



**JOMO KENYATTA UNIVERSITY  
OF  
AGRICULTURE AND TECHNOLOGY**

**SERVICE DELIVERY PROCESSES**

**A. Response to inquiries**

1. Front desk officer responds to walk-in /telephone enquiries immediately; or refers the customer to the relevant officer for further assistance
2. Written enquiry is received and stamped with the official office stamp
3. If immediate feedback can be given, the customer is advised to wait as the same is processed or advised to await the feedback with indication of the duration.
4. The enquiry is forwarded to the head of department for action
5. Once finalized, the reply is issued to the customer.

**B. Student Admission**

**a) Government Sponsored Students**

1. The Vice Chancellor (VC) receives communication from Kenya Universities & Colleges Central Placement Service (KUCCPS) to declare capacities for programmes in the University for the academic year and forwards it to Deputy Vice Chancellor (Academic Affairs) (DVC-AA) within one week.
2. DVC (AA) through the Registrar (AA) directs the Principals of colleges to submit the capacities for respective programmes for declaration.
3. DVC (AA) consolidates the capacities from different Colleges and forwards to KUCCPS through the VC.
4. The VC receives the details of admitted students and forwards to DVC (AA).
5. Registrar (AA) prepares admission letters dispatches to admitted students together with relevant instructions.
6. Students report to the University on the dates communicated as per the University calendar and are registered in the respective schools.
7. Deans/Directors notify the DVC (AA) of the number of students who have registered and a status report given to VC.

**b) Self-Sponsored Students**

1. The Dean/Director evaluates the capacity available in the school and develops the advertisement as per the Senate approved admission criteria and forwards to DVC (AA).
2. DVC (AA) approves the advertisement and forwards to the Corporate Communication Office (CCO) for implementation.
3. Principal of college receives the applications and relevant (supporting) documents and convenes a College Academic Board to consider the applications within two weeks of closure of the advert, and forwards the recommendations to the DVC (AA).

4. DVC AA tables the college's recommendations in the Deans Committee for admission.
5. Deans Committee admits the qualified applicants and notes the unqualified (non-admissible) ones.
6. Registrar (AA) prepares admission letters dispatches to admitted students together with relevant instructions.
7. Students report to the University on the dates communicated as per the University calendar and are registered in the respective schools.
8. Deans/Directors notify the DVC (AA) of the number of students who have registered a status report given to VC.

### **c) Postgraduate Students**

1. Dean/Director evaluates the capacity available in the school and develops an advertisement as per the Senate approved admission criteria and forwards to Director BPS.
2. Director BPS considers the adverts and forwards to DVC (AA).
3. DVC (AA) approves the advertisement and forwards to the CCO for implementation.
4. Director BPS receives applications and relevant (supporting) documents and forwards to respective Deans/Directors within two weeks of closure of the advert.
5. Dean/Director Convenes School Board of Postgraduate studies and considers the applications and forwards the Recommendations to BPS.
6. Director BPS convenes the Board of BPS to admit the successful applicants.
7. Director BPS prepares admission letters for successful applicants and sends regrets to those unsuccessful, within three weeks.
8. Students report to the University on the dates announced by the Registrar (AA)
9. Deans/Directors notify the Registrar AA of the number of students who have reported. The Registrar (AA) prepares a status report for the DVC (AA) and the VC

### **C. Teaching**

1. Courses to be taught in each semester and all the resources needed to teach are identified.
2. The course outline are submitted to the Chairman of Departments (CODs) before the commencement of the semester.
3. Students report for learning, confirm the teaching schedule as indicated in the timetable and attend the lectures as per the timetable.
4. Students will be expected to attend all lectures, laboratory/ fieldwork practicals and undertake and submit all the assignments and continuous assessment tests.
5. During the semester the lecturer makes entries in the quality teaching form which is submitted to the head of department.
6. Students sign class attendance registers and are expected to attend at least two-thirds of all the classes.
7. The student-lecture evaluation is administered to students as a way of evaluating the course lecturer and the outcome is tabled in the departmental board.

