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## SERVICE DELIVERY CHARTER

This charter is a commitment by Mombasa Polytechnic University College to improve service delivery to its customers and to all other stakeholders in the Education Sector.

## **1.0 INTRODUCTION**

The Mombasa Polytechnic University College is an institution of higher technical education set up by the Government, grant-aided by the Ministry of Education, Science & Technology and managed by the University College Council.

The University College was established by Legal Notice No. 160 of 23rd August 2007 to undertake Research and Innovation and provide Technical, Industrial, Vocational and Entrepreneurship Training (TIVET).

The University College is managed by a Council, a corporate body which has perpetual succession and a common seal, and in its corporate name may sue and be sued.

The Mombasa Polytechnic University College caters for students who are either sponsored by government, private or self. They undertake training programmes in order to enhance their performance in their area of specialization. These training programmes lead to professional (artisan, technician and technologists) qualifications.

The Mombasa Polytechnic University College maintains close contacts with public and private sectors, learning institutions and the community at large. The range of courses offered are determined by the demand of the Public and Private sectors of the economy.

## **2.0 Philosophy**

Mombasa Polytechnic University College shall endeavor to offer opportunities for access of commensurate scientific, technical, entrepreneurship education and research skills for innovation and creativity to enhance employment opportunities for wealth creation.

## **3.0 Vision**

A World Class University of Engineering, Science and Technology.

## **4.0 Mission**

To offer quality technological education, scholarship, entrepreneurship, research and innovation skills, and outreach to community for industrial and technological development.

## **5.0 Motto**

Endeavour and Achieve (Jiddu Tajidu)

## **6.0 Mandate**

To provide directly or indirectly or in collaboration with other institutions of higher learning, facilities for scientific, technological and professional education, and integration of teaching, research and effective application of knowledge and skills to the life, work and welfare of the citizens of Kenya;

To promote the culture of innovation, participate in technological innovation as well as the discovery, transmission and preservation and enhancement of knowledge, and to stimulate the intellectual life in the economic, engineering, technological, professional and cultural development in Kenya;

To play an effective role in the development of technology in conjunction with the industry and to provide extension services so as to contribute to the social and economic development of Kenya;

Subject to the University College Legal Notice No. 160, to cooperate with the Government in the planned development of University education and, in particular, to examine and approve proposals for new faculties, new

departments, new degree courses or new subjects of study proposed to it or other post-secondary institution; to determine who may teach, what may be taught, how it may be taught and when it may be taught at the institution.

To provide opportunities for institutional capacity development (including human, financial and infrastructural) and to ensure quality service delivery to our customers.

## **7.0 CORE FUNCTIONS**

- Provide quality university education and training
- Stimulate intellectual participation of students and staff
- Provide a foundation for professional development
- Carry out research and innovative activities
- Participate in discovery, preservation and application of knowledge.
- Engage in production, linkage and partnerships.
- Engage in needs-based community service and technology transfer for development.

## **8.0 CORE VALUES**

- Good corporate governance
- Professional ethics
- Equity
- Efficiency with Efficacy
- Service Delivery to Community

## **9.0 STRUCTURE OF GOVERNANCE**

MPUC is a constituent college of JKUAT in accordance with the Legal Notice No. 160 of the Government in the planned development of University education.

### ***i) Chancellor:***

Overall Head of the University.

**ii) The University College Council:**

Supreme organ charged with the governance, control and administration of the University College. It is headed by a Chairman.

**iii) Principal:**

Academic and Administrative head of the College, responsible to the University Council for maintaining and promoting efficient management of the College.

**iv) Deputy Principal (Academic Affairs):**

Head of Academic Division responsible for development of syllabi and regulations, examination, postgraduate studies, research, admissions and academic staff training.

**v) Deputy Principal (Administration Finance & Planning):**

Head of Administration and Finance Division, responsible for human resource management, finance, planning, assets and infrastructure.

**vi) Registrar (Academic Affairs):**

Head of Student Academic Affairs responsible for development of syllabi and regulations, examination, postgraduate studies, research, admissions.

**vii) Registrar (Administration & Planning):**

Responsible for planning, organizing and management of social, counseling, accommodation, catering and recreational services.

**viii) Academic Board:**

Supreme academic organ that determines and oversee all academic programmes at the University College.

**ix) Management Board:**

Co-ordinates the University development plans, ensures efficient management of resources, and makes proposals to the Council on policies that have a University-wide application.

