MAASAI MARA UNIVERSITY

QUALITY MANAGEMENT SYSTEM BASED ON ISO 9001:2008

ADMINISTRATION PROCEDURE MANUAL

MMU/APM/ADMIN/2013

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PROCEDURE NUMBER 1: COMMUNICATION

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure efficient, effective, timely and accurate receipt, documentation, and response to relevant communication from internal and external stakeholders of Maasai Mara University.

1.2 SCOPE

This procedure applies to all relevant informal and formal internal and external communication of Maasai Mara University.

1.3 REFERENCES

a) Quality Manual – MMU/QM/MR/2013.
b) The Constitution, 2010.
c) Maasai Mara University Statutes.
d) Terms and Conditions of Service
e) Public Officers Ethics Act.

1.4 TERMS AND DEFINITIONS

a) Formal Communication – Includes official communication where a record of communication can be obtained and includes information placed on notice boards, circulars, MMU newsletters, employee handbooks, e-mails, Short Text Messages (SMS), Internal Memos, Letters, and Fax among others
b) Informal Communication – Includes official communication where a record of communication cannot be obtained for example telephone and verbal communication.
c) Official Correspondence – Any internal or external communication regarding policy issues for example correspondence relating to the Terms of Service, financial regulations, among others.

1.5 RINCIPAL RESPONSIBILITY

The Vice Chancellor shall ensure this procedure is adhered to and maintained

2.0 METHOD

2.1 Internal Communication

These shall include:

a) notice boards,

b) circulars,

c) MMU newsletters,

d) e-mails,

e) Internal Memos,

f) Letters.

Each of the modes of communication shall be addressed as follows:-

2.2 Notice board

2.2.1 The originator shall develop the notice which shall include the following information:-

a) Date of communication

b) Identifying reference

c) Name of the sender

d) subject

e) Originator's Contact details i.e. telephone number, e-mail

f) Contents of the communication

2.2.2 The Originator shall dispatch the notices to the recipients through posting on the notice boards and maintain a copy of the notice in a file as proof of communication

2.3 Internal Circulars/Letters/Memo

2.3.1 The originator shall develop the internal circular which shall include the following information:-

a) Date of communication

b) Identifying reference

c) Name of the sender

d) subject

e) Originator's Contact details i.e. telephone number, e-mail

f) Contents of the communication

2.3.2 The Originator shall dispatch the circulars to the recipients through delivery books and maintain copies of the same in a file as proof of communication

2.4 MMU Newsletters

2.4.1 This shall start with the Marketing and Public Relations Manager (M&PRM) receiving proposed newsletters from the Deans, HoDs.

2.4.2 The M&PRM shall on receipt review the newsletters guided by:-

a) Legal Requirements

b) Branding

2.4.3 In case of any anomaly, the M&PRM shall liaise with the originator top address it.

2.4.4 Upon review, the M&PRM shall forward it to the V-C for approval based on criteria in 2.4.2.

2.4.5 Upon approval, the M&PRM shall liaise with the Originator on the number of copies required and make arrangements for production of the required copies

2.4.6 The M&PRM shall forward the copies to the Department for circulation and ensure the recipients sign in the delivery book to acknowledge receipt.

2.4.7 The M&PRM shall maintain copies of the newsletters.

2.5 E-mails

2.5.1 The Originator shall prepare the message and send it on the official email address.

2.5.2 In case of use of any other email address the originator shall carbon copy to official email address.

2.6 Verbal Communication/Non verbal

The Originator shall use verbal/non-verbal communication and as applicable confirm the same through writing.

2.7 Meetings

This shall be conducted as per procedure number 4 on meetings in this manual.

2.8 External Communication using letters

2.8.1 All official incoming mail shall be received, opened, sorted, recorded in the incoming mails register, filed and directed to the respective offices where the recipients shall acknowledge receipt by signing in the delivery book.