### **D. Administration and processing of examinations**

1. The academic Division ensures the examination papers are processed according the University procedures.
2. The examination timetable is prepared and circulated to both staff and students.
3. The examination is administered to students as per the examination timetable.
4. The students attend and undertake the examinations in accordance with the laid down examination regulations.
5. Students must sign the examination attendance register provided by the invigilator.

6. In case one misses an examination, he/ she must write to the Chairperson of the Department explaining reasons for missing the examination and attach evidence where applicable.
7. Upon completion of the examination, the concerned lecturer marks the examination and returns marked scripts and marks sheets to the department within the stipulated time.
8. The examinations are processed as per the University procedures.
9. Once approved the final results are released on the notice boards and the website.
10. Respective schools/institutes prepares and releases the results slips or transcripts within a month of approval by the senate.

#### **E. Issuance of graduation certificates**

1. The list of graduands is approved and sealed as guided by the University procedures.
2. The date of the graduation and any relevant information is communicated to the graduands ahead of every graduation.
3. The graduands clear with the University using the Students Clearance Form (F-2-67-9-1) before they are issued with the graduation attire.
4. After graduation, the Registrar (AA) informs graduates the procedure and requirements for collecting their graduation certificates.
5. To collect the certificate, a graduate should provide evidence of clearance with the University using the original student clearance form (F-2-67-9-1), positively identify themselves using the original national ID/ valid original passport and the cleared gown issuance form.
6. The graduate confirms that the certificate bears correct names and in the right order. In case of an error, the same is reported and the certificate retained for correction.
7. Once the graduation certificate is issued the graduate signs the certificate receiving form.

#### **F. Recruitment of Staff**

1. A vacancy is identified, approved and an advertisement placed on the University website and the daily nation papers.
2. Applicants are given twenty one (21) days to respond by sending their applications to the Deputy Vice Chancellor – Admin (DVC-Admin).
3. The applications are forwards to the respective Head of Department (HOD) for shortlisting of qualified candidates.
4. Once the shortlisting is done the HOD forwards the minutes of short listing to the DVC-Admin.
5. The shortlisted candidates are invited for interviews at least seven (7) days before the day of the interview.
6. An interviewing panel is constituted and conducts the interviews and the minutes of the interview approved by the DVC-Admin and confirmed by the Vice Chancellor (VC).
7. The successful candidates are offered appointment letters while unsuccessful candidates are given regret letter.
8. The appointee receives and returns signed copy of the acceptance letter and Terms of Service within one (1) month from the date of the letter and report within three (3) months from the date of the letter.
9. Once the appointee reports he/ she is inducted and deployed to the appropriate department.

## **G. Provision of Health Services**

1. The patient goes for triage upon arrival at the hospital.
2. Proceed to pay consultation fee at the cashier's office.
3. The patient then proceeds to the records office where the records officer retrieves the patients records file if the patient has previously visited the hospital or creates a records file if it is a first time patient.
4. The Records Officer takes the patient's record file to the doctor and the patient waits in the queue to see the doctor.
5. Depending on the diagnosis one may be sent for X-Ray, blood test or other tests.
6. Once the tests are ready the patient returns to the doctor for completion of the treatment.
7. Once the Doctor completes the treatment he/she may issue a prescription or admits the patient depending on the outcome of the diagnosis.
8. The patient then proceeds to the pharmacy for dispensing of the medication or proceeds to the wards with the assistance of a nursing officer for admission.
9. The record officer then picks the patient's file from the examination room and returns it to the records office.

## **H. Prequalification of Suppliers**

1. A list of items to be advertised for prequalification is prepared and approved.
2. Once approved the list is advertised on the University website and the local dailies.
3. After 21 days from the date of the advertisement, the Opening and Closing Committee opens the bid documents and records in the Tender Opening Register.
4. A Technical Evaluation Committee (TEC) is appointed to evaluate the bid documents within 30 days from the date of closing the bids.
5. The TEC prepares the evaluation reports and submits to the Chief Procurement Officer (CPO).
6. A professional opinion report is prepared and submitted to the Vice Chancellor (VC).
7. The results of the prequalification is communicated to the bidders on either award or regret. The winning bidders are expected to accept within fourteen (14) days.
8. The award letter and the bid documents are forwarded to the Chief Legal Officer for processing of contracts.

