

CUSTOMER SERVICE DELIVERY CHARTER





Unlocking Infinite Possibilities

CUSTOMER SERVICE DELIVERY CHARTER

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FORWARD

Mount Kenya University (MKU) is a Chartered, institution committed to providing holistic, accessible, and quality education. As a leading and culturally diverse university in East Africa, MKU operates an extensive network of campuses and Open, Distance and E-Learning (ODEL) centres across Kenya and the region, alongside international offices that support its growing global footprint.

Guided by its dedication to excellence in teaching, research, innovation, and community engagement, MKU delivers accredited, market-responsive academic programmes through flexible learning modes tailored to diverse student needs. The University actively promotes internationalization, strategic partnerships, and industry linkages to enhance academic relevance and graduate employability.

MKU's commitment to social justice, civic responsibility, and inclusive development is reflected in its community outreach initiatives and the work of the MKU Foundation, which supports scholarships, infrastructure, and societal impact programmes. Through its membership in key regional and global academic networks, the University aligns itself with international best practices and standards.

This Customer Service Charter affirms MKU's pledge to uphold professionalism, efficiency, transparency, and responsiveness in all its interactions, ensuring a high-quality service experience for students, staff, partners, and stakeholders.

CUSTOMER SERVICE DELIVERY CHARTER SUMMARY

Mount Kenya University (MKU) is a Chartered institution committed to providing **accessible, quality, and holistic education** through flexible learning and a strong regional and global presence.

Our Commitment

We are dedicated to delivering **professional, efficient, transparent, and responsive services** to all students, staff, partners, and stakeholders.

What You Can Expect

- **Timely Services:** Clear turnaround times for all academic and administrative processes.
- **Quality Education:** Accredited, market-driven programmes with flexible delivery modes.
- **Responsive Support:** Timely and reliable assistance across all service areas.
- **Student-Centered Experience:** Inclusive, supportive, and engaging learning environment
- **Digital Excellence:** Reliable e-learning and ICT services.
- **Integrity & Accountability:** Transparent and ethical practices.

Core Service Areas

Academic Services | Research & Innovation | Student Affairs | Finance | ICT | Human Resource | Administration | Partnerships | Quality Assurance | Security

Our Service Principles

Timeliness | Accountability | Transparency | Customer Focus | Innovation | Continuous Improvement

Feedback & Complaints

- Acknowledged **immediately**
- Resolved within **24 hours – 7 days**

We value your feedback and use it to continuously improve our services.

Our Promise

To provide a **seamless academic journey**, an **exceptional student experience**, and **globally competitive services** aligned with best practices.

MKU – Unlocking Infinite Possibilities

1: INTRODUCTION

This Service Charter articulates the University’s unified commitment to delivering high-quality academic and administrative services, a holistic student experience, and impactful external engagement. It establishes clear service standards, accountability, and stakeholder expectations while promoting efficiency, transparency, and timeliness across all academic, administrative, and support functions. The Service Charter further affirms the University’s dedication to quality excellence, compliance, and risk-informed decision-making through robust quality assurance and internal audit systems, thereby enhancing institutional effectiveness, user satisfaction, and global competitiveness.

2: SCOPE OF SERVICES

The Charter covers the following core University directorates:

- Academic Affairs
- Research & Innovation
- Administration, Planning & Institutional Advisement
- Administration & Finance
- Human Resource
- Information Technology
- Security Services
- Student Affairs
- Communication, Alumni & Partnerships
- Quality Assurance
- Internal Audit & Risk

3: OUR SERVICE PHILOSOPHY

Mount Kenya University is committed to excellence in service delivery, stakeholder-centered engagement, continuous improvement and innovation, and upholding professionalism, integrity, and accountability in all its operations and interactions.

4: CORE SERVICE PILLARS AND COMMITMENTS

The University commits to:

5: ACADEMIC AND TEACHING & LEARNING SERVICES

5.1 Admissions & Registration

- Application acknowledgements shall be sent within seven days
- Admission processing completed within four weeks.
- Admission letters shall be issued within one week after processing
- student registration will occur during the first week of the semester.

5.2 Academic Delivery & Scheduling

- The academic calendar shall be published two months before the start of the academic year, and
- Timetables shall be released two weeks before the semester or examinations.
- Course materials on the Learning Management System (LMS) shall be available one to two weeks before the semester.

5.3 Assessment & Examinations

- Marking and results processing shall be completed within two weeks, with
- Results shall be released immediately after approval School Board/UEB.
- Remarking and appeals shall receive feedback within two to seven days, and resolution within fourteen days.

• Certification & Academic Records

- Transcripts shall be issued within five days
- Certificates shall be issued within one day or same-day where applicable, and
- Completion letters within 24 hours.

5.4 Digital Learning, Library & Research Support

• E-learning & Digital Platforms

- o LMS activation shall occur two weeks before the semester
- o Student enrollment shall be completed within 48 hours.
- o Technical support shall be provided within 24 hours.

• Library Services

- o Access to digital resources will be available 24/7
- o Book services shall be delivered within minutes, and
- o User registration will be completed within one to two days.

• Research & Graduate Support

- o Ethics reviews shall be conducted within thirty working days,
- o Proposals and grant support will be managed within defined timelines.
- o The thesis examination process shall follow structured timelines, ranging from seven to thirty days per stage.

6: INSTITUTIONAL PLANNING & ADMINISTRATIVE SERVICES

This includes Procurement, Transport, Estates, and Auxiliary Services.

6.1 Financial Management Services

• Timely Budgeting Cycle

- o Budget preparation and approvals shall be completed between September and December annually, with
- o Funds allocation finalized by early January.

- **Efficient Payments & Financial Processing**

- Payments, including claims, impress, and supplier transactions, shall be processed within seven to sixty days depending on the category.
- Salaries shall be paid by the 30th of every month, and statutory deductions completed by the 9th of the following month.

- **Student Financial Services**

- Fee posting shall occur within one day of confirmation,
- Refunds shall be processed within one month after audit clearance, and
- Graduation clearance shall be issued within two days after full clearance.

- **Customer Responsiveness**

Calls shall be answered promptly, and emails acknowledged immediately and responded to without delay.

6.2 ICT and Digital services

- **Reliable ICT Infrastructure**

Network uptime shall be maintained at 98–99%, with email and systems availability ensured 24/7.

- **User Support & Helpdesk**

User support shall provide initial responses within one minute, with issue resolution completed within one to twenty-four hours depending on complexity.

- **System Access & Data Services**

System access and data services shall include account creation or closure within one hour, password resets within two hours, and MIS reports delivered within two working days.

- **Security & Continuity**

ICT incidents and breaches shall be addressed immediately or within two days, and network outages resolved within one day.

6.3 Human Resource Services

- **Efficient Recruitment & Staffing**

The recruitment cycle shall be completed within four to six weeks, with appointment letters issued within one week of approval.

- **Staff Lifecycle Management**

Staff onboarding shall occur within one week of reporting, and contract renewals completed within two months.

- **Employee Welfare & Benefits**

- Employee welfare and benefits shall include leave approvals within 24 hours,
- loan processing within three days, medical insurance enrolment within 24 hours, and
- Terminal dues processed within one month after clearance.

- **Communication & Responsiveness**

- All enquiries shall be responded to within 24 hours.

6.4 Procurement & Stores

- Procurement of goods shall ensure stock items are available at the start of the semester and non-stock items within one week.
- Supplier management shall include prequalification every two years.
- Stores operations shall ensure issuance and receiving of goods immediately.

6.5 Transport Services

- Vehicle allocation shall be completed within one day.
- Maintenance shall include routine servicing every 5,000 km, repairs addressed immediately as needed.

6.6 Estates & Facilities

- Scheduled maintenance shall be carried out each semester, and emergency repairs handled immediately.
- Cleaning services shall be provided daily

6.7 Auxiliary Services

- Laundry and bookshop services delivered on the same or next day depending on the request.
- Conference and events facilities shall have booking timelines of two weeks for internal and one month for external events.
- Catering and restaurant services shall deliver meals within 20–30 minutes.
- Gym and wellness services shall operate daily with scheduled training programs.

6.8 Project & Asset Management

- Project execution shall be aligned to approved plans and budgets, and rental contracts shall be managed quarterly.

6.9 Security Services

- **Access Control & Safety**

Screening shall be conducted with staff and students processed in under one minute, and visitors within five minutes.

- **24/7 Surveillance & Protection**

Continuous guarding and CCTV monitoring shall be maintained at all times.

- **Incident Management**

- o Emergency responses shall be immediate.
- o Investigations shall be initiated within 24 hours, with preliminary reports completed within three days and final reports within ten days.

- **Security Risk Management**

- o Risk assessments shall be conducted annually or as needed
- o Event security clearances shall be issued within three days.

6.10 Resource Mobilization

- **Government & Partner Funding (e.g., HELB, NG-CDF)**
 - Requests shall be processed within one working day, and
 - Student support provided immediately.

6.11 International Student Recruitment & Support

- Recruitment mapping shall occur weekly, and webinars organized monthly.
- Inquiry responses, including calls and WhatsApp messages, shall be attended to immediately.
- Application support to be provided within one day, while admission follow-ups conducted daily
- Certification, such as KNQA, issued within one day.
- Immigration support shall follow regulatory timelines, up to three months, and orientation completed within one month.

7: STUDENT WELFARE & EXPERIENCE

7.1 Health & Counselling

- Medical services shall be provided immediately or within one hour.
- Counselling services shall be available within one hour or by appointment, and
- Emergency referrals shall be completed within thirty minutes.

7.2 Accommodation & Catering

- Room allocation shall be finalized within one day,
- Meal services delivered within minutes, and maintenance addressed within one day.

7.3 Sports, Arts & Co-curricular

- Registration and participation in sports, arts, and co-curricular activities shall be completed within two weeks, with
- Training and events conducted according to semester schedules.

7.4 Student Governance

- Elections shall follow the annual statutory calendar, and
- Student activities shall be approved within one week.

7.5 Inclusion & Special Needs

- Disability support shall be provided immediately and continuously, with
- Examination support arranged at least one week before exams.

8: CORPORATE COMMUNICATION, ALUMNI & PARTNERSHIPS

8.1 Communication & Branding

- Media responses shall be provided within two to twenty-four hours.
- Press releases shall be issued within two days.