2.8.2 For personal mail the Registry clerk shall forward them intact to the officers

2.8.3 For letters marked confidential, the Registry clerk shall forward them to the addressee for action.

2.8.4 All outgoing official mail shall be recorded by the Registry Clerk in the outgoing mails register

2.9 Website

This shall be conducted as per the website content update procedure number 3 in the ICT Procedure Manual.

3.0 LIST OF APPLICABLE RECORDS

3.1 Incoming/outgoing mails register.

3.2 Delivery book.

3.3 Copy of delivery note.

3.4 Copies of letter of acknowledgment.

PROCEDURE NUMBER 2: HANDLING OF COMPLAINTS

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure effective and timely resolution of public complaints at MMU.

1.2 SCOPE

The procedure is applicable to the receipt, analysis and resolution of public complaints at MMU.

1.3 REFERENCES

a) Quality Manual – MMU/QM/MR/2013.
b) Guidelines as issued from time to time by the Ombudsman.
c) Charters for relevant department/sections.
d) MMU Service Delivery Charters.
e) Customer Satisfaction Surveys.

1.4 TERMS AND DEFINITIONS

a) PCC – Public Complaints Committee
b) Process Owner – the person whose principal responsibility is to provide goods/ services to a customer.
c) Major complaints – a complaint that may put the institution into disrepute e.g. issues of public health or issuance of fake certificates, non-payment of suppliers, sexual harassment and corruption among others.
d) Minor complaint – day to day general complaints that could be resolved administratively.

1.5 PRINCIPAL RESPONSIBILITY

The Chairman, PCC, and respective Process Owners shall ensure this procedure is adhered to and maintained.

2.0 METHOD

2.1 This shall start with the Chairperson PCC or process owner receiving a complaint or a compliment from a customer(s).

2.2 Upon receipt, the Chairperson PCC or process owner shall sort the complaints or a compliment and update the complaints/compliments register accordingly.

2.3 In case of internal compliments, the Chairperson PCC or process owner shall notify the HR office for necessary action.

2.4 In case of external compliments, the Chairperson PCC or process owner shall notify the VC for necessary action including possible publication in periodical newsletters.

2.5 External complaints shall be noted in the complaints/compliments register and channeled through the VC's office who shall take action through the relevant offices/committees.

2.6 The Process owner shall note the complaint, ensure that the complaint is resolved, notify the complainant through appropriate communication channel and update the complaint/compliment register.

2.7 The Process owners shall then prepare and submit a complaints report to the Chairman PCC in a prescribed format on a quarterly basis.

2.8 The Chairman PCC shall as per Performance Contracting guidelines, forward the reports to the office of the Ombudsman in the prescribed format on a quarterly basis.

2.9 If actions taken by departments/sections are not satisfactory, the Chairman PCC shall inform the VC for action.

3.0 LIST OF APPLICABLE RECORDS

3.1 Evidence of communication.

3.2 Evidence of meetings.

3.3 Complaints /Compliment Service Registers.

3.4 Service Delivery Charters.

3.5 Quarterly reports forms.

PROCEDURE NUMBER 3: CUSTOMER CARE

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure effective, efficient, courteous and timely handling of customers in MMU.

1.2 SCOPE

The procedure is applicable to the reception, direction, and service to customers at all service points at MMU.

1.3 REFERENCES

a) Quality Manual – MMU/QM/MR/2013.
b) Current MMU Service Charter.

1.4 TERMS AND DEFINITIONS

a) Customer care – The whole process of receiving and handling customers and ensuring that they are satisfied with services offered at MMU.
b) DVC (A&F) – Deputy Vice Chancellor Administration and Finance.

1.5 PRINCIPAL RESPONSIBILITY

The DVC (A&F) shall ensure this procedure is adhered to and maintained.

2.0 METHOD

2.1 Customer Care at the Gate

2.1.1 This shall start with the Customer arriving at the MMU main gate.

2.1.2 Upon arrival at the gate, the customer shall be requested by the guard on duty to register his/her details in the customer register in the case of a pedestrian. These details include:-

a) Name
b) ID/Passport Number
c) Time of arrival
d) Purpose of visit
e) Office to visit
f) Expected time of checking out

2.1.3 Upon registration, the customer shall deposit his/her ID Card /Passport, issued with a pass and thereafter directed to the relevant office after the host officer is consulted.

