



UNIVERSITY OF EMBU

MEDICAL AND PENSION SECTION SERVICE CHARTER

S.NO	SERVICES OFFERED	PROCESS REQUIREMENTS	COST	TIMELINE
1.	Responding to formal correspondence	Replying to all correspondences using the most appropriate method	Nil	7 working days
2.	Ensuring that eligible members of Staff get medical services	Updating all new members of Staff on the database upon receipt of required documents	Nil	3 working days
		Liaising with the contracted Medical Service providers	Nil	1 day
3.	Monitoring the Staff Pension Scheme	Updating new members of Staff to the Scheme upon receipt of required documents	Nil	1 month
		Counterchecking of Pension contribution schedule from Salaries section	Nil	7 working days
4.	Processing of Medical invoices and Medical claims	Analysis upon receipt of Invoices from various contracted Medical Service Providers	Nil	1 month
		Receipt of reimbursement forms	Nil	5 working days.

