UNIVERSITY OF EMBU
DIRECTORATE OF UNIVERSITY EXAMINATIONS SERVICE CHARTER

Preamble

The Directorate of University Examinations is committed to providing quality services to all its customers. The Directorate is continually improving on its internal processes to ensure that the services rendered meet and exceed customer expectations.

S/No	Service offered	Process/Requirement	Cost requirement	Timeline
1.	Preparation of Examinations processing schedule	Semester dates	Nil	2 weeks before the start of the semester
2.	Issuance of Examinations for administration to students	Lecturer Identification through original national ID or Staff ID.	Nil	Within 1 hour to the start of Examinations
3.	Issuance of University certificates and transcripts	– I duly cleared from the University – Original and copy of National ID – Original Student's ID – Duly filled certificate application form	Nil However, payment of approved storage fees will apply for certificates that are overdue.	Certificates and transcripts will be issued within 30 minutes.
4.	Responding to formal correspondence	Submitted formal request	Nil	7 working days after receipt
5.	Certification of certificates and transcripts	Original certificates and transcripts	Ksh. 200 per document	1 day after request
6.	Reissuance of transcripts	Approved Request for reissuance Payment receipt	Ksh. 200 per transcript	1 month after request
7.	Processing for Reissuance of lost/defaced certificates	– Approved request letter – Police abstract for lost certificated – Payment receipt	Ksh. 2000	2 months after request
8.	Processing of Examinations Remarking	Approved remarking forms Payment receipt	Ksh. 1,500	2 weeks after approved request

Any service that does not conform to the above standards or any officer who does not live up to the Commitment to the courtesy and excellence in service delivery should be reported to:

1. **The VC,**

University of Embu, P.O.BOX 6-60100, EMBU
Tel 020-2444136, 0727 933 950, 0788 199 505
E-mail: vc@embuni.ac.ke, Website: www.embuni.ac.ke

2. **Customer Relations and Complaints Resolutions Committee (CRCRC)**

HUDUMA BORA NI HAKI YAKO