2.1.4 In the case of the main administration block, the customer shall be directed to the customer care desk for further direction.

2.1.5 In case the customer is in a vehicle, the vehicle registration number shall be recorded in the register, searched, and thereafter the driver issued with a pass.

2.2 Customer Care Desk

2.2.1 Upon arrival at the customer care desk, the customer shall be requested to produce the pass.

2.2.2 On production of the pass, the customer shall be requested to make the inquiry.

2.2.3 If the inquiry is within the mandate of the customer care officer, the customer shall be attended to on the spot.

2.2.4 In case the inquiry is beyond the mandate of the customer care officer, he/she shall fill an inquiry form and direct the customer to the relevant office.

2.3 Customer Care at the Service Points

2.3.1 Upon arrival at the service point, the customer shall be requested to produce the inquiry form.

2.3.2 On production of the inquiry form, the customer request shall be recorded in the customer register.

2.3.3 After registering the request, the customer shall be scheduled to see the relevant officer.

2.3.4 After the customer is attended to, s/he shall be issued with a customer feedback form on which to rate the service rendered.

2.3.5 Upon filling the feedback form, the customer shall be requested to drop it in the feedback box for action.

2.3.6 Upon departure from the University, the customer shall be requested to surrender the car/ visitors pass and collect his/her ID Card /Passport.

3.0 LIST OF APPLICABLE RECORDS

3.1 Customer registers.

3.2 Customer inquiry forms.

3.3 Customer feedback forms.

3.4 Customer passes.

PROCEDURE NUMBER 4: MEETINGS

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure scheduled meetings are conducted with a view to making them efficient, effective, orderly, timely and productive.

1.2 SCOPE

The procedure applies to all meetings of teaching and non-teaching staff

1.3 REFERENCES

a) Quality Manual – MMU/QM/MR/2013.
b) University Almanac
c) MMU Statutes
d) MMU Service Delivery Charter
e) University Charter
f) State Corporations Act

1.4 TERMS AND DEFINITIONS

a) University Almanac – Timetable of scheduled meetings
b) VC- Vice Chancellor
c) Agenda –Items for deliberation in a meeting
d) Days refer to working days
e) Quorum- as defined in MMU statutes

1.5 PRINCIPAL RESPONSIBILITY

The VC shall ensure this procedure is adhered to and maintained

2.0 METHOD

2.1 This procedure shall start with the VC appointing a committee to prepare, three weeks to the commencement of a financial year, the Almanacs of the various Council, Management and Senate Committees.

2.2 The Committee shall present the Almanac to Senate for consideration and thereafter submit it to Council for approval.

2.3 Upon approval by Council, the Almanac shall be printed and circulated to all HODs, Deans of Schools, Directors, Secretaries to Committees and Committee Clerk.

2.4 The secretaries of the various committees shall request members to submit agenda items within 5 days.

2.5 Upon receipt of the agenda items, the Secretaries in consultation with the Chairpersons of the various committees shall circulate the agenda to the members 5 days before the meeting.

2.6 On the meeting date, members shall be expected to be at the venue 10 minutes to the scheduled start of meetings.

2.7 During the meeting, the Chairperson shall take control of the proceedings of the meeting.

2.8 Meetings shall normally take not more than 3 hours. Scheduled meetings shall normally start at 9:30 am or 2:30 pm.

2.9 In the event that the members arrive and the Chairperson of the meeting has not yet arrived after 15 minutes of the meeting, the members shall disperse.

2.10 In the event that there is no quorum after 15 minutes of the meeting, the Chairperson shall call off the meeting.

2.11 Upon commencement of meetings, the Secretary of the Committee shall take record of the proceedings.

2.12 Within five working days after the meeting, the Secretary shall present the minutes to the Chairperson for approval, signature and circulation to the members.

