

SERVICE CHARTER

The Department of Energy Technology 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 available	Free	After allocation of teaching load/units
Teaching sessions	Teaching units	Free	As per university schedule
Allocation of Bachelor students' (4 th year) Project Proposals/ Supervisors	Fully completed third year of study	Free	2 weeks after start of semester
Allocation of Postgraduate students' Projects and Supervisors	As per the research proposal/concept paper	Free	2 weeks after proposal presentation
Setting of Examinations	Syllabus	Free	2 Weeks after start of semester
Invigilation of Exams	Examinations/ Exam materials /Exam Timetable	Free	2 Weeks
Marking of Exams	Examination scripts	Free	2 Weeks after end of exams
Departmental Examination Board and marking of Proposal & Projects Reports	Marks from Departmental Internal/External Examiners/univ	Free	1 Day

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Proposal /Project Presentation seminar/oral examination marking	Presentation materials/project reports	Free	Within two weeks after student submissi on
Examinations Results Queries	Missing Marks forms	Free	2 Days
Recommendation/Intro duction Letters/Confirmation of Units Covered	Based on the need	Free	1 Day
Departmental Academic Seminars	Availability of presenters	Free	Twice a month