

ISSUED FOR USE ON:

ESTATES PROCEDURE MANUAL

REF: RU/ADM/EST/013



---

**QUALITY MANAGEMENT SYSTEM BASED ON ISO 9001:2015**

---

**ESTATES PROCEDURE MANUAL**

**RU/ADM/EST/013**

<b>AUTHORIZED BY: Prof. Samuel Gudu Vice - Chancellor</b>	<b>Sign: _____</b>	<b>Date: _____</b>
<b>ISSUED BY: Prof. Stanley Shitote Quality Management Representative (QMR)</b>	<b>Sign: _____</b>	<b>Date: _____</b>

**TABLE OF CONTENTS**

PROCEDURE NUMBER 1: MAINTENANCE AND REPAIRS OF BUILDINGS, ROADS  
AND SEWERAGE ..... 3  
OBJECTIVES REGISTER FOR ESTATES ..... 6  
RISK REGISTER FOR ESTATES ..... 7  
APPLICABLE FORMS ..... 8

**PROCEDURE NUMBER 1: MAINTENANCE AND REPAIRS OF BUILDINGS, ROADS AND SEWERAGE**

**1.0 GENERAL**

**1.1 PURPOSE**

The purpose of this procedure is to ensure effectiveness and efficiency in maintenance and repairs of physical facilities at RU.

**1.2 SCOPE**

This procedure applies to maintenance and repairs of RU physical facilities.

**1.3 REFERENCES**

- a) Quality Manual – RU/QMR/QM/002.
- b) Rongo University Strategic Plan.
- c) Rongo University Budget.
- d) Rongo University master plan.
- e) Relevant laws, regulations and circulars

**1.4 TERMS AND DEFINITIONS**

- a) SMM –Standard Method of Measurement.
- b) MO – Maintenance Officers.
- c) HoD – Head of Department.
- d) RU –Rongo University
- e) Deputy Vice - Chancellor-AFP –Administration, Finance and Planning.
- f) SRN- Stores Requisition Notes
- g) PRN – Purchase Requisition Notes.

**1.5 RESPONSIBILITY**

- a) The DVC(AFP) is responsible for the supervision of this procedure
- b) The officer in charge of Estates is responsible for implantation and adherence to this procedure.

**2.0 PROCESS INPUTS**

- a) Annual maintenance work plan
- b) Repairs and maintenance schedule
- c) Repairs and maintenance requests
- d) Relevant tools and equipment
- e) Repair/maintenance operational form

### **3.0 METHOD**

#### **3.1 Repairs**

- 3.1.1 This procedure shall start with a user department applying for repair to the officer in charge of Estates and Central Services.
- 3.1.2 The officer in charge of Estates and Central Services shall assess the details of the request and undertake either of the following:
  - 3.1.2.1 In the event of minor repairs, the officer in charge of Estates and Central Services shall direct the MO(s) to undertake the works and update the repairs and maintenance register; or
  - 3.1.2.2 In case of major repairs, the officer in charge of Estates and Central Services shall forward the request to the DVC-AFP for approval.
- 3.1.3 In the event of disapproval, the DVC-AFP shall give comments and revert the request to the officer in charge of Estates and Central Services for action/discussion.
- 3.1.4 Upon approval, the officer in charge of Estates and Central Services shall ensure implementation of the approved work plan and update the repairs and maintenance register.
- 3.1.5 Where the University has no capacity to do the work, the officer in charge of Estates and Central Services shall proceed as per the Procurement Procedure Manual.

#### **3.2 Maintenance**

- 3.2.1 This shall start with the officer in charge of Estates and Central Services preparing an annual maintenance work plan and submitting it to the DVC-AFP for approval.
- 3.2.2 The officer in charge of Estates and Central Services shall communicate the approved maintenance work plan to all departments.
- 3.2.3 The officer in charge of Estates and Central Services shall ensure implementation of maintenance work plan and update the repairs and maintenance register.
- 3.2.4 The officer in charge of Estates and Central Services shall submit quarterly report on repairs and maintenance to the DVC-AFP.