## 10.0 COMMITMENT

Mombasa Polytechnic University College undertakes to:-

- Provide efficient and effective delivery of services in a timely manner
- Embrace professionalism and integrity.
- Ensure equity and fairness.
- Be open in information dispensation.
- Accept criticisms positively
- Provide a conducive working environment.
- Be accountable and transparent in our operations.

- Offer courteous and timely responses to all enquiries.

## 11.0 CUSTOMER'S RESPONSIBILITIES

Our customers' responsibilities shall be as follows:-

- Giving feedback on governance issue.
- Engaging us in constructive criticisms.
- Being conversant of the requirements for a given service.
- Demanding high quality services

## 12.0 SERVICES WE OFFER

### i. Student Admission

After courses have been advertised in the local dailies, selection is done two weeks after expiry of application deadline. Short listed candidates are sent offer letters two weeks after selection.

### ii. Registration

Upon receipt of offer letter and payment of fees through respective bank accounts, prospective students of Mombasa Polytechnic University College are registered on opening day up to the end of 3<sup>rd</sup> week of the semester upon production of the following documents:

- a) Genuine Bank deposit slips.
- b) Offer letter.
- c) Copy of National ID Card.
- d) Student Data form.
- e) Four passport size photos.

After registration, the student will deposit the bank slips at the cash office where an official receipt is issued. The student then returns to the Registry section where he/she is issued with a Student ID card.

### iii. Payment of Fees

- a. New and continuing students are required to pay their fees through the Mombasa Polytechnic University College bank accounts at Standard Chartered Bank Ltd and Cooperative Bank of Kenya Ltd respectively. Thereafter they forward the bank slips to the cash office for verification and issuance of official receipts.
- b. Students are issued with fee invoices at the end of every semester.
- c. Students are issued with fee statements upon request as the need arise for such documents from time to time.

### iv. Accommodation Services

- a. The College has limited modern hostel facilities which are allocated on first come first served basis, upon payment of accommodation fee which depends on the type of room desired. For continuing students, room reservation is allowed upon payment of a reservation fee.
- b. The College has guest rooms within the compound and in the vicinity of the College. These are available on request at a reasonable rate.

### v. Catering Services

The Mombasa Polytechnic University College Catering unit offers quality and affordable meals to its students and guests on a cafeteria basis.

**vi. Dispensary Services**

The Mombasa Polytechnic University College dispensary offers treatment for minor medical cases to its students; in case of emergencies and major medical cases the Mombasa Polytechnic University College dispensary refers these to Coast General Hospital or Tudor Health Clinic promptly.

**vii. Examinations**

- a. For a student to be registered for any examination, he/she must have paid the entire examinations fee for that particular exam.
- b. Upon sitting for any examinations a candidate shall be notified about the outcome of his/her examination four weeks after sitting the last paper.
- c. For students who have missed an examination due to sickness, un-payment of fees, death of a next of kin etc, that student shall be allowed to sit for Special Exams within the first two weeks of the following semester, provided the Faculty/Department/School was notified in writing of such an occurrence by the student.
- d. If a student fails in a maximum of two subjects in an Academic Year, the student shall be allowed to re-seat the two papers and pass before proceeding to the next stage.
- e. If a student is caught cheating in an examination, he/she shall be dealt with as stipulated in the Academic Policy.

**viii. Library Service**

**a. Membership**

A fully registered student of Mombasa Polytechnic University College automatically becomes a member upon being oriented.

- b. A penalty is levied on a borrower who delays in returning a borrowed book. If a student loses a book he/she is supposed to replace the same or pay an amount equivalent to the cost of the book.
- c. A student ceases to be a member upon completion of his/her course and he has been duly cleared by the Librarian.

**ix. Transport Services**

Mombasa Polytechnic University College operates a fleet of roadworthy vehicles which are fully insured. Students of Mombasa Polytechnic University College do not pay for transport services so long as these are for academic purposes and are mandatory part of the course. Any trips organised by the Department and are not mandatory or they are social trips then the students pay one way fare to the destination.

**x. Supplies Department**

The MPUC advertises various tenders at the beginning of every financial year i.e. June/July. Successful bidders shall be notified within thirty days from the date of opening of the tenders. Once goods have been delivered, inspection and verification of the goods is done immediately. Payments shall be made within four weeks after delivery of goods.