## **I. Payment of claims to external suppliers**

1. The creditor forwards approval letter and original invoices for services rendered to the Finance Officer (FO) for payment.
2. The FO forwards the approved invoices to the Payment Accountant (PA) to process the payments
3. The PA prepares a payment schedule and forwards to the Budgetary Accountant (BA) to confirm availability of funds.
4. Once availability of funds is confirmed the payment schedule is forwarded to the examination section for verification.
5. Once verified and approved by the Accountant in charge of Examination, the payment voucher is forwarded to the paying cashier who prepares the cheques and payment schedule as per the approved payment vouchers.
6. The cheques and the payment schedule are verified against the payment voucher by the Deputy Finance Officer (DFO) who then forwards to the FO for signature.
7. The FO then forwards to the Vice Chancellor (VC) or the Deputy Vice Chancellor (DVC) for the final approval.
8. The cheque cashiers receives the signed cheques and schedules, updates the cheque register and dispatched the cheques to the payee within two days.

9. The cheques schedule and payment vouchers are forwarded on a weekly basis to the final accounts section for ledger updating.

## **J. Processing of Collaboration Requests**

1. The interested JKUAT department/ staff (internal) or external organization identifies potential collaboration and request the DVC (RPE) to enter into collaboration/ partnerships or renewal of expired collaboration/ partnership.
2. If the request is internal, the Director Linkages acknowledges receipt of the request and where necessary with request for additional information in line with University Linkages Policy and strategic plan within one week.
3. If the request is external the Director Linkages acknowledges receipt and then consults with the potential/ relevant collaborators within JKUAT for consent to initiate the collaboration.
4. The Director summarizes the request and tables the request at the quarterly linkages committee of senate. The Director, communicates the Committee's recommendations to the potential collaborator within one week after the committee's meeting. The Director may forward the request to the VC through the DVC (RPE) for approving administratively if the committee has not met.
5. If the Linkages committee approves the collaboration and it is for academic programme, a sub-committee is formed to visit the collaborating organization to discuss JKUAT's interest and to inspect the facilities within 3months from the date of the meeting.
6. The subcommittee writes a facility inspection report within a week of the visit for tabling in the next Linkages committee of senate meeting. The linkages committee approves/ disapproves the request.
7. The director, notifies the potential collaborating parties of the intended collaboration and forwards draft collaboration documents for comments within two weeks after approval. The draft documents are forwarded to the legal department for review & advice on legal issues and to the relevant department for comments.
8. The DVC (RPE) recommends the proposed collaboration to the VC one week after all the comments have been considered. The collaboration is approved by the VC signing and sealing the agreement documents.
9. The Director forwards the signed documents to the concerned department, the collaborator and the VC.
10. The DVC (RPE) appoints a Joint Management Committee (JMC) and/ or Joint Technical Committee (JTC) that initiates and drives collaboration activities and subsequent monitoring.
11. For expired collaborations, the DVC (RPE) receives request for renewal of expired collaboration from either the collaborating partner or writes to the collaborating the partner requesting for renewal and forwards to the Director, Linkages.
12. The Director in liaison with the JMC/ JTC assesses merits and demerits in accordance to the Linkage policy and the strategic plan within one week of receipt of the request and tables the report to the Linkages Committee.
13. The recommendations by the linkages committee are communicated to the collaborators within one week after the meeting. If the committee recommends renewal of the collaboration the Director prepares the documents and sends to the collaborators for comments within two weeks after the approval.
14. The director forwards the draft documents to the legal department to check & advice on legal issues and to the relevant University department within a week of receipt from the potential collaborator.
15. DVC (RPE) recommends proposed renewal of collaboration to VC one week after consideration of all the comments. The VC approves the collaboration by signing and sealing the linkages agreement documents.