### **4.0 PROCESS OUTPUT**

- a) Reports on repairs and maintenance.
- b) Letters of communication.
- c) Repairs and maintenance register

**5.0 DOCUMENT CHANGE HISTORY**

<b>Supersedes Revision</b>	<b>Revision – (Clause &amp; Details)</b>	<b>Current Rev.</b>	<b>Reviewer's name</b>	<b>Date</b>

**RONGO UNIVERSITY – ISO 9001:2015 BASED QUALITY MANAGEMENT SYSTEM**

**ISSUED FOR USE ON:**

**ESTATES PROCEDURE MANUAL**

**REF: RU/ADM/EST/013(1)**

**OBJECTIVES REGISTER FOR ESTATES**

<b>OBJECTIVES REGISTER FOR ESTATES</b>										
<b>Department:</b>	<b>Estates</b>									
<b>Rev. Status:</b>										
<b>Issue Date:</b>										
<b>Created By:</b>				<b>Reviewed By:</b>				<b>Approved By:</b>		
<b>S.No</b>	<b>Key Result Area</b>	<b>Strategic Objective</b>	<b>Objective</b>	<b>Strategies</b>	<b>Key Performance Indicator</b>	<b>Resources Required</b>	<b>Timeline</b>	<b>Deliverable</b>	<b>Frequency of M &amp; E</b>	<b>Responsibility</b>
	Institutional capacity	To develop and maintain infrastructure and acquire equipment	To develop and implement repair and maintenance schedule by June 2020	Conduct needs assessment; prepare the schedule; implement the schedule; monitor the implementation	repair and maintenance schedule developed and implemented	Budget; staff; tools and equipment;	Jun-20	Needs assessment reports; repair and maintenance schedule; Well-maintained /repaired buildings, road and sewerages, groomed grounds,	Quarterly	DVC-AFP and Head of Estates

**RONGO UNIVERSITY – ISO 9001:2015 BASED QUALITY MANAGEMENT SYSTEM**

**ISSUED FOR USE ON:**

**ESTATES PROCEDURE MANUAL**

**REF: RU/ADM/EST/013(1)**

**RISK REGISTER FOR ESTATES**

<b>RISK REGISTER FOR ESTATES</b>													
<b>Department:</b>	<b>Estates</b>												
<b>Rev. Status</b>													
<b>Issue Date:</b>													
<b>Created By:</b>		<b>Reviewed By:</b>				<b>Approved By:</b>							
S.No	Process	Risk	Causes	Existing Controls	Probability	Impact	Risk Rate	Risk Level	Additional Controls	Frequency of M & E	Opportunities	Responsibility	
1	Repairs of buildings, roads and sewerage	Substandard works	Lack of skilled personnel use of substandard materials, use of inappropriate tools and equipment	Use of skilled personnel	2	3	6	Medium	Enhanced supervision	Continuous	Outsourcing	DVC -AFP	
		Injuries	Failure to use appropriate protective gears, failure to adhere to safety rules	Use of appropriate protective gears, adherence to safety regulations	2	4	8	Medium	Enhanced safety training and supervision, insurance cover	Continuous		DVC -AFP	
	Environmental pollution	Leakage of waste, improper disposal of generated waste, accidents	adherence to best operating practices	1	4	4	Low	Creation of awareness on environmental protection	Continuous	Exploit additional existing avenues for environmental protection opportunities, use of internal capacity to create awareness	DVC -AFP		
2	Maintenance	Breakdown, dilapidation of facilities	Non-adherence to maintenance work schedule, inadequate funds	adherence to annual maintenance work plan, adequate budgetary allocation	2	3	6	Medium	Sensitize users	continuous		DVC-AFP	

## **APPLICABLE FORMS**





**ESTATES DEPARTMENT**

**REPAIR/MAINTENANCE OPERATIONAL FORM**

**PART (A): To be filled by user departments**

OFFICE/LOCATION.....  
EQUIPMENT NAME.....  
REPORTED BY.....  
HOD/AUTHORIZED OFFICER.....

**NATURE OF FAULT/SERVICE REQUIRED**

S/NO.	NATURE OF FAULT/SERVICE REQUIRED
1	
2	
3	
4	
5	
6	
7	
8	

**PART (B): to be completed by Estates Department**

NAME..... PF NO..... DATE COMPLETED.....  
TIME..... SIGN.....

**SUMMARY OF WORK**

TIME TAKEN.....

REMARKS.....  
.....  
.....  
.....

JOB COMPLETED ON.....

CONFIRMED BY USER DEPARTMENT

NAME.....SIGNED/RUBBER STAMP.....DATE.....