- Website updates shall be completed within one to ten days and
- Social media engagement shall occur within twenty-four hours.

8.2 Alumni Relations

- Events and engagement activities shall be conducted on a quarterly and annual basis.
- Communication shall be responded to within 24 hours
- Mentorship programmes shall be organized on a quarterly basis

8.3 Partnerships

- Initial engagement shall be undertaken within seven days.
- The development of the Memorandum of Understanding (MoU) shall be completed within two weeks.
- The signing of the MoU shall be finalized within one month.
- Performance reviews shall be conducted on a quarterly basis.

8.4 Resource Mobilization & Scholarships

- **Funding & Sponsorship**
 - o Identification of sponsors shall occur once per semester or continuously
 - o Communication with funding agencies shall be completed within one day.
- **Student Financial Support**
 - o Scholarship calls shall be announced immediately after approval
 - o Awards and notifications shall be issued within two weeks, and
 - o Appeals to be resolved within fourteen days.

9: QUALITY ASSURANCE SERVICES

9.1 Internal & External Quality Audits

- Internal audits shall be conducted twice annually.
- External audits shall be coordinated once annually.

9.2 Compliance & Accreditation Monitoring

- Continuous monitoring of academic and institutional standards shall be undertaken.
- Advisory reports shall be issued regularly to management.

9.3 Teaching & Learning Evaluation

Student feedback shall be collected and analyzed every semester.

9.4 Institutional Surveys & Improvement

- Service surveys shall be conducted annually.
- Improvement plans shall be developed and disseminated.

9.5 Capacity Building

Quality assurance training shall be conducted at least twice per year.

9.6 Policy Development & Review

Quality assurance policies shall be reviewed every three years or as required.

9.7 Feedback & Complaints Handling

Feedback shall be acknowledged and resolved within seven working days.

9.8 Reporting

Audit and evaluation reports shall be submitted within thirty days after the activity.

10: INTERNAL AUDIT, ASSURANCE & RISK MANAGEMENT**10.1 Strategic Audit Planning**

The annual audit work plan and budget shall be prepared by September each year.

10.2 Audit Execution

- Compliance, operational, and program audits shall be conducted in accordance with the approved plan.
- Affiliate audits shall be conducted as scheduled.

10.3 Special Audits & Investigations

Forensic and ad-hoc audits shall be completed within fourteen working days.

10.4 Pre-Audit Reviews & Controls

- Payroll changes shall be processed within three days
- Statutory deductions shall be effected within two days.
- Claims, invoices, local purchase orders (LPOs), refunds, and impress requests shall be processed within seven days.
- Payrolls and benefits, including payments for adjunct staff, staff dues, and medical claims, shall be processed within fourteen days.

10.5 Asset & Stock Verification

Verification shall be conducted regularly and immediately upon request.

11: SERVICE DELIVERY PRINCIPLES

Across all directorates, the University adheres to principles that guide effective and high-quality service delivery. Timeliness is upheld through the consistent delivery of services within defined turnaround times, while accountability is ensured through clear responsibility at the directorate level, supported by strong governance and oversight. Transparency is maintained through open, clear, and traceable processes anchored in auditable systems, and customer focus is demonstrated through prompt, respectful, and stakeholder-centered service.

Compliance is achieved through strict adherence to regulatory and accreditation standards, complemented by proactive risk management that emphasizes the early identification and mitigation of potential challenges. Responsiveness is reflected in timely feedback, effective reporting, and prompt communication and support to all stakeholders.

The University further promotes innovation through digital transformation and globally aligned services, while ensuring efficiency through the optimal use of resources and systems. Ultimately, quality excellence is sustained through a culture of continuous improvement, reinforced by the regular review and enhancement of service standards.

11.1 Stakeholders

The University serves both internal and external stakeholders. Internal stakeholders include students, academic staff, administrative staff, and management, while external stakeholders include suppliers, government agencies, partners, service providers, and the wider community.

11.2 Complaints and Feedback Mechanism

Complaints shall be acknowledged immediately upon receipt. Resolution shall be achieved within 24 hours to seven days, depending on the complexity of the issue. Continuous monitoring and improvement shall be undertaken based on feedback received.

11.3 Monitoring, Review and Continuous Improvement

Service performance is reviewed periodically, on a quarterly and annual basis. Continuous improvement is achieved through audits, stakeholder feedback, and benchmarking. All processes and practices are aligned with global best standards.

11.4 Commitment and Conclusion

The University is committed to delivering a seamless academic journey, an exceptional student experience, and impactful global engagement through efficient and accountable service delivery. This Customer Service Charter reflects the University's dedication to excellence, supporting its mission of academic distinction, operational efficiency, and the satisfaction of all stakeholders.

12: APPENDICES

The detail Service Charters for the individual University Division and Divisional Units Directorates are attached as Appendix 1 to 6.

12.1 Appendix 1: Academic and Research Affairs Division

12.2 Appendix 2: Administration, Planning and Institutional Advancement Division

12.3 Appendix 3: Internal Quality Assurance Divisional Unit

12.4 Appendix 4: Internal Audit, Assurance and Risk Management Divisional Unit

12.5 Appendix 5: Student Welfare Divisional Unit

12.6 Appendix 6: Corporate Services Divisional Unit

APPENDIX 1: ACADEMIC AND RESEARCH AFFAIRS DIVISION SERVICE CHARTER

S/N	Activity / Service Offered	Service Delivery Standards	Responsible Officer
1.	Deferments and resumptions of study programmes	Decision to be communicated to applicants within 3 weeks from the time of receipt of applications.	Registrar, Academic Administration
2.	Credit transfer	To be completed within one month after registration of new students in a specific intake.	Registrar, Academic Administration
3.	Release of examination results	Immediately after the approval by University Examination Board	Registrar, Academic Administration
4.	Issuance of academic transcripts and certificates	Timely issuance of transcripts and certificated without errors within 5 days upon request	Registrar, Academic Administration
5.	Issuance of letters of Completion	To be done within one day after students being cleared and making the request	Registrar, Academic Administration
6.	Issuance of letters of verdicts of disciplinary cases	To be done within 5 days upon approval by the Chair of the Senate	Registrar, Academic Administration
7.	Calendar for admission	Available by August every year	Registrar, Academic Administration
8.	Acknowledgement of applications for admission	Acknowledgement of applications within a period of one week	Director, Student Recruitment, Admissions and Registration & Deans of Schools
9.	Processing of applications for admission	Process within 4 weeks of receipt of applications	Director, Student Recruitment, Admissions and Registration
10.	Dispatch of offer letters	Dispatch letters within five days of completion of admission process.	Director, Student Recruitment, Admissions and Registration
11.	Registration of new students	The first week of the semester	Director, Student Recruitment, Admissions and Registration / Principal Student Welfare
12.	Time of Unit Registration	Within a maximum of 4 weeks from the opening date of the trimester / semester	Director, Student Recruitment, Admissions and Registration
13.	Student Identification Cards	To be issued two days from the reporting day of the student.	Director, Student Recruitment, Admissions and Registration
14.	Transfers, deferments and resumptions of study	Decision to be communicated to applicants within 1 week from the time of receipt of applications.	Registrar, Academic Administration
15.	Academic Calendar	To be approved and shared at least 2 months before the beginning of a new academic year.	Director, Teaching Programmes.
16.	Workload Allocations – Workload is annual but revised per semester	Workload is annual to be reviewed 8 weeks before the onset of the teaching semester	Director, Teaching Programmes.
17.	Teaching timetable	To be available two weeks prior to beginning of each semester / trimester.	University Timetabler & Deans of Schools

S/N	Activity / Service Offered	Service Delivery Standards	Responsible Officer
18.	Examination timetable	To be available two weeks before Commencement of examinations.	University Timetabler & Deans of Schools
19.	Final monitoring of teaching report	To be completed 2 weeks after approval of results by the UEB	Director, Teaching Programmes.
20.	Examination cards	To be issued 1 week before start of CATS / examinations	HOD/Examinations Officer
21.	Marking of examinations papers and submission of marks	To be completed within 2 weeks after end of examinations	Director, Examinations/ Deans of Schools/HODs/ Principal ODEL
22.	Submission of remarking results	To be completed three weeks upon request	Registrar AA/ Deans of Schools
23.	Retrieval of booklets for remarking	Two days upon the receipt of the request	Director Examination
24.	Responding to examination related issues	Respond within 3 days upon request	Director, Examinations & Deans of Schools
25.	Issuance of certificate	To be issued 1week after graduation	Director Examinations
26.	Reprinting of the Certificate	Two weeks upon the receipt of the request	Registrar, Academic Administration/ Director Examinations
27.	Correction of transcript	To be completed 1 week upon request	Director Examinations
28.	Appeals on disciplinary verdicts	2 weeks from the time of the release of school board verdicts	Registrar, Academic Administration
29.	Issuance of attachment letters	To be done one semester prior to proceeding for attachment	Deans of Schools
30.	Issuance of Teaching Practice Materials	To be done at least one week prior to reporting day	Dean, School of Education
31.	Approval and allocation of Attachment Assessors	To be done at least one week prior to reporting day	Deans of Schools
32.	Assessment of Attachment	To be done within the attachment period	Deans of Schools
33.	Keying in of attachment marks	To be done within 2 weeks after the end of the attachment	Deans of Schools
34.	Dispatch of admission letters for indexing by the regulator	Dispatching letters within 60 days of Admission	Dean of respective Schools – SN, MS, CM, AH, Pharmacy,
35.	Uploading of Library Users(students) to KOHA System	Completed within two days upon being admitted to MKU	University Librarian
36.	Registration of Staff in KOHA System	Within one day upon request	University Librarian
37.	Check in and check out of books	Processed within one day	University Librarian
38.	Access to Digital Resources	Available 24/7 via the library portal	University Librarian
39.	Communication on Virtual / Online Units on offer	To be released 2 weeks before the commencement of each semester	Principal ODEL and Director Teaching Programmes
40.	Activation of Virtual Learning Management (VLMS) Sites	To be done 2 weeks before the commencement of the Semester	Principal ODEL and Principal, ICT
41.	Publication of course outlines and resources on the VLMS	To be completed 1 week before the commencement of the Semester	Principal ODEL

