



UNIVERSITY OF EMBU

OFFICE OF THE REGISTRAR
(PLANNING, ADMINISTRATION AND FINANCE)

DEPARTMENTAL SERVICE CHARTER

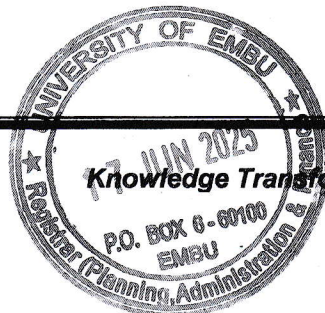
S/NO	SERVICE OFFERED	PROCESS/REQUIREMENT	COST OF SERVICE	TIMELINE
1.	Responding to formal correspondence	Request submitted to the relevant office	Free	4 working days
2.	Responding to communication done via official email	Checking emails regularly and responding appropriately	Free	One day
3.	Response to enquiry by walk-in clients	Visit the relevant office and make the enquiry	Free	Within 1 minute
4.	Response to phone calls (landline or any other official line)	Answering the call within the timeline	Free	15 seconds
5.	Response to customer complaints and grievances	Lodging of a complaint	Free	1 working day
6.	Resolution of complaints	Ensure complaint is resolved	Free	14 working days

Approved by:

Name: Dr. Ciriaka Gitonga
Ag. Registrar (Planning, Administration and Finance)

Sign:

Date: 17TH June, 2025



ISO 9001:2015 Certified