**Our suppliers are obliged to:-**

- Be VAT compliant entities.
- Provide genuine goods at prevailing market prices i.e. 14 days after receipt of Local Purchasing Order.
- Communicate of inability to supply specific goods or services on time due to genuine or circumstances and market price charges.

**xi. Academic Programmes**

Mombasa Polytechnic University College is committed to offering market oriented academic programmes to its students that are geared towards the achievement of Vision 2030. All academic Departments produce timetables for all their classes one week before the commencement of a Semester.

All lecturers will ensure the completion of the curriculum on time before students sit for exam, through quality and innovative teaching methodologies. All Workshops/Laboratories and lecturer rooms shall be maintained to the required hygienic and safety standards.

For a student to graduate, he/she must have fulfilled all the course requirements – including attendance, Continuous Assessment Tests (CATs), Assignments, Labs, Workshop practice, Projects and Examinations.

**xii. Handling Complaints.**

In cases where service delivery is inefficient, our clients are encouraged to submit their complaints giving the necessary details pertaining to the specific cases. Expressions of complaints or dissatisfaction may be directed to the attention of the Principal or Public Complaints Committee.

The Mombasa Polytechnic University College guarantees confidentiality and privacy in respect to submitted complaints. However, customers are encouraged to identify themselves to avoid difficulties in handling anonymous complaints. In particular, our customers are encouraged to report all cases relating to corruption and other unethical behaviour.

The Mombasa Polytechnic University College shall address complaints within fourteen (14) days.

**xiii. Review of this charter.**

We will, in consultations with our Customers and Stakeholders, review this Service Charter as and when necessary so as to ensure sustainability of the efficiency and effectiveness of service delivery.

**xiv. Customer Feedback.**

We welcome feedback and suggestions for improvements of our services. Your feedback should be directed to the Principal through the contacts provided. Suggestions may, also be given to field officers at various levels in order to improve service delivery.

**13.0 Service Delivery Matrix**

Services offered by the University College are detailed in this Service Delivery Matrix.

**13.1 Principals Office**

S. No	Services Offered	Timelines	Responsible officer
1.	Development of new policies Review of existing Policies	- Within 3 months - Within three weeks when need arises.	Principal
2.	Establishment of new campuses	- As need arises	
3.	<b>Sealing of University Documents</b> i)Certificates  Iii)Contracts and MOU's	- Within 3 months after graduation - Within 14 days after the receipt of the document	
4.	Appointments of Managers of the University College	- Within 1 month	
5.	<b>Performance Contracting</b> i)Strategic Plan implementation ii)Development of performance contract	- Continuous - The start of contract year	
6.	<b>Security Services</b> i)Protection of the University College ii)Evaluation and maintenance of safety and security equipments.	- Continuous - As Scheduled	Security Officer
7.	<b>Corporate communication services</b> i) Production of News Letter ii) Writing corporate speeches iii) Production of documentaries iv) Advertisements	- After three months -Continuous -When need arises -Within a month of request -On Thursdays only when need arises	Public Relations Office
8.	<b>Internal Audit services</b> i)Unscheduled audits and spot checks ii)Scheduled Audits		Chief Internal Auditor

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<p>9.</p>	<p><b>a)User Support Services</b>  i) Request to attend to a malfunctioning computer  ii)Request to install software   iii)Request to install/update software   iv)Response to request for installation of a new computer   v)Information to users about internet and email services breakdown   vi)Response to request on data security issues.  <b>b)Repair and maintenance of hardware and software</b>  i)Restoration of systems operations   ii)New infrastructure installation   iii)Servicing of existing infrastructure   <b>c)MPUC Website</b>  i) Regular website updates   ii) Development of new modules or platform</p>	<ul style="list-style-type: none"> <li>- Within one (1) hour on working days</li> <li>- Within one hour subject to availability of the given software</li> <li>- Within one hour subject to availability of the given software</li> <li>- Within three(3) hours subject to availability of the computer</li> <li>- Within one hour of the breakdown</li> <li>- Within 30 minutes</li> <li>- Within one hour to one working day subject to the extent of the fault</li> <li>- One week to one month subject to the magnitude of the installation</li> <li>- Monthly</li> <li>- Within two hours upon request or receiving of content to be hosted.</li> <li>- One month from the day of requests</li> </ul>	<p>Director, Information Technology Communication Services (ITCS)</p>
<p>10.</p>	<p><b>Legal services</b>  i)Preparation of legal advisory services   ii)Preparation of Contracts</p>	<ul style="list-style-type: none"> <li>- Depending on the services</li> <li>- Depending on the nature of</li> </ul>	<p>Chief Legal officer</p>