S/N	Activity / Service Offered	Service Delivery Standards	Responsible Officer
42.	Faculty enrollment in the VLMS	To be done 1 week before the commencement of the Semester	Principal ODEL and Principal, ICT
43.	Students' enrollment in the VLMS	Within 2 days of unit registration	Principal, ICT
44.	Posting of online Continuous Assessment Tests (CATs) on the VLMS	To be done by Week 6 and Week 10 of the semester for CAT 1 and CAT 2, respectively	Principal ODEL
45.	Grading of online Continuous Assessment Tests (CATs)	To be completed 1 week before the commencement of examinations	Principal ODEL
46.	Release of online examinations Timetable/ Schedules	To be done 2 weeks before beginning of examinations	Principal ODEL
47.	Uploading and settings for online examinations on the online examinations system	To be completed 1 week before the commencement of online examinations	Principal ODEL and Principal, ICT
48.	Students' enrollment in the Online Examinations System	Within one day of exam registration	Principal, ICT
49.	Grading of online examinations	To be completed within 2 weeks after the end of examinations	Principal, ODEL
50.	Provision of Online Examinations Report	Within 1 week after the end of examinations	Principal ODEL
51.	Digitalization of e-learning content	To be completed 3 weeks after submission of content	Principal ODEL
52.	Response to technical support / e-learning issues raised through Emails, calls, and walk-ins	Within 1 day	Principal ODEL
53.	Resolution of e-learning systems technical issues	Any technical issue to be resolved within 3 days after report is made. Weekly reports on resolution to be submitted.	Principal, ICT
54.	ODEL Monitoring Matrix	To be released by the first week of every semester	Principal ODEL
55.	ODEL Training schedule	To be released by the first week of every semester	Principal ODEL
56.	Receiving of practicable Units	At least four weeks before the start of the semester	Principal lab technologist/Director teaching programme
57.	Allocation of workload to technical staff	Three weeks to the beginning of the semester	Principal Lab technologist & lab workload allocation committee
58.	Preparation of combined practical schedule	Final copy by the 4 th week of the semester	Principal Lab technologist & lab workload allocation committee
59.	requisition of practical materials	By the end of the first week of the semester	Principal Lab technologist & store stock committee
60.	Monitoring of conduct of practical's	Weekly reports	Principal lab technologist/ Director, Teaching programme
61.	Evaluation of practical reports	2 weeks to examination	Unit lecturer

S/N	Activity / Service Offered	Service Delivery Standards	Responsible Officer
62.	Clearance of students	One day after the request has been received from the student	Principal Lab technologist & staff with rights
63.	Approval for project undertaking in the labs	Two days upon request	Principal Lab technologist & Laboratory research committee
64.	Provision of safety requirement	Two weeks after the beginning of the semester	Principal Lab technologist & research committee
65.	Receiving the supplied practical materials	By 8 th week of the semester	Principal Lab technologist & store and stock committee
66.	Acquisition of equipment and apparatus	Annually in February or on mounting of new programme	Principal Lab technologist
67.	Calibration of equipment	Bi annually (schedule to be provided at the beginning of the year)	Principal Lab technologist & Biomedical engineer
68.	Planned preventive maintenance	Biannually for all campuses	Principal Lab technologist & Biomedical engineer
69.	Disposal of hazardous waste	End of every semester (Cadeveric waste in September)	Principal Lab technologist & Safety committee
70.	Disposal of obsolete equipment	Annually in January/February after stock take (Schedule to be provided in February)	Principal Lab technologist & Biomedical engineer
71.	General inquiries	Acknowledged within 2 working days	PCGSR
72.	Ethics review and feedback	Full review by MKU ERC 14 working days	Chairman, MKU ISREC and Head Research and Ethics
73.	Proposal support & grant writing assistance	Technical input and review by team appointment and call deadline. One month before submission to funder.	Head, Grants and Director Research
74.	Internal grant imprest approval	Within 1 week upon submission	Head Grants and Director research
75.	Internal VCs research call	Call release to feedback-within 3 months	Head Research and Ethics
76.	Innovation mentorship	Monthly enquiries and support to innovators	Head, Innovation, IP and CE
77.	Imprests submission and approval	Within 1 week after submission by PI/ Applicant	PCGSR
78.	Vetting and adoption of allocated supervisors by Board of Postgraduate Studies	Within 7 days after receiving lists of allocated supervisors from relevant schools	Director, Graduate Studies
79.	Presentation of allocated supervisors to the Chair of Senate for approval	Within 7 days weeks after vetting and adoption by Board of Postgraduate Studies	Director, Graduate Studies
80.	Draft letters of appointments for supervisors	Within 7 days after Senate approval	Deputy Director, Graduate Studies
81.	Dispatch supervisors' letters of appointment to schools	Within 7 days after signed letters are received from HRD	Deputy Director, Graduate Studies
82.	Request for external and internal reviewer(s) for research proposals	Within 7 days after receipt of intent from the student	Deputy Director, Graduate Studies/ Postgraduate Coordinators

S/N	Activity / Service Offered	Service Delivery Standards	Responsible Officer
83.	Dispatch proposal document to reviewers	7 days before the date of the seminar presentation	Deputy Director, Graduate Studies
84.	Schedule research proposal seminars	7 days after proposal documents are sent to reviewers	Deputy Director, Graduate Studies
85.	Communicate research proposal verdict to the student	Same day of the seminar presentation	
86.	Dispatch reviewers reports to students after proposal presentation	Within 7 days after research proposal seminar presentations	Deputy Director, Graduate Studies
87.	Process letters of introduction to apply for research permit	Within a day after the issuance of ERC by MKU-ISERC	Director, Graduate Studies
88.	Process requests for extension of study period	Within a week after approval by the Board of Postgraduate Studies	Director, Graduate Studies/Registrar, AA
89.	Request for boards of examiners from schools	Within three days after receipt of intent to submit thesis for examination	Director, Graduate Studies
90.	Vetting and adoption of boards of examiners by the Board of Postgraduate Studies	In the subsequent Board of Postgraduate Studies after boards of examiners are submitted by relevant schools	Director, Graduate Studies
91.	Presentation of vetted boards of examiners to the Chair of Senate for approval	Within 7 days after adoption by Board of Postgraduate Studies	Director, Graduate Studies
92.	Draft letters of appointment for examiners	Within 7 days after Senate approval	Deputy Director, Graduate Studies
93.	Subject students' documents to formatting and originality check (pre-examination)	Within 3 days after the student submits the documents	Editorial Officer, Graduate Studies
94.	Dispatch theses for examination	Within 3 days after the examiners' letters of appointment are ready	Deputy Director/Editorial Officer, Graduate Studies
95.	Send reminders to examiners to submit overdue theses examination reports	Within 3 days after due date	Deputy Director, Graduate Studies
96.	Schedule boards of examiners meetings	Within 14 days after reports are received from external reviewers	Deputy Director, Graduate Studies
97.	Communicate board of examiners meeting verdict to student	Immediately after the board of examiners oral and written submissions	Chair, Board of examiners' meeting
98.	Dispatch boards of examiners reports to students	Within seven days after the boards of examiners meeting	Deputy Director, Graduate Studies
99.	Clearance to submit final thesis/project	Within 7 days after a complete certificate of corrections is submitted	Director, Graduate Studies
100.	Submit student thesis marks	Within 7 days after receipt of final thesis/project	Director, Graduate Studies
101.	Subject students document to formatting and originality check	Within 7 days after receipt of the documents from students	Editorial officer/Deputy Director, Graduate
102.	Verify student's publication(s)	Within 7 days after receiving the students' publications (where applicable)	Editorial officer/Deputy Director, Graduate Studies/Director Graduate Studies

S/N	Activity / Service Offered	Service Delivery Standards	Responsible Officer
103.	Digitization of Academic, Administrative, and Historical Records	Work to begin within 7 days upon receipt of the request	Principal Digitization and Data Protection Officer
104.	Development and maintenance of Electronic Document Management Systems (EDMS)	Ongoing; initial setup within 7 working days	Principal Digitization and Data Protection Officer
105.	Data classification and inventory creation	Within 5-14 working days upon receipt of the request	Principal Digitization and Data Protection Officer
106.	Records indexing, scanning, and archiving	Within 3-7 working days depending on the Volume	Principal Digitization and Data Protection Officer
107.	Implementation of data protection protocols	Continuous; quarterly reviews and updates	Principal Digitization and Data Protection Officer
108.	Data Subject Rights support (access, rectification, erasure requests)	Within 14 working days	Principal Digitization and Data Protection Officer
109.	Data breach management and incident response	Acknowledgement within 1 day; Resolution within 5 working days	Principal Digitization and Data Protection Officer
110.	Staff sensitization and training on Data Protection and Digitization	At least once per quarter	Principal Digitization and Data Protection Officer
111.	Privacy Impact Assessments for new systems	Within 10 working days from request by the process owner	Principal Digitization and Data Protection Officer
112.	Secure disposal of redundant data	Within 7 working days following approval	Principal Digitization and Data Protection Officer
113.	Training and Awareness Requests on Data Protection, EDMS, and Digitization	Response within 3 working days; Training scheduled within 10–15 working days	Principal Digitization and Data Protection Officer
114.	Response to phone calls	Immediately	All heads of Academic Division Sections & Deans of Schools
115.	Response to walk-in clients	Within 1 day	All heads of Academic Division Sections & Deans of Schools
116.	Response to correspondences	Within 2 working days	All heads of Academic Division Sections & Deans of Schools
117.	Response to complaints & grievances	Within 2 working days	All heads of Academic Division Sections & Deans of Schools
118.	Resolution of complaints	14 working days	All heads of Academic Division Sections & Deans of Schools

