



UNIVERSITY OF EMBU

TRANSPORT DEPARTMENT SERVICE CHARTER

University of Embu Transport Department is committed to providing high quality service to all its customers. The department is continually improving on its internal process to ensure that the services rendered are of high quality.

S/no	SERVICES OFFERED	PROCESS/REQUIREMENTS	COST	TIMELINE
1.	Responding to formal correspondence.	Request submitted to the relevant office.	Nil	7 working days.
2.	Handling of customer complaints.	Lodging of a complaint.	Nil	1 month.
3.	Transport Allocation.	Receiving of approved Transport requisition form from Registrar's VC's Office.	Nil	2 Days(long Distance) 4 hrs (local running).
4.	Fuelling of motor vehicle.	Receiving of fuel requisition form from the Driver.	As per applicable charges.	30 Minutes.
5.	Service and Maintenance.	Receiving a service/repair request, Availability of funds and procurement of spares.	As per the estimates.	2 week.