2.13 The Committee Secretary shall communicate the decisions of the board/committees to the officers to act on agreed resolutions.

3.0 LIST OF APPLICABLE RECORDS

3.1 Almanac

3.2 Attendance register

3.3 Minutes record book

3.4 Communication to the officers to act on resolutions

3.5 Notices

3.6 Agenda

PROCEDURE NUMBER 5: RECORDS MANAGEMENT

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure secure, effective, reliable, and accurate storage, retrieval and disposal of all records at MMU.

1.2 SCOPE

This procedure applies to the opening and indexing of files, filing records, retrieval of filed records and closing of files at MMU.

1.3 REFERENCES

a) Quality Manual – MMU/QM/MR/2013.
b) MMU Statutes.
c) Terms and Conditions of Service.
d) Public Archives Act (Cap 19).
e) Guidelines for Organization of Documents.
f) Current ICT Act.
g) Records Management Manual, 2010.

1.4 TERMS AND DEFINITIONS

a) MMU – Maasai Mara University.
b) HOD – Head of Department.

1.5 PRINCIPAL RESPONSIBILITY

The respective HODs shall ensure this procedure is adhered to and maintained in their respective departments.

2.0 METHOD

2.1 Opening and indexing of files

2.1.1 This shall start with any custodian of files identifying a need to open a new file as a result of:-

a) An existing file/volume attaining its holding capacity,
b) Subdivision of an existing file into subjects, or
c) Non existence of a file matching the subject of a record received.

2.1.2 Upon identifying the need to open a file, the Custodian of the files shall open and index the file as follows:-

i. Personal files

a) The first part shall be assigned the initials MMU to denote Masai Mara University followed by a slash (/),

b) The second part shall be assigned the employment number of the staff followed by a slash (/),

c) The third part shall be assigned the volume of the file starting with VOL. 1.

ii. Students files

Student files shall be identified using the student's registration number.

iii. Subject files

a) The first part shall be assigned the initials MMU to denote Masai Mara University followed by a slash (/),

b) The second part shall be assigned a code to denote the department/section/office where the file is domiciled followed by a slash (/),

c) The third part shall be assigned a number to denote the subject starting with 001 followed by a slash (/),

d) The fourth part shall be assigned the year the file was opened followed by a slash (/),

e) The fifth part shall be assigned the volume of the file starting with VOL.1.

iv. Health department files (Patients' files)

Patient files in the Health Unit shall be identified using staff personal numbers or student registration numbers or NHIF numbers as appropriate. The indexing for staff shall also include the volume of the file starting with VOL.1.

Note: A confidential/secret file shall be denoted by the word "CONFIDENTIAL/SECRET" on the front cover of the file.

2.2 Filing records

2.2.1 Upon receipt of records, the Custodian of the files shall:-

a) stamp them "received",

b) record the records in the incoming mail/record register,

c) sort the records based on their subjects,

d) identify the respective files using the file indexing scheme,

e) file the records systematically,

f) folio the records, and

g) Update the folio sheet.

2.3 File Requisition

2.3.1 This shall start with an action officer requesting for a file from the Custodian of the files.

2.3.2 Upon receipt of the request, the Custodian of the files shall establish whether the requesting officer is entitled to access the file.

2.3.3 In the event that the officer is not authorized to access the file, the Custodian of the files shall advise him/her to seek approval from the relevant officer.

2.3.4 If the officer is authorized to access the file or authority is granted, the Custodian of the files shall retrieve the file, record it in the file movement register/file card and ensure that the requesting officer signs the register/card.

2.3.5 Upon return to registry the Custodian of the files shall ensure that action is already taken and the folio signed out before marking the file as returned indicating the timeframe for action.

2.3.6 The Custodian of the files shall then place the file in the respective rack/cabinet.

2.4 Closing of files

2.4.1 This shall start with the Custodian of the files identifying the need to close a file as a result of:-

a) The file ceasing to be relevant, and

b) The file attaining its holding capacity.