APPENDIX 2: ADMINISTRATION, PLANNING AND INSTITUTIONAL ADVANCEMENT DIVISION SERVICE CHARTER

1. DIRECTORATE OF FINANCE SERVICE CHARTER

S/N	Activity/ Service Offered	Standard Service Delivery Indicators	Responsible Officer	Stake-holders
1.	Requests for proposed departmental budgets	To be done by 30 th September every year	Principal Finance Officer	Internal
2.	Submission of proposed budgets to Budgetary Committee	To be done by the 30 th October every year	Principal Finance Officer	Internal
3.	Submission of proposed budget to the University Management Board	To be done by 30 th November every year	Principal Finance Officer	Internal
4.	Submission of proposed budget to University Council	To be done by 15 th December every year	Principal Finance Officer	Internal
5.	Allocation of funds to departments	To be done by 5 th January every year	Principal Finance Officer	Internal
6.	Approval and payment of Imprest requests and claims	To be done within 7 days from the date of receiving the request.	Principal Finance Officer	Internal
7.	Payment of requests and claims	To be done within 7 days from the date of approval	Principal Finance Officer	Internal
8.	Release of salaries	To be done by 30 th of every month	Principal Finance Officer	Internal
9.	Release of funds to campuses, ODEL centres & Equip Africa Institute	To be done within 7days upon receiving verified reimbursement schedule	Principal Finance Officer	Internal
10.	Clearance of Examination Cards	One week before examinations	Principal Finance Officer	Internal
11.	Release of funds for trips	7 days after receipt of imprest	Principal Finance Officer	Internal
12.	Payment of grant imprests	5 days after the receipt of imprest	Principal Finance Officer	Internal
13.	Processing of student insurance covers	14 days after receipt of insurance cover request	Principal Finance Officer	Internal
14.	Processing of staff bereavement benefit	Within 3 days from the date of receiving the request	Principal Finance Officer	Internal
15.	Payment of Suppliers	To be done within 60 days after receipt of invoice.	Principal Finance Officer	External
16.	Payment of Statutory Deductions	To be done on or before 9 th of the following month	Principal Finance Officer	External
17.	Payment of External Examiners and Adjunct Faculty	To be paid within fifteen (15) days after receipt of claim from Audit.	Principal Finance Officer	External
18.	Payment of external part-timers	To be done by 14 days after clearance from audit	Principal Finance Officer	External
19.	Posting of fees payments	To be done within 1 day after confirmation of receipt of funds by the bank	Principal Finance Officer	External

S/N	Activity/ Service Offered	Standard Service Delivery Indicators	Responsible Officer	Stakeholders
20.	Response to inquiries & correspondences from clients (students, part-timers, adjunct faculty, suppliers)	<ul style="list-style-type: none"> A call to be answered in 3 rings. A customer visiting the office to be attended promptly. All mails to be acknowledge immediately. they are received and responded to/acted on. 	Principal Finance Officer	External
21.	Posting of Bulk receipts i.e., CDF, HELB,	7 days after receipt of the funds and schedule of beneficiaries	Principal Finance Officer	External
22.	Students Fees Refund	To be done within 21 days after receipt of clearance by audit	Principal Finance Officer	External
23.	Student Clearance for Graduation	To be done within 2 days after clearance by all other departments and receipt of final payment.	Principal Finance Officer	External
24.	Student Credit transfer invoicing	To be done within 7 days after receiving the request.	Principal Finance Officer	External
25.	Student Fee Transfer from one programme to the other	To be done within 2 days after receiving the request.	Principal Finance Officer	External
26.	Release of funds for Teaching Practise	30 days after receipt of the imprest	Principal Finance Officer	External
27.	Payment of assessors of students on attachment	10 days after receipt of imprest	Principal Finance Officer	External
28.	Payment of terminal dues	10 days after clearance of imprest by audit	Principal Finance Officer	External

2. DIRECTORATE OF INFORMATION AND COMMUNICATION TECHNOLOGY

S/N	Activity/ Service Offered	Standard Service Delivery Indicators	Responsible Officer	Stakeholders
1.	ICT Helpdesk and User Support	Within one day	Principal Technology Officer	Internal
2.	Network & Internet Access	99% uptime monthly	Principal Technology Officer	Internal
3.	Email & Communication Tools	24/7 availability, onboarding within 1 working day	Principal Technology Officer	Internal
4.	Learning & Teaching Platforms	Login within 24 hrs of activation, continuous support	Principal Technology Officer	Internal
5.	System Access – MIS (UnIRP plus Other)	Uptime of 98%, password resets within 2 hrs	Principal Technology Officer	Internal/ External
6.	Restoration of Network or communications media outage	Within one (1) day after request or call from user or detection on the network monitoring appliances	Principal Technology Officer	Internal
7.	Diagnosis and Response to ICT security breaches	Immediate – to within two days after request or call from user or detection on the network monitoring appliances	Principal Technology Officer	Internal
8.	Request for email and system accounts for a new staff-	Within an hour after receipt of written request from HRD	Principal Technology Officer	Internal
9.	Request to close email and systems accounts for exiting staff	Within an hour after receipt of written request from HRD	Principal Technology Officer	Internal

S/N	Activity/ Service Offered	Standard Service Delivery Indicators	Responsible Officer	Stakeholders
10.	Request to induct new staff and students	To be done within 7 days from the date of receiving the request from HR or Dean of Students	Principal Technology Officer	Internal
11.	Support to other Departmental projects that require ICT advisory	Within 14 days after written request	Principal Technology Officer	Internal
12.	MIS report extraction and analysis	Within two working days after written request by user providing template for requested data fields	Principal Technology Officer	Internal
13.	Training on MIS and other Systems	14 days after request or identification of training need	Principal Technology Officer	Internal
14.	MIS and other systems user support	Within one day after written request from user	Principal Technology Officer	Internal
15.	ICT Procurement Advisory	Within three working days after written request from user	Principal Technology Officer	Internal
16.	Issuance of ICT Equipment	Within two 14 days after written request from HR or Department Head As per defined schedules	Principal Technology Officer	Internal
17.	ICT Equipment service maintenance and repairs	Every 3 months	Principal Technology Officer	Internal
18.	Escalation of ICT equipment faults	60 days after equipment delivered to ICT workshop	Principal Technology Officer	Internal
19.	ICT Projects Implementations	Implementation as per defined work plan developed.	Principal Technology Officer	Internal
20.	Research Computing support	Custom support plans per project	Principal Technology Officer	Internal

3. HUMAN RESOURCE DIRECTORATE

S/N	Activity/ Service Offered	Standard Service Delivery Indicators	Responsible Officer	Stakeholders
1.	Recruitment process	<ul style="list-style-type: none"> i) The Advertisement to be placed in the recruitment portal within two weeks after approval of the recruitment. ii) Shortlisting to be done within five (5) days after closing date. iii) Interviews to be held within (3) three weeks after shortlisting. 	Human Resource Director	Internal
2.	Appointment and regret letters	<ul style="list-style-type: none"> i) Appointments to be done within (1) one week after approval ii) Successful and Unsuccessful candidates to be sent regret letters within 1 (one) Week after appointments have been effected. 	Human Resource Director	Internal/ External
3.	Onboarding of new Staff	<ul style="list-style-type: none"> i) Onboarding of new staff to be done at least two (2) times every calendar year. ii) Individual onboarding by the HR Directorate and immediate Supervisors to be done within 1 week of the reporting Date. 	Human Resource Director/ immediate supervisor	Internal
4.	Leave application and approvals.	Leave approval to be done within a day after approval by the immediate Supervisor.	Human Resource Director	Internal

S/N	Activity/ Service Offered	Standard Service Delivery Indicators	Responsible Officer	Stake-holders
5.	Loan Application and approvals	To be done within 3 days upon receipt of all the documentation	Human Resource Director	Internal
6.	Disciplinary Process	i) Show Cause letter to be dispatched within three days after receipt of official complaint. ii) Invitation to the Staff Disciplinary hearing within a period of One Month.	Human Resource Director	Internal
7.	Bereavement Benefits (i) Funds from the University. (ii) Funds from Insurance.	Communication to disburse bereavement benefits to be made to Finance Directorate and the Insurance Company within 24hrs after receipt of official communication and supporting Documents.	Human Resource Director	Internal
8.	Medical Insurance Application	Enrolment of staff into the staff medical insurance Cover to be effected within 24hours after application.	Human Resource Director	Internal/ External
9.	Provident Fund Enrolment	Contributions start at the end of the month that employee joins the University	Human Resource Director	Internal
10.	Provident Fund Withdrawal	Withdrawal from the MKU Staff provident fund to be approved within five (5) days after separated employee has initiated the benefits claim process in the member portal.	Human Resource Director.	Internal
11.	Payroll Changes	Communication on the monthly payroll changes to the Audit/Finance sections to be done on/or before the 20 th of every month	Human Resource Director	Internal
12.	Computation of Final / terminal Dues	One month after clearance from the University	Human Resource Director	Internal
13.	Response to enquiries	All enquiries to be responded to within 24 hours	Human Resource Director	Internal/ External
14.	Renewal of employment Contracts	To be effected within 2 months from the date of receipt of contract renewal request.	Human Resource Director	Internal
15.	Promotion of staff	Promotions to be effected on the 1 st day of the next month following approval	Human Resource Director	Internal
16.	Renewal of Medical Insurance Cover, WIBA	To be done by 30 th April every year for Medical Insurance Cover and 10 th May every year for WIBA GPA	Human Resource Director	Internal/ External
17.	Confirmation after probation/acting capacity	To be effected within 2 months from the date of receipt of confirmation request	Human Resource Director	Internal
18.	Appointment of adjunct/ Associate Faculty	To be done within 7 days after approval	Human Resource Director	Internal

