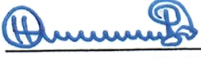




**JARAMOGI OGINGA ODINGA UNIVERSITY  
OF SCIENCE AND TECHNOLOGY**

**DOCUMENT : PROCEDURE FOR TELEPHONE SERVICES**  
**DOC. NO. : JOOUST/PAF/RPA/OP 24**

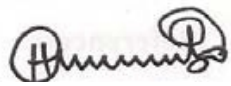
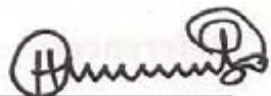
**AUTHORIZED BY : DEPUTY VICE-CHANCELLOR      SIGN: **  
**PLANNING, ADMINISTRATION AND FINANCE**

**ISSUED BY : REGISTRAR      SIGN: **  
**PLANNING AND ADMINISTRATION**

**0.1 DOCUMENT DISTRIBUTION**

<b>S. NO</b>	<b>TYPE</b>	<b>OFFICE</b>
<b>i.</b>	<b>Master copy</b>	<b>QMR</b>
<b>ii.</b>	<b>Copy</b>	<b>DVC, PAF</b>
<b>iii.</b>	<b>Copy</b>	<b>R, PA</b>
<b>iv.</b>	<b>Soft Copy</b>	<b>JOOUST Website by password</b>

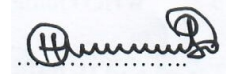
**0.2 DOCUMENT CHANGES**

<b>DATE</b>	<b>CHANGES</b>	<b>AUTHORIZED BY</b>
27/04/2012	Edited 6.1, timelines added to 6.2.2	
29/4/2013	Procedure reviewed to reflect change of status from BUC to JOOUST	

<b>ISSUE NO:</b> <b>001</b>	<b>REVISION NO:</b> <b>03</b>	<b>DATE OF ISSUE:</b> <b>15<sup>TH</sup> OCTOBER, 2011</b>
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30/04/2015 Procedure reviewed to separate

Method of new installation from and repairs monitoring



**1.0 Purpose:** To ensures effective and efficient management of telephone services.

**2.0 Scope:** The procedure covers the delivery and management of telephone services to the departments/sections within JOOUST.

- 3.0 References:**
- 3.1 ISO 9001: 2008 Standard
  - 3.2 JOOUST Quality Manual
  - 3.3 JOOUST Statutes
  - 3.4 JOOUST Service Charter

**4.0 Terms and Definitions**

- 4.1 **BUC:** Bondo University College
- 4.2 **RPA:** Registrar, Planning & Administration
- 4.3 **HoD:** Head of Department
- 4.4 **VC:** Vice-Chancellor
- 4.5 **DVC PAF:** Deputy Vice-Chancellor Planning Administration and Finance
- 4.6 **JOOUST:** Jaramogi Oginga Odinga University of Science and Technology
- 4.7 **TS:** Telephone Supervisor

**5.0 Responsibility:** The Registrar, Planning and Administration shall be responsible for the effective and efficient administration of this procedure

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**6.0 Method**

**6.1 Telephone System Installation**

- 6.1.1 The Telephone Supervisor (TS) shall receive requests for new connections from HoDs.
- 6.1.2 The TS shall seek approval from the R (PA) for new connections with two days
- 6.1.2 The TS shall assign the duty to a technician to carry out connection within two days once the approval is granted and equipment procured.

**6.2 Managing the Switch Board**

- 6.2.1 The Telephone Supervisor will ensure that the Switch Board is manned at all times during stipulated working hours.
- 6.2.2 The Telephone Operator on duty shall endeavor to answer all in-coming calls (local and trunk) within the first 3 rings and attend to the requests appropriately.
- 6.2.3 Whenever necessary, the Telephone Operator shall take messages on behalf of the respective office (r) and relay it as soon as possible

**6.3 Telephone System Monitoring & Repairs**

- 6.3.1 The TS (or assigned Technician) shall carry inspection on Telephone Equipment / installation being procured.
- 6.3.2 The TS shall carry out both regular and on-demand (from Operator's information) tests on the external lines, and whenever necessary, pursue corrective action with the service provider concerned.
- 6.3.3 The Telephone Operators shall record and immediately inform the Supervisor of any failures noticed on the external lines.
- 6.3.4 The Telephone Supervisor (TS) shall receive requests for repairs from HoDs.
- 6.3.5 The TS shall seek approval from the R (PA) for repairs where necessary within two days
- 6.3.6 The TS shall assign duties to a technician to carry out repairs within two days of reporting or approval as appropriate.

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