	<p>iii) Provision of legal advisory services on preparation of memorandum of Understanding</p> <p>iv) Handling of external disputes</p> <ul style="list-style-type: none"> <li>- Prepare progress for management decision making</li> <li>- Report settlement of disputes</li> </ul> <p>v) Handling litigation matter</p> <ul style="list-style-type: none"> <li>- Prepare report after every court attendance</li> <li>- Report on ruling and judgment of the courts.</li> </ul> <p>vi) Facilitate protection of intellectual property rights</p> <p>vii) Facilitate application and registration of intellectual property rights.</p>	<p>contracts.</p> <ul style="list-style-type: none"> <li>- Depending on the nature of MOU and consultative meetings held.</li> <li>- Regularly</li> <li>- Within one week of solution.</li> <li>- Regularly</li> <li>- Within one week</li> <li>- As need arises, depending on the nature of case.</li> <li>- Within two weeks.</li> </ul>	
11.	<p><b>Academic quality assurance</b></p> <p>i) Monitoring of standards in teaching/learning</p> <p>ii) Benchmarking of programmes with national and international standards</p>	<ul style="list-style-type: none"> <li>- Continuous</li> <li>- Continuous</li> </ul>	Director quality assurance

## 13.2 Academic Affairs (AA) Division

S. No	Services Offered	Timelines	Responsible officer
1.	<p><b>Planning and Budgeting</b></p> <p>i) Consolidating of performance contract reports</p>		Deputy Principal (AA)
2.	<p><b>Secretarial Services to the Deans meetings</b></p> <p>i) Scheduling of deans committee meetings.</p> <p>ii) Production of the deans committee meetings</p> <p>iii) Circulation of minutes of meeting to members.</p>		Registrar (AA)
3.	<p>Development and review of programmes</p> <p>i) Develop of new programmes</p>		Registrar (AA) Chairpersons of

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	ii)Review of programmes iii)Accreditation of programmes		Departments (CoDs)
5.	<b>Marketing and Publicity of MPUC Academic Programmes</b> i)Publicity ii)Marketing of programmes	- Continuous - Continuous	Registrar (AA)
6.	<b>Students Admission services</b> i)Advertisement for self sponsored programmes ii)Admission of students iii)Dispatch of letters to Government sponsored (JAB) students iv)Announcement of opening dates v)Registration of students.		Registrar (AA)
7.	<b>Teaching Services</b> i) Executing Teaching ii) Provision of teaching resources iii) Students attachment iv) Industry visits	- continuous	Chairpersons of Departments (CoDs)  Registrar (AA)
8.	<b>Examination Administration</b> i) Examination of students ii) Issuance of results iii) Issuance of provisional result slips iv) Issuance of academic transcript v) Issuance of examination results vi) Examination of postgraduate projects vii) Examination of post graduate thesis viii) Processing of appeals ix) handling of examination irregularities x) Graduation xi) issuance of certificates	- During slated exam periods - When requested	Registrar (AA)  Directors  Deans
9.	<b>Library Services</b> i)Registration of readers ii)Access to library services  iii)Library opening hours  iv) Library user orientation v) Binding	- 1 day - Monday – Saturday 1pm - From 9am – 9pm Saturday till 1pm - One week - Within 1 hour	University Librarian
10.	<b>Students Welfare Services</b> i)Students union election ii)Provision of spiritual guidance	- Once a year - On continuous	Dean of Students

	<p>iii) Counseling services</p> <ul style="list-style-type: none"> <li>- Psychological</li> <li>- HIV &amp; AIDS</li> <li>- Career guidance</li> </ul> <p>iv) Confirmation availability of accommodation</p>	<p>basis and at least prayer day in a semester.</p> <p>On</p> <ul style="list-style-type: none"> <li>- Need basis</li> <li>- Referral</li> <li>- Scheduled career talks every semester and annual career day</li> </ul>	
11.	<p><b>Sports and Games services</b></p> <p>i) Facilitate talents identification</p> <p>ii) Ensure quality instructions</p> <p>iii) Ensure holistic development of the personality.</p>	Continuous	Dean of Students