4. DIRECTORATE OF INSTITUTIONAL PLANNING AND ADMINISTRATION

S/N	Activity/ Service Offered	Standard Service Delivery Indicators	Responsible Officer	Stake-holders
PROCUREMENT AND STORES DEPARTMENT				
1.	Development and submission of budgets to DIPA for onward forwarding to finance	To be done by 30 th September every year	DIPA/Procurement Officer	Internal
2.	Purchase of stores stocked items	To be done in the first week of every semester after stores requisition approval	DIPA/Procurement Officer	Internal/ External
3.	Purchase of non-stocked items	To be done within 7 days from receipt of user approved requisition	DIPA/Procurement Officer	Internal/ External
4.	Issuance of LPO's to suppliers	To be done within 12 days after clearance by audit	DIPA/Procurement Officer	External
5.	Pre-qualification of suppliers	To be done after every 2 years with continuous registration of suppliers	DIPA/Procurement Officer	External
6.	Disposal of obsolete items	Request for submission of items for disposal to be done by 31 st of March every year	DIPA/Procurement Officer	Internal
7.	Issuance of stocked items in the central stores	To be done immediately on need basis based on the stores stock levels available	DIPA/Store Keeper/ Store Supervisor	Internal
8.	Receiving of supplied items to the central stores	To be done immediately in presence of user department	DIPA/Store Keeper/ Store Supervisor.	Internal
TRANSPORT DEPARTMENT				
1.	Development and submission of budgets to DIPA for onward forwarding to finance	To be done by 30 th September every year	DIPA/Transport Manager	Internal
2.	Allocation of vehicles for academic trips	Request for allocation of vehicles to be responded to within 1 day	DIPA/Transport Manager	Internal
3.	Allocation of vehicles for non- academic trips	Request for allocation of vehicles to be responded to within 1 day	DIPA/Transport Manager	Internal
4.	Fuelling of University vehicles	To be fuelled once the fuel reaches quarter tank based on the distance covered	DIPA/Transport Manager	Internal
5.	Servicing of University vehicles	To be service after every 5000kms based on the distance covered	DIPA/Transport Manager	Internal/ External
6.	Repair and maintenance of University vehicles	To be repaired immediately on need basis by the outsourced garage	DIPA/Transport Manager	Internal/ External
7.	Renewal of Road Service Licence (RSL)	To be done one month before expiry for each vehicle	DIPA/Transport Manager	External
8.	Renewal of vehicle insurance certificate	To be done by 21 st February every year	DIPA/Transport Manager	External

S/N	Activity/ Service Offered	Standard Service Delivery Indicators	Responsible Officer	Stake-holders
ESTATE DEPARTMENT				
1.	Development and submission of budgets to DIPA for onward forwarding to finance	To be done by 30 th September every year	DIPA/Estate Manager	Internal
2.	Repair and maintenance Schedule	Repair and Maintenance schedule to be submitted 1 month before the end of a semester	DIPA/Estate Manager	Internal
3.	General Repair and Maintenance	General major repair and maintenance to be done at the end of every semester	DIPA/Estate Manager	Internal
4.	New installation of power systems and plumbing services	To be done immediately on need basis	DIPA/Estate Manager	Internal
5.	Cleaning services	To be done daily between 6.30 a.m. to 4.30 p.m. by the Outsourced service providers	DIPA/Estate Manager	External
LAUNDRY DEPARTMENT				
1.	Development and submission of budgets to DIPA for onward forwarding to finance	To be done by 30 th September every year	DIPA/Laundry Manager	Internal
2.	Dry cleaning & Laundry operating hours	To operate between 8.00 a.m. to 5.00 p.m. Monday to Friday and from 9.00 a.m. to 1.00 p.m. on Saturdays.	DIPA/Laundry Manager	Internal
3.	Dry cleaning & Laundry services	i) Pressing / children's items to be charged half the price of the approved price list. ii) A surcharge of 50% will be applicable for same day services. iii) Items brought before 10.00 a.m. to be collected the following day between 4.00 p.m. & 5.00 p.m.	DIPA/Laundry Manager	Internal
4.	Invoicing	Invoices are issued immediately after the request of service.	DIPA/Laundry Manager	Internal
5.	Storage charges	To be invoiced after one month of storage at a rate of 10% of the cleaning charges.	DIPA/Laundry Manager	Internal
BOOKSHOP DEPARTMENT				
1.	Development and submission of budgets to DIPA for onward forwarding to finance	To be done by 30 th September every year	DIPA/Bookshop Manager	Internal
2.	Procurement of bookshop stationery and merchandise	To be done immediately the stock gets to re-order level	DIPA/Bookshop Manager	Internal/ External
3.	Issuance of LPO's to suppliers	To be done within 12 days after clearance by audit -	DIPA/Bookshop Manager	External
4.	Receiving of supplied stationery and merchandise from suppliers	To be done within 1 day in the presence of user department and Bookshop manager	DIPA/Bookshop Manager	Internal/ External

S/N	Activity/ Service Offered	Standard Service Delivery Indicators	Responsible Officer	Stake-holders
5.	Issuance of bookshop merchandise to users.	To be done immediately after approval of requisitions	DIPA/Bookshop Manager	Internal
6.	Generation of the sales invoices to the University for payment	To be done within 1 day after delivery of goods to the users	DIPA/ Bookshop Manager	Internal
7.	Generation of the sales invoices to the customer for payment	To be done immediately after identification of required items	DIPA/ Bookshop Manager	Internal
8.	Generation of monthly sales report to DIPA	To be done by 30 th of every month	DIPA/ Bookshop Manager	Internal
9.	Reprographic services	To operate between 8.00 a.m. to 5.00 p.m. Monday to Friday and from 9.00 a.m. to 1.00 p.m. on Saturdays.	DIPA/Bookshop Manager	Internal

MWAI KIBAKI CONVENTION CENTER

1.	Development and submission of budgets to DIPA for onward forwarding to finance	To be done by 30 th September every year	DIPA/Multimedia Technician	Internal
2.	MKCC operating hours	To operate between 8.00 a.m. to 5.00 p.m. Monday to Friday and from 9.00 a.m. to 1.00 p.m. on Saturdays and Sundays. To operate 24/7 for special event booking.	DIPA/Multimedia Technician	Internal/ External
3.	Meeting bookings	To be done 2 weeks in advance for internal use after approval of request. To be done 1 month in advance for external use after approval of request.	DIPA/Multimedia Technician	Internal/ External
4.	Incentive's bookings	To be done 2 weeks in advance for internal use after approval of request. To be done 1 month in advance for external use after approval of request.	DIPA/Multimedia Technician	Internal/ External
5.	Conferencing bookings	To be done 2 weeks in advance for internal use after approval of request. To be done 1 month in advance for external use after approval of request.	DIPA/Multimedia Technician	Internal/ External
6.	Exhibition's bookings	To be done 2 weeks in advance for internal use after approval of request. To be done 1 month in advance for external use after approval of request.	DIPA/Multimedia Technician	Internal/ External
7.	Invoicing of bookings	To be done immediately after confirmation of availability of venue.	DIPA/Multimedia Technician	Internal
8.	Facility booking payments	To be done 7 days before the date of event.	DIPA/Multimedia Technician	Internal

S/N	Activity/ Service Offered	Standard Service Delivery Indicators	Responsible Officer	Stakeholders
9.	Cancellation of event bookings.	To be done 2 weeks before the event with no penalty. To be done 1 week before the event with a cancellation fee of 10% of the total cost of the event. To be done within the week of event with a cancellation fee of 30% of the total cost of the event.	DIPA/Multimedia Technician	Internal/ External
MKU ROOFTOP RESTURANT				
10.	Food Preparation & Service	Meals to be served within 20–30 minutes of ordering	Head Chef / Restaurant Supervisor	Internal
11.	Customer Order Taking	Orders to be taken electronically within 2–3 minutes of customer seating	Waitstaff	Internal
12.	Bakery Products Sales	Freshly baked goods available daily by 8:30 a.m.	Bakery Supervisor	Internal
13.	Cleanliness of Dining Area	Tables to be sanitized immediately after each use	Cleaning Attendants / Restaurant Supervisor	Internal
14.	Food Quality & Safety	Food safety inspections done before opening and during peak hours	Head Chef	Internal
15.	Customer Complaint Handling	Complaints responded to within 24 hours	Chef/Restaurant supervisor	Internal
16.	Staff Hygiene	Hand hygiene checks and uniform compliance logged 3 times daily	Chef/Restaurant supervisor	Internal
17.	Payment Processing	Payments processed within 3 minutes using POS and mobile systems	Restaurant Supervisor	Internal
18.	Waste Disposal	Waste bins cleared every 3 hours and monitored for cleanliness	Cleaning attendant	Internal/ External
19.	Special Orders & Reservations	Confirmation of special orders/ reservations within 24 hours of request	Chef/Restaurant supervisor	Internal
20.	Staff Training	Mandatory training sessions conducted monthly on hygiene, service, and safety	Chef/Restaurant supervisor	Internal
21.	Equipment Maintenance	Preventive maintenance schedule maintained and reviewed monthly	Maintenance Officer/ DVC-APIA	Internal
22.	Menu Review	Menu reviewed and updated every semester with customer feedback	Chef/Restaurant supervisor	Internal
23.	Health & Safety Drills	Fire drills and food safety workshops conducted every 6 months	Chef/Restaurant supervisor/ School of Public Health	Internal
UNIVERSITY GYM				
1.	Development and submission of budgets to DIPA for onward forwarding to finance	To be done by 30 th September every year	DIPA/Gym Trainer	Internal
2.	University gym operation hours	To operate between 6.30 a.m. to 7.00 p.m. for staff members and between 5.00 a.m. to 6.30 p.m. for students every day	DIPA/Gym Trainer	Internal

S/N	Activity/ Service Offered	Standard Service Delivery Indicators	Responsible Officer	Stake-holders
3.	Strength training activities	To be done as per the weekly training schedule	DIPA/Gym Trainer	Internal
4.	Aerobics activities	To be done as per the weekly training schedule	DIPA/Gym Trainer	Internal
5.	Cardio activities	To be done as per the weekly training schedule	DIPA/Gym Trainer	Internal
6.	Gym equipment repair and maintenance	To be done immediately on need basis	DIPA/Gym Trainer	Internal
7.	Gym equipment servicing	To be done in December of every year	DIPA/Gym Trainer	Internal
8.	Gym invoicing	To be done every first week of the month for monthly clients To be done immediately for daily clients	DIPA/Gym Trainer	Internal

PROJECTS

1.	Project process and execution	To be done immediately as per the dates/plan indicated in the approved project proposal after budget approval.	DIPA	Internal
2.	Rents and contracts for local University facilities	To be done by the first month of every quarter of the year	DIPA	Internal/ External
3.	Rents and contracts for diaspora centres University facilities	To be done by the first month of every quarter of the year	DIPA	Internal/ External