16. The Director forwards the signed documents to the concerned collaborator, the University department and the VC.

### **K. Facilitation participation of University collaborative community projects**

1. The Director University Community Development Committee (UCCD) initiates/ receives at least one proposal with justification for community benefit per year.
2. The Director (UCCD) reviews the proposals to justify its benefits and effectiveness. The Director then present to the Juja Community Development Committee (JCDC) for recommendation within three weeks.
3. The DVC (RPE) approves proposals if the budget allows within a week.
4. The project is implemented by the Director, UCCD and collaborator as per the schedule.
5. The Director, UCCD compiles a report and forwards to DVC (RPE) within a week.
6. Director UCCD, evaluates the impact of the collaborative project within 6 months after conclusion.

### **L. Consultancy Services**

1. The DVC (RPE)/ departments/ individuals receive request to offer consultancy and the requests are forwarded to the DVC (RPE) within seven days.
2. The client and the consultant individual/ department/ team draw a contract that stipulate the terms of engagement. This is done in consultation with the legal office.
3. The DVC (RPE) approve the contract and appoints a project team to review the request within two weeks in cases where the consultancy is sourced by the University.
4. The project team recommends the contractual and implementation obligations to the DVC (RPE) within two weeks.
5. Upon approval the client and the project team agree on the contractual and implementation details before the activity date.
6. The project team or any assignee carries out the consultancy as per the contract and the client makes payments as per the contract.
7. The DVC (RPE) receives completion report within one month of the completion of the consultancy. The DVC approves payment of the consultants and forwards to the Finance Officer within two weeks for processing of payments.

### **M. Short course training**

1. The HOD prepares an annual training schedule which is approved by respective DVC.
2. The HOD prepares an advertisement for the short course and forwards to DVC (Admin) for approval. Once approved the DVC (Admin) forwards to the Corporate Department for implementation.
3. Applicants send their applications to attend the short course as per the course advert.
4. A shortlist of the applicants is prepared and a staff meeting is held to prepare the final participants list.
5. The HOD sends admission letters to successful applicants and regret to the unsuccessful applicants two weeks before commencement of the training.
6. Resource persons are identified two weeks before commencement and a timetable is prepared and circulated to the resource persons and the applicants.
7. Participants attend the training as per the timetable.
8. The course coordinator prepares the certificates before the end of the course. The certificates are signed and prepared for issuance.
9. The course coordinator issues and collects training evaluation forms from participants on the last day.

10. Upon successful and satisfactory completion of the course participants are awarded certificates.
11. The coordinator prepares an evaluation and payment schedule for the resource persons and submits to the DVC within two weeks after completion of the course.
12. The payment schedule is forwarded to the Finance Officer for payment of the resource persons.

#### **N. Training for technology transfer**

1. University researcher or technical staff conceptualizes, develops and forwards the project concept to HOD Extension.
2. Once the HOD receives the concept/ proposal or idea reviews it for clarity and suitability for the target community and tables it for approval by the Community Service Extension (CSE) committee within one month.
3. DVC (RPE) appoints a project team members and project coordinator within one month. The project team leader confirms availability of funds or sources for funds.
4. The DVC (RPE) and the project coordinator ensure relevant MoUs, contracts and implementation schedules are developed and signed after approval by CSE.
5. The project coordinator oversees implementation and prepares regular reports for the CSE. The project steering committee carries out periodic evaluations.
6. Quarterly monitoring and evaluation reports are tabled in the CSE committee by the DVC (RPE) for deliberation and advice.

#### **O. Sale of University products**

1. University products available for sale shall be advertised and prevailing prices indicated.
2. Interested customers shall first confirm availability of product then make payment via the IGU MPESA number and obtain a receipt for the same
3. The customer shall then present the receipt to the officer in charge of the sale for verification and issuance of the purchased products
4. The customer shall present the receipt while exiting the university upon request by the security officer manning the main gate for verification

*The customer will be expected to carry own packaging /carrier bags*