### 13.3 Administration, Finance and Planning

S. no	Services offered	Timeline	Responsible officer
1.	<p><b>Secretariat services to University Council</b></p> <p>i) Issue notice of meeting</p> <p>ii) Production of minutes and forward to council Chairman for approval</p> <p>iii) Circulation of minutes to council members who are expected to take action on council resolution.</p>	<ul style="list-style-type: none"> <li>- 14 days before the meeting</li> <li>- Within one week</li> <li>- Immediately</li> </ul>	Deputy Principal (AFP)
2.	<p><b>Human Resource Management</b></p> <p>i) Assessment of Human Resource requirements and advertising of vacant positions.</p> <p>ii) Short listing for interviews</p> <p>iii) Interviews</p> <p>iv) Invitation letters for interviews</p> <p>v) Response to successful candidates</p> <p>vi) orientation of recruited staff</p> <p>vii) Induction of recruited/promoted staff.</p> <p>viii) Staff career development</p>	<ul style="list-style-type: none"> <li>- Annually/September</li> <li>- 1 month after application close date.</li> <li>- Within 2 months from the application close dates.</li> <li>- Two weeks before interview dates.</li> <li>- Within 1 month after the interviews</li> <li>- The day they report on duty.</li> <li>- Within one month from the reporting date.</li> <li>- As per the HRD policy and</li> </ul>	Human Resource Manager

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	<p>ix)Promotion of staff</p> <p>x)Staff appraisal</p> <p>xi)Handling of disciplinary process</p> <p>xii)Terminal dues for persons exiting from the university.</p> <p>xii) Processing of leave application forms.</p> <p>xiii) Loan Processing</p> <p>xiv)Reimbursement of medical expenses.</p> <p>xv)Baggage and passage claim</p> <p>xvi)Advance payment processing</p> <p>xvii)Closing of payroll</p> <p>xviii)Payment of salary</p> <p>xix)Erroneous salary payment</p> <p>xx)Returned salary by banks</p> <p>xxi)Response to correspondence</p> <p>xxii) Confirmation of appointments</p> <p>xxiii) Retrieval of files</p>	<p>other relevant policies</p> <ul style="list-style-type: none"> <li>- In accordance with promotion policy</li> <li>- Annually/by 30<sup>th</sup> June every year.</li> <li>- In accordance with CBA policies and legislations/within 6 months.</li> <li>- Within 30 days subject to clearance</li> <li>- To be forwarded at least 2 days before commencement.</li> <li>3 days processing.</li> <li>- 3 days</li> <li>- Within 14 days from receipt of claim</li> <li>- 3 days</li> <li>- 3days</li> <li>- 20<sup>th</sup> day of each month</li> <li>- Last day of the month</li> <li>- Corrected in the next month</li> <li>- Processed and paid within 21 days.</li> <li>- Within 7 days upon receipt of memo /letters.</li> <li>- As per terms of service, CBAs and relevant legislations.</li> <li>- On demand</li> <li>-</li> </ul>	
3.	<p><b>Health Care Services</b></p> <p>MPUC dispensary offers outpatient services and incase of further treatment, the patient is taken to Coast General Hospital.</p>	<ul style="list-style-type: none"> <li>- Immediately</li> </ul>	Medical Officer
4.	<p><b>Central Services</b></p> <p>i)Repair and maintenance services</p> <p>ii)Water supply within the university</p> <p>ii)Disposal of solid and liquid waste</p> <p>iii)Power supply within the university</p> <p>iv)Telephone services to all offices</p> <p>v) Transport services to staff and</p>	<ul style="list-style-type: none"> <li>- Continuous supply of clean water</li> <li>- Continuous and efficient</li> <li>- Uninterrupted</li> <li>- Reliable</li> <li>- Efficient, safe and reliable</li> </ul>	Registrar (AP)

	students when required.		
5.	<p><b>Financial Services</b></p> <p>i) Fees collection from students</p> <p>ii) issue of receipts</p> <p>iii) Salary administration services as follows</p> <ul style="list-style-type: none"> <li>- Release of salaries</li> <li>- Remittance of statutory deductions</li> <li>- Payment of part timers</li> <li>- Issuance of P9 tax forms</li> </ul> <p>iv) Processing of benevolent claim</p> <p>v) Process and Payment of gratuity</p> <p>vi) Issuance of NHIF certificates</p> <p>vii) payment of internal claims and requests</p> <p>ix) Payment of creditors</p> <p>x) Remittance of VAT</p> <p>xi) Preparation of Budget</p> <p>xii) Funds allocation to departments</p> <p>xiii) Budgetary Control</p> <p>xiv) Preparation of management accounts</p> <p>xv) Preparation of annual financial statements</p>	<p>- On continuous basis</p>	Finance Officer
6.	<p><b>Procurement services</b></p> <p>i) Secretariat services to the tender, procurement and Disposal committees.</p> <p>ii) Consolidation of procurement plans</p> <p>iii) Prequalification of suppliers</p>	<p>- By 31<sup>st</sup> March every year.</p> <p>- By 30<sup>th</sup> June every year</p> <p>- 2 months before the beginning of the financial</p>	Procurement Officer