5. DIRECTORATE OF SECURITY

S/N	Activity/ Service Offered	Standard Service Delivery Indicators	Responsible Officer	Stake-holders
1.	Access Control Management	i) Staff and Students screening done in under 1 minute ii) Visitors screening done within 5 minutes	Chief Security Office	Internal/ External
2.	CCTV Monitoring and Response	24/7 surveillance with occasional monitoring on daily basis	Chief Security Officer	Internal
3.	Guarding and Post Supervision	i) 24/7 presence at all critical university locations ii) Supervision at least 3 times per shift	Chief Security Officer	Internal
4.	Gate Pass Management	Issued within 10 minutes upon proper authorization	Chief Security Officer	Internal
5.	Handling Lost and Found Property	Logged and secured within 1 day and kept under security custody until claimed	Chief Security Officer	Internal/ External
6.	Key Management	i) Key issuance within 1 working day upon authorization ii) Key return logged immediately upon handover or exit iii) Missing/lost key incidents responded to within 1 hour	Chief Security Officer	Internal
7.	Emergency Assistance	Immediate Response	Chief Security Officer	Internal

S/N	Activity/ Service Offered	Standard Service Delivery Indicators	Responsible Officer	Stake-holders
8.	Security Risk Assessment	i) Risk assessment conducted at least once in 12 months or ii) Any time there is reasonable need for it (e.g after an incident, change etc). iii) In either case, the process is conducted iv) within 5 working days	Chief Security Officer	Internal
9.	Investigations of Incidents	i) Initiated within 24 hours of incident report ii) Preliminary report within 3 working days iii) Full report within 10 working days	Chief Security Officer	Internal
10.	Events Security Planning and Management	Clearance given within 3 working days	Chief Security Officer	Internal/ External
11.	Security Advisory Services	i) Weekly summaries and alerts for significant developments. ii) <i>Ad-hoc</i> advisories issued within 1 day of intelligence receipt.	Chief security officer	Internal
12.	Security Training and Awareness Creation	Held at least once per semester.	Chief Security Officer	Internal
13.	Emergency Planning and Response	Plans reviewed annually or after a major event Immediate Response	Chief security officer	Internal

6. RESOURCE MOBILIZATION AND INTERNATIONAL STUDENT RECRUITMENT

S/N	Activity/ Service Offered	Standard Service Delivery Indicators	Responsible Officer	Stake-holders
RESOURCE MOBILIZATION				
1.	Identify potential sponsors Send correspondence Communicate feedback Share grants, loans and sponsorship available	Once a semester Within one week Within a day As soon as received	Deputy Director SRM&IR	Internal/ External
2.	Liaison services to NG-CDF Receive correspondences	Requests processed within one working day Acknowledge immediately	Deputy Director SRM&IR	Internal/ External
3.	Liaison service to HELB Loan Receive correspondences Assist students to apply for HELB loans	Requests processed within one working day Acknowledge immediately Within 5 minutes	Deputy Director SRM&IR	Internal/ External
4.	Liaison services to NGOs & CBOs Receive correspondences	Requests processed within one working day Acknowledge immediately	Deputy Director SRM&IR	Internal/ External
5.	Liaison service to Church Organization Receive correspondences	Processed within one working day Acknowledge immediately	Deputy Director SRM&IR	Internal/ External
INTERNATIONAL STUDENTS' RECRUITMENT				
1.	Mapping International students' recruitment	Carried out every week	Deputy Director SRM&IR	Internal
2.	Host webinars	Once every month	Deputy Director SRM&IR	Internal/ External
3.	Receive and make international calls	Answered immediately	Deputy Director SRM&IR	Internal/ External

S/N	Activity/ Service Offered	Standard Service Delivery Indicators	Responsible Officer	Stakeholders
4.	Receive and reply to WhatsApp inquiries Assist the international students on their admissibility to the various programmes	Answered immediately	Deputy Director SRM&IR	Internal
5.	Assist in distribution of application form and prospectus to international potential applicants Support the applicants in the admission and registration process	Requests processed within a day	Deputy Director SRM&IR	Internal
5.	Follow up on international applications issued	Every day	Deputy Director SRM&IR	Internal
6.	Support international student on KNQA certification	Within 10 minutes	Deputy Director SRM&IR	Internal/ External

7. CENTRE FOR PROFESSIONAL DEVELOPMENT

S/N	Activity/ Service Offered	Standard Service Delivery Indicators	Responsible Officer	Stakeholders
1.	Acknowledgement of applications for admission	Acknowledgement of applications within a day	Director, Centre for Professional Development	External
2.	Processing of applications for admission	Process within 1 day of receipt of applications	Director, Centre for Professional Development	External
3.	Registration of new students	Every month	Director, Centre for Professional Development	Internal
4.	Calendar for admission	Admission done every semester	Director, Centre for Professional Development	Internal
5.	Transfers, deferments and resumptions of study	Decision to be communicated to applicants within five days from the time of receipt of applications.	Director, Centre for Professional Development	Internal
6.	Communication on Online Units on offer (Courses Offered online)	To be released 10 days before the commencement of each semester	Director, Centre for Professional Development	Internal
7.	Workload Allocations	Workload is to be allocated on semester basis	Director, Centre for Professional Development	Internal
8.	Teaching timetable	To be available five days to beginning of each programme	Director, Centre for Professional Development	Internal
9.	Processing of trainers claims	Within two days after completion of training	Director, Centre for Professional Development	Internal
10.	Response to phone calls	Immediately	Director, Centre for Professional Development	External
11.	Response to walk-in clients	Immediately	Director, Centre for Professional Development	External
12.	Response to correspondences	Within 2 working days	Director, Centre for Professional Development	External
13.	Response to complaints & grievances	Within 2 working days	Director, Centre for Professional Development	Internal/ External
14.	Resolution of complaints	Within five working days	Director, Centre for Professional Development	Internal/ External
15.	Release of short courses certificates	Within 5 days after approval of the training report.	Director, Centre for Professional Development	Internal/ External

APPENDIX 3: INTERNAL QUALITY ASSURANCE DIVISIONAL UNIT SERVICE CHARTER

No.	Service	Standard of Delivery	Timeline
1.	Coordination of Internal Quality Audits	Internal audits conducted and reports shared with management	Twice per year
2.	Facilitation of External Quality Audits	Organized in collaboration with relevant regulatory agencies	Once per year
3.	Monitoring Compliance with Accreditation Standards	Compliance evaluations and advisory reports submitted	Continuous
4.	Evaluation of Teaching and Learning	Student feedback collected and analyzed	Every semester
5.	Surveys on Academic and Administrative Services	Data collected on compliance to QMS and various university policies, analyzed and reports disseminated to guide in the preparation and implementation of improvement plans	Once per year
6.	Quality Assurance Capacity Building	Training and sensitization workshops on quality assurances process	At least twice annually
7.	Policy Review and Development	QA-related policies reviewed and updated	Every three years or as needed
8.	Complaints and Feedback Handling	Analysis to assess compliance to complaint and feedback handling procedure	Once per month
9.	Quality Audit and Evaluation Reports	Reports submitted to relevant authorities	Within 30 days post-activity

**APPENDIX 4: INTERNAL AUDIT, ASSURANCE AND RISK MANAGEMENT
DIVISIONAL UNIT SERVICE CHARTER**

S/N	Activity/Service Offered	Service Delivery Indicators	Responsible Officer	Stakeholders
1.	Preparation of Annual Internal Audit Work Plan	By September of every Year	Principal Internal Audit, Assurance & Risk Management	Internal
2.	Submission of Annual Internal Audit Budget	By September of every Year	Principal Internal Audit, Assurance & Risk Management	Internal
3.	Compliance Assurance & Operational/programmed Audits	As per the annual approved Internal Audit Work plan and audit program	Principal Internal Audit, Assurance & Risk Management	Internal
4.	Special Audit Projects (Forensic/Investigation, Ad-hoc Audits).	14 working days	Principal Internal Audit, Assurance & Risk Management	Internal
5.	Compliance, Assurance and Operational Audits of MKU Affiliates	As per the annual approved Internal Audit Work plan and audit program	Principal Internal Audit, Assurance & Risk Management	Internal
6.	Pre-Audits			
i)	Review and Feedback of monthly payroll changes	3 working days	Principal Internal Audit, Assurance & Risk Management	Internal
ii)	Review and feedback of statutory deductions	2 working days	Principal Internal Audit, Assurance & Risk Management	Internal
iii)	Review and feedback of Project and Thesis Supervision and Examiners payment claims.	7 working days	Principal Internal Audit, Assurance & Risk Management	Internal
iv)	Review and feedback of Adjunct Faculty and External Examiners payment claims	7 working days	Principal Internal Audit, Assurance & Risk Management	Internal
v)	Review and feedback of student fees refunds	7 working days	Principal Internal Audit, Assurance & Risk Management	Internal
vi)	Review and clearance of imprest surrender documents	7 working days	Principal Internal Audit, Assurance & Risk Management	Internal
vii)	Review and feedback of Local Purchase Orders (LPOs)	7 working days	Principal Internal Audit, Assurance & Risk Management	Internal
viii)	Review and feedback of supplier invoices and bills	7 working days	Principal Internal Audit, Assurance & Risk Management	Internal
ix)	Review and feedback of associate faculty payroll	14 working days	Principal Internal Audit, Assurance & Risk Management	Internal
x)	Review and feedback of staff final dues payments	14 working days	Principal Internal Audit, Assurance & Risk Management	Internal
xi)	Review and feedback of staff medical cover bills	14 working days	Principal Internal Audit, Assurance & Risk Management	Internal
7.	Verification of University stocks/assets	Immediately upon request by the User Department	Principal Internal Audit, Assurance & Risk Management	Internal

NB. The Service Delivery Indicators are subject to submission of support documentation for review.

