




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

DOCUMENT : PROCEDURE FOR TELEPHONE SERVICES
DOC. NO. : JOOUST/PAF/RPA/OP 20

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

ISSUED BY : REGISTRAR SIGN: 
PLANNING AND ADMINISTRATION

0.1 DOCUMENT DISTRIBUTION

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0.2 DOCUMENT CHANGES

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1.0 Purpose:

To ensure 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:

- i. ISO 9001: 2015 Standard
- ii. JOOUST Quality Manual
- iii. JOOUST Statutes
- iv. JOOUST Service Charter

4.0 Abbreviations, Acronyms and Definitions

- i. **R(PA):** Registrar (Planning and Administration)
- ii. **HoD:** Head of Department
- iii. **VC:** Vice-Chancellor
- iv. **DVC(PAF):** Deputy Vice-Chancellor (Planning, Administration and Finance)
- v. **JOOUST:** Jaramogi Oginga Odinga University of Science and Technology
- vi. **TS:** Telephone Supervisor

5.0 Responsibility:

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

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.

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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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