



# UNIVERSITY OF EMBU

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## HUMAN RESOURCE SECTION SERVICE CHARTER

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S/N	SERVICES OFFERED	PROCESS REQUIREMENT	COST	TIMELINE
1.	Responding to formal correspondence	Request submitted to HR Office	NIL	7 working days
2.	Staff recruitment	Analysis and shortlisting following receipt of application	NIL	1 month after closing date
3.	Engagement of casual labour	Issue of letter of engagement of casual to HoD's	NIL	2 days after receipt of approval
4.	Handling customer complaints	Lodging of complaints	NIL	1 month



ISO 27001:2013 Certified

*Knowledge Transforms*



ISO 9001:2015 Certified