APPENDIX 5: STUDENTS WELFARE DIVISIONAL UNIT SERVICE CHARTER

S/N	Services	Requirements to Obtain Service	Service Delivery Standards	Responsible Officer
HEALTH SERVICES				
1.	Health Care Services offering First Aid and minor illnesses which include: a) Preventive/promotive b) Curative c) Referrals	Identification Card (ID) for: a) Students b) Staff	a) Once per semester b) Within an hour c) For emergency within 30 minutes and for other referrals within an hour.	Coordinator, Health Services
SPORTS				
1.	Registration of teams/games	- Request to introduce game - Availability of facilities - Awareness of the game	Two weeks at beginning of every semester	Sports Coordinator
2.	Selection/Registration of players	Bonafide students	Two weeks	Sports Coordinator
3.	Engagement of coaches/trainers/patrons or renewal of contracts	- An application - Evidence of relevant qualification	Every start of September each year	Principal Students Welfare/Dean of students/HRD
4.	Request for equipment	Need assessment	Within a month	Sports Coordinator
5.	Issuance of equipment	- Request - Bonfide team captain - Student ID	Within a week as per availability	Sports Coordinator
6.	Facilitation to training venues	- Schedules are provided at the beginning of every semester. - Written requests are made two weeks before event.	- Within the last month of the previous semester - Within one day	Sports Coordinator
7.	Registration to federations	- Invitation letter - Invoice	Within 2 weeks	Sports Coordinator
8.	Request for facilitation	- Authorized fixtures - Invitation letters	- Within one day	Sports Coordinator
9.	Request for transport	Request letter	As per weekly schedule	Sports Coordinator
10.	Handling of injuries/medical issues of players	- Bonafide player - Student ID	Immediate	Sports Coordinator
11.	Gym activities	- Bonafide student - Student ID	As per weekly schedule	Sports Coordinator
12.	Swimming activities	- Bonafide student - Student ID	As per weekly schedule	Sports Coordinator
FILM, CREATIVE AND PERFORMING ARTS				
1.	Registration for drama, music and brass band	Syllabus	As stipulated by the Ministry of Education	Senior Technician
2.	Audition / Student Registration	- Bonafide student	1 day	Senior Technician

S/N	Services	Requirements to Obtain Service	Service Delivery Standards	Responsible Officer
3.	Request for trainers	- Identification of a gap - An application - Evidence of relevant qualification	Within 2 weeks	Senior Technician
4.	Training venues	- Schedule - Request	Organized as per schedule weekly	Senior Technician
5.	Request for costumes by users and issuance (when already procured)	- Request - Bonfide team leader - Student ID	Within one day	Senior Technician
6.	Request for facilitation	- Authorized syllabus - Invitation letters	Within 2 weeks	Senior Technician
7.	Request for transport	Request letter	Within 2 weeks	Senior Technician

COUNSELLING SERVICES

1.	Individual Counselling	- Request or referral - Student ID - Staff PF Number	Within an hour / per appointment	University Counsellor
2.	Online Counselling	- Request or referral - Student ID - Staff PF Number	Within an hour / per appointment	University Counsellor
2.	Group Counselling	- Request or referral - Student ID	Weekly/ per schedule	University Counselor
3.	Selection and training of Peer Counsellors	- Bonafide students - Request	Once per year in September-December Semester	University Counselor
4.	Referral services	- Student ID - Student history - Parental or next of kin request - Requests from schools/ department	Immediate	University Counselor
5.	Social and mental health awareness forums	- Schedule - Bonafide student	Within 2 weeks	University Counselor
7.	Psycho Education Program	- Schedule - Bonafide student	Within 6 weeks	University Counsellor/ Mind and Beyond
8.	Guidance	- Schedule - Bonafide student	Within an hour/per appointment	University Counselor
9.	Counsellor's Assessment	- Schedule - Bonafide student	Within an hour/per appointment	University Counselor

STUDENTS GOVERNANCE

1.	Student election (calendar of activities)	- Bonafide student - MKUSA Constitution	<i>As per the MKUSA Constitution, Universities Amended Act of 2016, Statutes and Schedules</i>	Dean of Students
	Activity	Date		
	Civil Education	October – 4 th February each year		
	Nominations	November – January each year		
	Elections	Every 1 st Thursday and Friday of the first week of February each year		

S/N	Services	Requirements to Obtain Service	Service Delivery Standards	Responsible Officer
2.	Online Voting/E-voting (every 1 st Thursday and Friday of the first week of February each year)	- Bonafide student - MKUSA Constitution	<i>As per the MKUSA Constitution, Universities Amended Act of 2016, Statutes and Schedules</i> 1 day delegates election and 1 day council election	Dean of Students
3.	Inauguration -	- Leaders elect - MKUSA Constitution	<i>As per the MKUSA Constitution</i> One day (Within 2 weeks after elections)	Dean of Students
4.	Induction	- Elected leaders	1 week	Dean of Students
5.	MKUSA Activities and Activation generated by students	- Authorized activities and approved by the Dean of Students	Approved one week in advance	Dean of Students
6.	MKUSA leaders welfare	- As per schedule	Approved after one week	Dean of students
STUDENT CLEARANCE				
1.	Students Graduation Clearance	- Online/MIS	Immediately after HODs have cleared	Dean of Students
2.	Approval for academic leave and campus transfers	- Online/MIS	Immediately after HODs have cleared	Dean of Students
3.	Certification of bursaries and HELB loans	- Student ID	Immediate	Dean of Students
4.	Students' clearance (campus transfers)	- Requests from campuses	Immediate	Dean of Students
STUDENT BEREAVEMENT				
1.	Confirmation of death	- Identification information	Immediate	Dean of Students
2.	Dissemination of information	- Verified information - Next of kin details - Inform the relevant school	Immediate	Dean of Students
OTHER SERVICES				
1.	Student Disciplinary on non-academic matters	- Student ID - Invitations	Within 7 days	Dean of Students
2.	Conflict resolution among students to student/students to staff/students to community	- Student ID	Within one day	Principal Students Welfare/ Dean of Students
3.	Students Orientation	- Develop a program - Invite new students	Within 2 weeks	Principal Students Welfare/ Dean of Students
4.	Operations at the offices	- Requests - Conflict resolution	Within a day Within a day	Principal Students Welfare/ Dean of Students

S/N	Services	Requirements to Obtain Service	Service Delivery Standards	Responsible Officer
5.	Monitoring Activities within Campus	- Schedule of activities	Within a day	Principal Students Welfare/ Dean of Students
6.	Letters of Confirmation	- Confirmation letter	Within an hour	Principal Students Welfare/ Dean of Students
7.	Approvals of documents	- Request	Within two hours	Principal Students Welfare/ Dean of Students
8.	Staff leaves	- Request	Within a day	Principal Students Welfare/ Dean of Students
CLUBS AND ASSOCIATION				
1.	Registration of clubs and association	Application requirements	2 weeks	Coordinator, Clubs and Association
2.	Approval of activity	Request letter List of activities	Within 2 weeks	Dean of Students
3.	Request for support of activities	Proposal	Within one day	Coordinator, Clubs and Association
INTERNATIONAL STUDENTS				
1.	Immigration requirements	- Admission Letter - Letter from sponsor/ guardian - Copy of guardian passport or ID - A copy of entry page/visa - Police clearance - Cover letter from RAA of MKU - Pass port photos - Online application (Form 30) - Academic certificates for qualifying them to study in MKU and certified by KNQA	Within 3 months to get pupil pass	Coordinator, International Students
2.	Cultural Orientation of International students and pupil pass	Bonafide students	Within one month	Dean of Students/ Coordinator International Students
3.	Updating International Students register	Bonafide Students	Within 3 weeks after admission	Coordinator International Students
PERSONS WITH DISABILITY				
1.	Identification of various disability	Bonafide student	Immediate upon admission	Dean of Students/ Coordinator PWD
2.	Counselling/ Orientation	Bonafide student	Continuous	Coordinator, PWD
3.	Accommodation	Bonafide student	Upon registration and by request.	CCAS Manager/ Coordinator PWD

S/N	Services	Requirements to Obtain Service	Service Delivery Standards	Responsible Officer
4.	Link to providers of assisting devices	Bonafide student	Within a semester after reporting	PSW/ Coordinator PWD
5.	Sensitizing them to the University	Bonafide student	1 st Friday of the first month of the semester	PSW/ Coordinator PWD
6.	Provision of specialized support	Bonafide student	On demand	PSW/ Coordinator PWD
7.	University Examination support	Schedule and timetable.	One week before beginning of exams	Dean of Students/ Coordinator PWD
CHAPLAINCY				
1.	Pastoral Care	- Requests - Need assessment	2 days	Chaplain
2.	Interfaith Group Prayers	- Requests - Compliance to Schedules	Once per semester per campus	Chaplain
3.	Spiritual Counselling/ Mentorship	- Requests - Compliance to schedules	1 day or as per schedule	Chaplain
4.	Missions (CU, YCS, SDA)	Compliance to schedules	Once per semester	Chaplain
5.	Grand Daawah	Compliance to schedules	Once per calendar year	Chaplain
6.	Charity work	Compliance to schedules	Once per semester per each group	Chaplain
7.	Sacramental services	- Requests - Compliance to schedules	Within 2 days or as per schedule	Chaplain
CENTRAL CATERING AND ACCOMMODATION SERVICES				
A. ACCOMMODATION				
1	On-line booking	Registration Number Proof of Payment Access to the booking portal.	2 weeks to the reporting date	CCAS Manager/ CCAS Clerks
2.	Room allocation and Issuance of meal cards.	Proof of room booking and payment,	Within a day	CCAS Manager/ CCAS Clerks
3.	Issuance of room keys, mattress and CCAS rules and regulations.	Proof of room allocation	Within 1 hour	CCAS Manager/ Janitors
4.	Student Hostel Room Clearance	Hostel clearance form	By 1 st of every month	CCAS Manager/ CCAS CLERKS/ Janitors
5.	Room maintenance and repairs	Schedule Request	Within one day	CCAS Manager/ Janitors/ Estate Manager.
6.	Clearance for Graduation and various approvals	Updated list on the MIS portal.	One day	CCAS Manager/ CCAS Clerks

S/N	Services	Requirements to Obtain Service	Service Delivery Standards	Responsible Officer
B. CATERING				
1.	Budgeting	Budget	As per the finance policy	CCAS Manager
2.	Food items requisition	External order form	As per the procurement policy	CCAS Manager
3.	Receipt of supplies	Local purchase order, delivery note and invoices	Immediately	CCAS Manager/ Store Keeper
4.	Updating the ERP and the store ledger	Local purchase order, daily food request and store ledger	Daily	CCAS Manager/ Store Keeper
5.	Meals preparation	Daily food request, Menu	Daily	CCAS Manager/ Head Cooks/Store Keeper/Cooks
6.	Meal service	Student Meal Card	Within 2 minutes	CCAS Manager/ Head Cooks/ Cooks
7.	Executive Catering Services	As per the policy	As per Meal schedule	CCAS Manager/ Executive Cooks
8.	Laundry Services	As per the policy	As per schedule	Laundry supervisor
9.	Supplier offloading	As per request	Within 30 minutes	CCAS Manager/ Store Keeper
10.	Re-order level	As per request	1 week	CCAS Manager/ Store Keeper
11.	Supplier deliveries	As per request	Within 1 hour	CCAS Manager/ Store Keeper
12.	Stores dispatch	As per request	Within 20 minutes	Store Keeper
13.	Students complaints	As per complaint	Within 30 minutes	CCAS Manager/ Store Keeper

