



UNIVERSITY OF EMBU
DEPARTMENT OF TIMETABLING AND TEACHING PROGRAMMES

SERVICE CHARTER

S/No.	Service Offered	Process/Requirement	Cost	Timeline
1.	Responding to external correspondences.	Reply to all correspondences using the most appropriate method.	Nil	1 working day
2.	Responding to internal correspondences.	Reply to all correspondences using the most appropriate method.	Nil	1 working day
3.	Booking of Rooms	Approval from the DVC (ARE)	Nil	1 working day
4.	Managing of Public Address System	Ensuring that the PA System is full Charged always.	Nil	1 working day
		Ensuring that the Microphone are working.	Nil	1 working day
5.	Managing of White Boards within the lecture halls	Ensure that all White boards within the University are in good condition.	Nil	1 working day
		Ensuring that cleaning materials for the white boards are always available.	Nil	1 working day

