



UNIVERSITY OF EMBU

CORPORATE AFFAIRS SECTION SERVICE CHARTER

S/N	Service Offered	Process/ Requirement	Cost	Timeline
1.	Responding to Formal Correspondence	Request submitted/received	Nil	Within 5 working days
2.	Response to public information requirements	Received requests	Nil	Within 5 working days
3.	Submission of CRCRC monthly reports	CRCRC report	Nil	By 5 th day of the month
4.	Approval of transport requests	Transport requisition form	Nil	Within 4 hours after the request is received
5.	Dispatching advertisement artwork to media	<ul style="list-style-type: none"> Approved artwork Approval to run advert Approved space order 	As stipulated on the invoice/rate card	1 day after the request, artwork and space order to advertise are approved
6.	Development of publicity materials	Request for publicity materials	As dictated by the budget availability	As dictated by the publicity materials' requirements



7.	Issuance of publicity materials	Request for issuance of publicity materials	Nil	1 day after the request is received
8.	Assigning location to pitch tents to external clients to publicize products/services	Approval to publicize	As stipulated by University policy	1 day after the approved request is received
9.	Designing of artwork	<ul style="list-style-type: none"> Received request to develop the artwork Approved content 	Nil	As dictated by the requirements of the items.
10.	Servicing of committees/organizing meetings	<ul style="list-style-type: none"> Appointment to committees/ Written request to service a meeting 	Nil	As stipulated on the meetings procedure/as per the appointment letter
11.	Preparation of minutes for the meetings	Minutes	Nil	Within 4 days after the meeting
12.	Media coverage of University events	Invitation of media houses	As stipulated by University policy	2 days to the event
13.	Gift registration	Presentation of the gift to the Office	Nil	Within 5 working days after receiving the gift(s)