APPENDIX 6: CORPORATE SERVICES DIVISIONAL UNIT SERVICE CHARTER

1. COMMUNICATION AND CORPORATE AFFAIRS

S/N	Activity/Service Offered	Service Delivery Standards	Responsible Officer	Stakeholders
1.	Advertising & Recruitment Campaigns	Execution as per Advertisement schedule.	Director, Communication & Corporate Affairs	Internal - Admissions Office, Schools, Recruitment and Communication Team
2.	Development and review of University prospectus/ brochures	To be reviewed and published periodically on need basis.	Director, Communication & Corporate Affairs	Internal - Schools, Admissions office
3.	Press Release Development and Distribution	Develop within 2 working days; Distribute within 4 hours after approvals.	Director, Communication & Corporate Affairs	Internal and external - Schools, Departments, University Management, Media
4.	Event Publicity & Media Coverage	Publicity plan delivered within 3 days of request; Media invitation 5 days before event; Coverage as per schedule.	Director, Communication & Corporate Affairs	Internal and external - Event Organizers, Protocol, Media
5.	Handling Media Enquiries & Requests	Acknowledge within 2 hours; Provide full response within 1 business day (urgent) or 2 business days (routine).	Director, Communication & Corporate Affairs	Internal and external - Media houses, Journalists, University management
6.	Design and procurement of promotional and marketing materials	To be done within 7 days from receipt of approval	Director, Communication & Corporate Affairs	Internal and external - Schools, Departments, Recruitment Teams
7.	Brand Compliance & Approvals	Review within 2 working days; Provide branding guidance immediately upon request.	Director, Communication & Corporate Affairs	Internal and external - Schools, Departments, Partners, External Vendors/ Suppliers
8.	Response to complaints, compliments and suggestions	<ul style="list-style-type: none"> i. Acknowledgement within a day ii. Feedback on resolved complaints within 2–7 working days depending on issue. 	Director, Communication & Corporate Affairs / Customer Care Officer/ Social Media Administrator/ Directorate staff	Internal and external - Students, Staff, External Stakeholders
9.	Social media Content management	<ul style="list-style-type: none"> • Scheduled content posted as per monthly calendar; Urgent posts within same day; • Response to comments/ DMs within 24 hours on weekdays and 72 hours on weekends 	Social Media Administrator	Internal and external - Students, Staff, Public, Prospective Students, alumni
10.	Website Content Updates	Routine updates within 1–2 working days; Major page design or restructuring within 5–10 working days.	Webmaster	Internal and external - Schools, Departments, Prospective Students, Alumni

S/N	Activity/Service Offered	Service Delivery Standards	Responsible Officer	Stakeholders
11.	Website database back-up	To be conducted once per month	Webmaster	Internal and external - Schools, Departments, current and prospective Students, Alumni
12.	Website files back-up	To be conducted once in 3 months	Webmaster	Internal
13.	CSR/ Community outreach initiatives	Conduct at least 1 (one) initiative per Trimester	Assistant Registrar- Corporate Communications Officer	Internal and external - staff, students, alumni, communities, partners
14.	Internal Communication (Memos, Notices, Circulars, e-newsletters)	<ul style="list-style-type: none"> Publish memos, notices, circulars within the same day after approval. Publish e-newsletter on monthly basis 	Director, communication & Corporate Affairs	Internal - Staff, Students, HR, Registrar
15.	Response to enquiries	Response to enquiries within 24 hours.	Directorate staff	Internal- prospective students and general public
16.	Crisis & Emergency Communications	Issue statement within 1–2 hours of confirmed incident; Provide updates as approved by the Vice-Chancellor.	Director, Communication & Corporate Affairs	Internal and external- University Community, Media, Public, Security Department

2. ALUMNI RELATIONS

	Activity/Service Offered	Service Delivery Standards	Responsible officer	Stakeholders
1.	Schedule for Alumni Calendar activities	Available by the commencement of every Calendar year	Director, Alumni Relations	Internal
2.	Alumni activities pre-event communications	<ul style="list-style-type: none"> Webinars - To be done at least one week before Physical events - To be done at least three weeks before the event 	Director, Alumni Relations Social Media Administrator	Internal
3.	Alumni post-event communications	To be done within one week after the event	Director, Alumni Relations Social Media Administrator	Internal
4.	Alumni E-Newsletters	To be published quarterly	Director, Alumni Relations	Internal
5.	Alumni Career support	To be done at least once every quarter	Director, Alumni Relations	Internal
6.	Alumni correspondence	<ul style="list-style-type: none"> Acknowledgement within 24 hours on weekdays and 72 hours on weekends Feedback within 3 working days 	Director, Alumni Relations	Internal
7.	Alumni Website database back-up	To be conducted once per month	Webmaster	Internal
8.	Alumni CSR initiative	At least 1 (one) initiative annually	Director, Alumni Relations	Internal
9.	Alumni-Student mentorship program	To be conducted quarterly	Director, Alumni Relations	Internal
10.	Alumni database update	To be conducted continuously	Director, Alumni Relations	Internal
11.	Alumni Spotlight publication	To be conducted monthly	Director, Alumni Relations Social Media Administrator	Internal

3. PARTNERSHIPS

S/N	Activity/Service Offered	Service Delivery Standards	Responsible Officer	Stakeholders
1	Identification of a partner • Receipt of Partnership request from faculty, or from a partner or from other offices at MKU	• Respond to email enquiries within 24 hours • Hold introduction virtual/ physical meeting within 7 days	Principal Corporate Services / Director Linkages and Partnerships	Internal and external-Faculty members, Director Linkages and Partner
2	Convening of Buy-in meeting • To be attended by the partner and relevant faculty / process owners	2 weeks (10 working days)	• Principal Corporate Services /Director Linkages • Faculty Representatives	Internal and external-Faculty members, Director Linkages and Partner
3	Development of MoU • Agree on MoU Draft with partners • Send the draft MoU to the Lawyer • Present the MoU to UMB	2 weeks (10 working days)	• Principal Corporate Services /Director Linkages	Internal
4	Develop a 6-month work plan	Within 2 weeks after development of MOU	• Director Linkages and Partnerships • Faculty Representatives	Internal and external-Faculty members, Director Linkages and Partner
5	Signing of MoU	One month after receipt of the partnership request	Principal Corporate Services / Director Linkages and Partnerships	Internal and external-Faculty members, Director Linkages and Partner
6	Appraisal of the partnership activities	3 months after signing the MoU	Principal Corporate Services / Director Linkages and Partnerships	Internal and external-Faculty members, Director Linkages and Partner
7	Reporting on the impact of partnership	Quarterly	Principal Corporate Services / Director Linkages	Director Linkages

4. MKU FOUNDATION

S/N	Activity/Service Offered	Requirements	Service Delivery Standards	Responsible Officer	Stakeholders
INTERNAL SCHOLARSHIP					
1.	Response to queries through the contact office email	Inquiries made through mkufoundation@mkcu.ac.ke	Within 24 hours upon receipt of the request	Principal Corporate Services	Internal and External
2.	Response to queries through calls	Inquiries made through +254709153142	Within 24 hours upon receipt of the request	Principal Corporate Services	Internal and External
3.	Receipt of Internal Scholarship funds	This will be subject to a request for the availability of the scholarship funds	At the beginning of the year	Principal Finance Officer	Internal
4.	Development of Timelines for Internal Scholarship	This will be subject to confirmation of the availability of the scholarship funds	30 working days	Principal Corporate Services	Internal

S/N	Activity/Service Offered	Requirements	Service Delivery Standards	Responsible Officer	Stakeholders
5.	Call for Applications	This will be subject to confirmation of the availability of the scholarship funds	Immediately after approval of the developed work plan for the internal scholarships	Principal Corporate Services	Internal
6.	Receipt of Applications	This will be subject to the application made by the applicants	Immediately, the application is received	Principal Corporate Services	Internal
7.	Appraisal of the receipt applications	This will be subject to the closure of the application window	Immediately, the application window is closed	Scholarship Management Committee	Internal
8.	Reporting to UMB for approval	This will be subject to the closure of the appraisal window	Immediately after the closure of the appraisal window	Principal Corporate Services	Internal
9.	Award of scholarships	This will be subject to the approval of the selected list of beneficiaries	Within six (6) weeks after closure of application period.	Principal Corporate Services	Internal
10.	Notification of Successful and Unsuccessful Applicants	This will be subject to the approval of the selected list of beneficiaries	Within 2 weeks	Principal Corporate Services	Internal
11.	Disbursement of Scholarship Funds	The funds shall be disbursed upon submission of the approved list of beneficiaries	Within 2 weeks after the submission of the approved list of beneficiaries	Principal Finance Officer	Internal
12.	Handling Appeals and Complaints	The applicants must appeal within 1 week of the release of the list of scholarship beneficiaries	14 working days	An Ad hoc Committee appointed by the Vice-Chancellor	Internal
SOURCING FOR EXTERNAL SCHOLARSHIPS					
1.	Identification of sponsors	Development of proposals	Continuous	Principal Corporate Services	External
2.	Identification of activities	Development of event concepts and budget approvals	Continuous	Principal Corporate Services	Internal
SOURCING OF FUNDS FOR THE FOUNDATION ENDOWMENT FUND					
1.	Identification of activities, e.g., Golf Tournaments, annual fundraising galas, etc.	Development of event concepts and budget approvals	Continuous	Principal Corporate Services	Internal
2.	Identification of Potential Corporate Partnerships	Pitching	Continuous	Principal Corporate Services	Internal
3.	Investment of Endowment Funds	Development of the Investment Endowment Fund Policy	Continuous	Principal Corporate Services	Internal

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