2.4.2 Upon identifying the need to close a file, the Custodian of the files shall:-

a) Ensure that there are no records with pending actions,

b) Diagonally cross the front cover of the file and mark it “CLOSED”,

c) Indicate the date of closing the file and the last folio in the file on the front cover of the file.

2.4.3 Upon closing the file, the Custodian of the files shall examine the file to remove irrelevant records and pins.

2.4.4 The Custodian of the files shall then enter the volume of the closed file in the closed file register and store them separately from the active files.

2.4.5 Annually, the Custodian of the files shall examine all closed files to ascertain their relevance and either:-

a) Systematically preserve files declared valuable, or

b) Systematically dispose off those files declared valueless.

3.0 LIST OF APPLICABLE RECORDS

3.1 Folio sheet.

3.2 File indexing scheme.

3.3 Incoming mails/records register.

3.4 File movement register/file card.

3.5 Closed files register.

PROCEDURE NUMBER 6: ASSET MANAGEMENT

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure a clear and accurate inventory of movable and immovable assets of MMU is maintained and accounted for.

1.2 SCOPE

The procedure applies to all movable and immovable assets of MMU

1.3 REFERENCES

a) The Constitution
b) University Charter
c) Maasai Mara University Statutes
d) Public Procurement and Disposal Act of 2005
e) Public Officers Ethics Act of 2003
f) MMU code of Conduct and Ethics
g) Terms of Service of MMU
h) Lands Act
i) Public Health Act
j) Environmental Law Act
k) Occupation Health and Safety Act
l) Insurance Act
m) MMU/NTTC handing over report

1.4 TERMS AND DEFINITIONS

a) CCK – Communication Commission of Kenya
b) Inventory – A record of assets which includes among others the date of purchase, serial number of assets, cost, specifications and transfer details

1.5 PRINCIPAL RESPONSIBILITY

The DVC (A&F) shall ensure this procedure is adhered to and maintained

2.0 METHOD

2.1 Upon the enactment of the legal order of 2008 through the then Narok University College, MMU was assigned and acquired all the movable and immovable assets of former Narok Teachers' Training College

2.2 Departments shall make requisitions for both movable and immovable assets

2.3 Upon procurement, the assets shall be received by Inspection and Acceptance Committee for verification and issue a compliance certificate.

2.4 The Inspection and Acceptance Committee shall hand over the assets to the Procurement Officer

2.5 Upon receipt the Procurement Officer shall:

a) Maintain an inventory of received assets

b) Send a copy of the inventory to the DVC (A&F), Registrar Administration, and Finance Officer

c) Ensure labeling, serialization of the assets by the Estates Manager

2.6 The Estates Manager shall maintain a record of all the serialized and labeled assets

2.7 The Procurement Office shall issue the serialized and labeled assets to the HOD of requisitioning department

2.8 In the event that the assets have to move from one department to the other, the office in need of the assets shall make a requisition to the Procurement Office

2.9 The Procurement Office shall make adjustments to the inventory documenting the changes and communicate to the new requisitioning department and copies forwarded to the department that originally owned the assets, the DVC (A&F), the Registrar Administration, and the Finance Officer.

2.10 Management and maintenance of the assets shall be the responsibility of the HOD and shall be guided by the applicable service manuals and in conformity with service contracts and other statutory and legal frameworks.

2.11 All legal documents, agreements, documents of ownership and contracts associated with the assets e.g. log book, title deeds, contract documents shall be kept in the strong room in the registrar's office.

3.0 LIST OF APPLICABLE RECORDS

3.1 Assets inventory.

3.2 Departmental handing/taking over reports.

3.3 Requisition forms.

3.4 Inspection and Acceptance Certificates.

3.5 All legal documents; agreements, documents of ownership and contracts associated with the assets.

PROCEDURE NUMBER 7: SECURITY

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure timeliness, consistency and efficiency in the provision of security services.

1.2 SCOPE

This procedure shall apply to all organic and outsourced security staff and where applicable, in collaboration with external security agencies e.g. the police.

