



UNIVERSITY OF EMBU

DIRECTORATE OF UNIVERSITY EXAMINATIONS SERVICE CHARTER

Preamble

The Directorate of University Examinations is committed to providing high 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	1 week after the start of the semester
2.	Issuance of Examinations for administration to students	Lecturer Identification	Nil	At least 1 hour before the start of Examinations
3.	Issuance of University certificates and transcripts	<ul style="list-style-type: none"> - Original duly filled University clearance form - Original and copy of National ID - Original Student's ID - Original graduation fee payment receipt - Original return of graduation gown form - Duly filled certificate application form 	Nil; however, payment of approved storage fees for certificates that are overdue is required.	<ul style="list-style-type: none"> -Transcripts will be issued within two weeks upon application -Certificates will be issued within one week after graduation
4.	Responding to formal correspondence	Submitted formal request	Nil	2 days after receipt
5.	Certification of certificates and transcripts	Original certificates and transcripts	Ksh. 200 per page	One day after request
6.	Reissuance of transcripts	Request for reissuance	Ksh. 200 per transcript	1 week after request
7.	Reissuance of lost/defaced certificates	<ul style="list-style-type: none"> - Request for letter - Police abstract and ID 	Ksh. 1000	2 months after approval
8.	Issuance of disciplinary verdict letters	Communication from Disciplinary Committee	Nil	Within fourteen days after the disciplinary hearing
9.	Remarking of Examinations	Application for remarking	Ksh. 1,500	2 weeks after 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**