



UNIVERSITY OF EMBU

OFFICE OF THE REGISTRAR (PAF) SERVICE CHARTER

Office of the Registrar (PAF) Services

S/NO	SERVICE OFFERED	PROCESS/REQUIREMENT	COST	TIMELINE
1.	Responding to formal correspondence	Request submitted to the relevant office	Nil	5 working days
2.	Attendance to clients	Client attended to immediately upon arrival to the office	Nil	Immediately
3.	Handling of customer complaints	Deal with the complaint as soon as it is Lodged and if not refer the complaint with CR&CRC	Nil	7 working days
4.	Answering to office telephone calls	Answer the call within the first ring	Nil	Within the third ring.
5.	Responding to communication done via official email of the office of the Registrar (Planning, Administration and Finance)	Check email regularly and respond appropriately	Nil	One day
6.	Drafting and circulating approved minutes within seven days	Via email	Nil	7 days



ISO 27001:2013 Certified

Knowledge Transforms



ISO 9001:2015 Certified