



**KENYA TTA UNIVERSITY**  
**DEPARTMENT OF MECHANICAL ENGINEERING**

**SERVICE CHARTER**

The department of Mechanical Engineering is committed to courtesy and excellence in service delivery

Services Rendered	Requirements	Charges	Timeline
Preparation of Teaching/Timetable	University main timetable	Free	Immediate
Allocation of Teaching load/duties	Teaching units	Free	1 Week
Sourcing of Part-time Lecturers	Teaching units	Free	After allocation of teaching load/units
Meeting for allocation of students (4 <sup>th</sup> Year) Project Proposals/Supervisor	Students concept papers	Free	As per University schedule
Transport requests to for external Workshops/Labs	Letter from Chairman	Free	1 Week
Setting examinations	Syllabus	Free	2 Weeks after start of semester
Invigilation of examinations	Examinations /Exam Timetable	Free	2 Weeks
Marking Examinations	Examination scripts	Free	2 Weeks after end of examinations
Departmental Examination Board and marking of proposal & projects Reports	Marks from Departmental Internal/External Examiners/University schedule	Free	1 Day
Proposal/project presentation seminar/oral examination marking	Presentation materials/projectors	Free	1 Day
Marking of student proposals and project reports	Proposal/ project repots	Free	2 Weeks
Examinations Results Queries	Missing marks form	Free	2 Days
Recommendation/Introduction Letters/Confirmation of Units Covered	Student ID/Request letter	Free	1 Day
Departmental Academic Seminars	Availability of presenters	Free	Twice a month

**DEPARTMENTAL CONTACTS**

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