1.3 REFERENCES

a) Quality Manual – MMU/QM/MR/2013.
b) MMU Security Policy.
c) The University Service Delivery Charter.

1.4 TERMS AND DEFINITIONS

a) VC – Vice Chancellor.
b) DVC (A&F) – Deputy VC (Administration & Finance).
c) RAD – Registrar Administration.
d) CA – Chief Accountant.
e) MMU – Maasai Mara University.
f) HOD – Head of Department.
g) CSO – Chief Security Officer.
h) DCSO – Deputy Chief Security Officer.
i) SO – Security Office(r).
j) DO – Duty Officer.
k) OB – Occurrence Book.

1.5 PRINCIPAL RESPONSIBILITY-

The Chief Security Officer shall ensure this procedure is adhered to and maintained.

2.0 METHOD

2.1 Routine Handing Over and Taking Over of Security Duties

2.1.1 The process shall start with the CSO issuing the weekly Duty Roster on the Friday of the preceding week which specifies that the daily change of shift shall take place at 0600 hours in the morning (for the day shift) and at 1800 hours in the evening (for the night shift).

2.1.2 Upon receiving the duty roster, the duty security supervisors shall ensure that those taking over arrive 15 minutes earlier (i.e. 0545 hours and 1745 hours respectively) while those handing over shall be expected to leave 15 minutes later (i.e. 0615 hours and 1815 hours respectively).

2.1.3 Upon arrival of the new shift, the outgoing shift shall take the incoming shift around the assignment area noting any changes that have occurred during his/her tour of duty which do not amount to discrepancies and shall note the same in H/Over/T/Over register.

2.1.4 Upon both guards being satisfied, they shall sign the assignment register to signify hand/take over of responsibilities.

2.1.5 Upon a discrepancy being found, both day and night supervisors shall verify the same and shall record discrepancies in the OB and report to the Duty Security Officer who shall visit the scene and launch investigations with the user HOD.

2.2 Entry and Screening of University Staff, Visitors/Contractors/ Suppliers

2.2.1 This process shall start upon the arrival at the gate of members of staff, students, dependants, visitors, contractors or suppliers who shall be stopped by the security guard at barrier sign-posted: **['STOP! SECURITY CHECK']**.

2.2.2 Upon being stopped by the security guard, members of university community shall be required to identify themselves by producing/displaying their Staff IDs, Student IDs and Dependants' IDs prior to accessing the premises. In this category of personnel, the security staff at the gate shall randomly screen vehicles and persons using the appropriate security equipment.

2.2.3 Upon stopping visitors, the security guard shall verify with the host whether the visitor/supplier is expected. If expected, the guard shall request the visitor/contractor/supplier to identify themselves by producing ID Cards and state purpose of visit while at the same time, screening the person(s) and vehicles with appropriate equipment. (Details i.e. ID No., Name, Vehicle Reg No., Delivery Note No., time of entry, host, shall be recorded in relevant registers).

2.2.4 Upon the Guard being satisfied with identification and search procedure, the **'VISITOR'** shall be issued with a visitor's badge, while the guard retains personal IDs and directs visitor/supplier to their destination or shall summon the host to pick visitor/supplier from the Main Gate.

2.2.5 Upon exiting from MMU, the security guard shall stop the visitor/supplier at the barrier sign-posted: **[‘STOP! SECURITY CLEARANCE’]** and check person(s) and vehicle(s) and if no discrepancy is found, respective IDs and VISITOR tag shall be returned, and visitor/supplier signs the time out. **Note:** Any goods on the person or vehicle exiting the University must have a valid Gate Pass.

2.2.6 Upon the guard noticing any discrepancies at Stages 2 to 4 above, the same shall be reported to the Security Supervisor who shall record the incident in the OB and report to the Security DO who shall institute investigations and where appropriate, involve external security agencies. Findings, opinions and recommendations of investigations shall be reported to the relevant authority for action.

2.3 Trespass, Illegal Grazing and Hawking

2.3.1 This process shall start when a security guard or patrol or any member of the University community notices unauthorized person(s) livestock or traders on Campus and reports the violation to the security office.

