3	4.7,4.8,4.9 Addition of RACS, CR and SAR	DVC AFD
6	08/06/2018	2,3,4 and 5	Rearrangement of the clause resultant from omission of title.	DVC AFD
7	08/06/2018	All	Change font type and size	DVC AFD

### 1. PURPOSE

This procedure ensures that provision of central services is done effectively and efficiently.

### 2. SCOPE

This procedure covers the process of offering central services to all departments within the University.

### 3. REFERENCES:

- 3.1 ISO 9001-2015: Quality Management System Requirement.
- 3.2 Maseno University Quality Manual
- 3.3 Strategic Plan 2017-2022
- 3.4 Maseno University Master Plan
- 3.5 Local Authority Regulations
- 3.6 NEMA regulations
- 3.7 MSU/VC/MR/OP/01

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#### **4. TERMS AND DEFINITIONS**

##### **4.1 DVC AFD**

**4.2 CG** County Government

**4.3 BQ** Bills of Quantities

**4.4 DLP** Defect Liability Period

**4.5 MR** Management Representative

**4.6 NEMA** National Environmental Management Authority

**4.7 RACS** Registrar Administration & Central Services

**4.8 CR** Central Registry

**4.9 SAR** Senior Assistant Registrar

#### **5. RESPONSIBILITIES**

Registrar Central Services shall be responsible for effective implementation of this procedure.

#### **6. METHOD**

##### **6.1 Maintenance and Repairs**

6.1.1 Estates Manager shall carry out regular inspection on University facilities for purposes of establishing maintenance needs.

6.1.2 Estates Manager shall receive requests for repair from affected departments through a filled service request form.

6.1.3 Estates Manager shall consider and approve the request and assign an officer to conduct an assessment of the service requested.

6.1.4 The officer shall inspect the damage; make a report to the manager on the requirements to carry out the repair where necessary.

6.1.5 After approval by the Estates Manager the repairs shall be carried out and inspected by the user who shall endorse the requisition form as a confirmation for satisfactory execution.

6.1.6 The form shall be returned to Estates Manager for final endorsement and filing.

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## **6.2 Allocation of Offices/Buildings**

6.2.1 RACS shall maintain and keep records of University offices and buildings.

6.2.1 RACS shall receive requests for office or house allocations.

6.2.2 RACS shall forward the requests to the house allocation committee for consideration and approval.

6.2.3 RACS shall communicate the results to the individuals concerned.

6.2.4 Registrar Central services shall issue new occupants with allocation notices outlining rules and regulations of occupancy.

6.2.5 The new allottees will collect relevant keys from EM upon signing allotment documents.

6.2.6 RACS shall maintain records of the allocations.

## **6.3 General Cleaning Services**

6.3.1 Estates Manager shall be responsible for the general cleanliness and sanitation of built up areas and open grounds which include public halls, lecture theatres offices, ablution blocks and lawns, hedges and accesses.

6.3.2 Estates Manager shall establish the material/equipment needs and organize for procurement.

6.3.3 Estates Manager shall organize, monitor and control the cleaning services including garbage collection and safe disposal.

6.3.4 Estates Manager shall ensure that all statutory regulations with regard to waste handling and disposal are adhered to.

## **6.4 Management Board Committee Meetings**

6.4.1 RACS in consultation with the chair of the committees shall set meeting dates, agenda and communicate to the MB secretariat.

6.4.2 The secretariat shall receive the agenda and send meeting notification letters to members.

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6.4.3 The secretariat shall prepare meeting documents and dispatch them to members at least a day before the meeting.

6.4.4 The secretariat shall send notification for venue preparation and catering services to the relevant departments.

6.4.5 The secretariat shall present the typed minutes of the meeting for signature within two weeks after the meeting.

6.4.6 The secretariat shall circulate the approved minutes to members.

## **6.5 Mail Management in the Central Registry.**

6.5.1 The SAR shall ensure the outgoing mails are received, inspected, recorded and posted.

6.5.2 The SAR shall ensure internal memos are received and inserted in the relevant pigeon holes for collection by the relevant departments.

6.5.3 The incoming mails shall be picked from the post office by the mail clerk twice a day.

6.5.4 Hand delivered mails and parcels from couriers shall be received by the mail clerks at the CR.

6.5.5 The Mails clerk shall sort, record and forward university incoming mails to SAR to sort for confidential mails.

6.5.6 The SAR shall record, folio, file and forward confidential mail for action.

6.5.7 The SAR shall forward ordinary university mails to registry clerks to record, folio, file and forward for action accordingly.

6.5.8 The mail clerk shall insert letters belonging to members of staff in the pigeon holes for collection.

6.5.9 The mails clerk shall identify unclaimed and uncollected mails and return back to sender after one month.