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	<ul style="list-style-type: none"> <li>iv) Floating of tenders</li> <li>v) ) Endorsement and forwarding of invoices to finance department for payment of goods that have already been accepted by inspection committees.</li> <li>vi) Secretariat services to tender committee meetings.               <ul style="list-style-type: none"> <li>- tender committee meetings</li> <li>- processing of minutes</li> </ul> </li> <li>vii) Processing and awarding of tenders</li> <li>viii) Issuance of requisitioned materials</li> <li>ix) Disposal of unserviceable stores and equipments.</li> </ul>	<ul style="list-style-type: none"> <li>year and as when required.               <ul style="list-style-type: none"> <li>- Within 2 days</li> <li>- At least twice a month.</li> </ul> </li> <li>- Within 7 days</li> <li>- Within 30 days of opening tenders.</li> <li>- Within 2 days</li> <li>- Continuous (2 years)</li> </ul>	
7.	<p><b>Accommodation services</b></p> <ul style="list-style-type: none"> <li>i) Allocation of rooms</li> <li>ii) Cleaning of common areas</li> <li>iii) Cleaning of rooms</li> <li>iv) Provision of newspaper</li> <li>v) Clearance from hostels</li> <li>vi) Handling students grievances</li> <li>vii) Dealing with sick students in the hostels.</li> <li>viii) Ensuring that garbage is collected</li> <li>ix) Cleaning the hostel compound</li> <li>x) Replacement of lost keys by the student</li> </ul>	<ul style="list-style-type: none"> <li>- First come first serve basis</li> <li>- twice daily</li> <li>- Daily</li> <li>- Day of clearance</li> <li>- as soon as a case is raised</li> <li>- As soon as a case is reported</li> <li>- daily basis</li> <li>- Daily</li> <li>- Daily</li> <li>-When the need arises</li> </ul>	
8.	<p><b>Catering and hospitality services</b></p> <ul style="list-style-type: none"> <li>i) Provision of meals to students               <ul style="list-style-type: none"> <li>- Breakfast</li> <li>- Lunch</li> <li>- Supper</li> </ul> </li> <li>ii) Provision of meals to staff and specialized groups               <ul style="list-style-type: none"> <li>- Breakfast and mid morning tea</li> <li>- Lunch</li> <li>- Afternoon tea</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>- continuous process</li> <li>when requested</li> </ul>	Catering Manager

	- Special dinner  Note: Notice is required for booked meals iii) Laundry services	- When requested	
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### 13.4 Research, Innovation and Extension

S. no	Services offered	Timeline	Responsible Officer
1.	Co-ordination of research activities  i) Call for proposals a) Internally b) externally  ii) Processing of proposals through reviewers  iii) Evaluating of proposals  iv) Communication of results to innovators	- Annually  - When calls are expressed  - 2 weeks after deadline of submission  - 2 weeks from submission of report	Director IRIE
2.	Innovations  i) Submission of innovation proposals  ii) Vetting of proposals through R & I committee  iii) Vetting of projects for suitability ( theme and innovation)  iv) Patenting of project  v) Developing a prototype & branding of patented product	- Any time  -one week Concurrent to project’s lifeline  -one year  -one year	Director IRIE

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	vi) Commercializing product		
3.	<p>Extensions Services</p> <p>i) Shows and exhibitions</p> <p style="padding-left: 40px;">a) Annual Inter-universities Exhibitions</p> <p style="padding-left: 40px;">b) Mombasa Regional Show</p> <p style="padding-left: 40px;">c) Nairobi International Trade Fair</p> <p>ii) Corporate Social Responsibility</p>	<p>- Annually</p> <p>- Annually</p> <p>- Annually</p> <p>- As need arises</p> <p>- As need arises</p>	<p>Marketing &amp; Exhibitions Committee</p> <p>Public Relations Office</p>
4.	Income generating activities, investments	Throughout the year	Enterprise Unit

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