2.3.2 Upon receipt of the incident report the security supervisor ascertains whether the trespasser, grazier or trader is authorized by competent University authority.

2.3.3 Upon confirming proper authorization, the security supervisor shall record the incident in the OB and the offender shall be released to go about their businesses for the period allowed in the documentary evidence so produced.

2.3.4 Upon determination that the activity is unauthorized, the security supervisor shall impound the livestock/goods, arrest the suspects and book the offence in the OB and inform the DO.

2.3.5 Upon being notified, the DO shall liaise with Farm Manager in the case of livestock or RAD in the case of trespassers and hawkers, the officers whose duty shall be to determine and institute fines for the illegal activities including extent of damage if any.

2.3.6 Upon verifying that appropriate fines have been paid to the Finance Office, the CSO shall order the release of culprits with their livestock/goods; but where penalties are not paid in full, the offences shall be referred to the police for criminal prosecution.

2.3.7 Upon receipt of the court proceedings by the CSO, the verdict shall be recorded and passed to Management through the RAD.

2.4 Investigation of Crimes, Incidents and Accidents

2.4.1 This process shall start whenever an event/incident/accident is reported by management, any member of staff, student, HOD or external individual or organization to the DO or Supervisor at the security operations centre. (Note: Those reports emanating from external sources shall first be cleared by RAD before CSO launches investigations).

2.4.2 Upon receipt of the information, the DO/supervisor shall record the incident in the OB giving brief but precise account/description of the event/incident and full details of the person tendering the report, and (s)he shall in turn report to CSO.

2.4.3 Upon receipt of the incident report, the CSO shall initiate investigations by appointing an investigating officer and at the same time report the incident to the VC through the RAD.

2.4.4 Upon being appointed, the investigating officer shall conduct enquiries through visits to the scene, oral and written statements from all relevant witnesses; collects and preserves exhibits and shall submit progress reports to CSO at every major stage of investigations.

2.4.5 Upon completion of investigations, the investigating officer shall record his/her findings which (s)he shall forward to the CSO.

2.4.6 Upon receipt of findings, the CSO shall review the same based on adduced evidence and may order clarifications or further investigations, after which the CSO writes and signs his considered opinion which inter-alia will recommend punitive and/or corrective actions and shall forward the investigation report to relevant authorities (VC, DVCs, Deans of Schools, Registrars, Dean of Students or HODs) for internal action and/or shall coordinate with civil police for action in open court.

3.0 LIST OF APPLICABLE RECORDS

3.1 The Constitution.

3.2 Applicable Laws.

3.3 Duty Rosters.

3.4 Security Clocking Registers.

3.5 Entry Management Registers.

3.6 OB Entries – Security Office and Police.

3.7 Case Files.

3.8 Record of Court Proceedings.

PROCEDURE NUMBER 8: CONTROL OF OUTSOURCED SERVICES

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure efficiency, effectiveness, consistency and transparency in controlling outsourced services

1.2 SCOPE

This procedure applies to all outsourced services in the University.

1.3 REFERENCES

a) Quality Manual – MMU/QM/MR/2013.

b) Applicable Contract

1.4 TERMS AND DEFINITIONS

a) HOD – Head of Division/Department

b) SPO – Senior Procurement Officer

1.5 PRINCIPAL RESPONSIBILITY

The respective HODs shall ensure that this procedure is adhered to and maintained.

2.0 METHOD

2.1 This procedure shall start with the SPO receiving an approved request for outsourcing of a service from a HOD.

2.2 Upon receipt, the SPO shall proceed as per procedure number 1 on procurement of goods and Services in the Procurement Procedure Manual to procure the service and ensure execution of the contract as per procedure number 3 on Contract administration in the Legal Procedure Manual.

2.3 The respective HOD shall ensure that the service provider undertakes the service as per the contract agreement.

2.4 In the event of breach of contract, the terms and conditions of the contract shall apply.

3.0 LIST OF APPLICABLE RECORDS

3.1 Contract.