



KENYA TTA UNIVERSITY
DEPARTMENT OF MECHANICAL ENGINEERING
SERVICE DELIVERY CHARTER

Email: chairman-mechanical@ku.ac.ke TEL/Ext:02 870-3650

S/No	Services Provided	Requirements	Charges	Timeline
1.	Preparation of Teaching/Timetable	University main timetable	Free	Immediate
2.	Allocation of Teaching load/duties	Teaching units	Free	1 Week
3.	Sourcing of Part-time Lecturers	Teaching units	Free	After allocation of teaching load/units
4.	Meeting for allocation of students (4 th Year) Project Proposals/Supervisor	Students concept papers	Free	As per University schedule
5.	Transport requests to KTTC/JKUAT for Workshops/Labs	Letter from Chairman	Free	After duty allocation
6.	Setting examinations	Syllabus	Free	2 weeks after start of semester
7.	Invigilation of examinations	Examinations/Examination/Exam Timetable	Free	2 weeks
8.	Marking Examinations	Examination scripts	Free	2 weeks after end of examinations
9.	Departmental Examination Board and marking of proposal & projects Reports	Marks from Departmental Internal/External Examiners/University schedule	Free	1 Day
10.	Proposal/project presentation seminar/oral examination marking	Presentation materials/projectors	Free	1 Day
11.	Marking of student proposals and project reports	Proposal/projects reports	Free	1 Day
12.	Examinations Results Queries	Missing marks form	Free	2 Days
13.	Recommendation/Introduction Letters/Confirmation of Units Covered	Student ID/Request letter	Free	1 Day
14.	Departmental Academic Seminars	Availability of presenters	Free	Twice a month

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service rendered that does not conform to the above service standards or any officer who does not live up to the commitment of courtesy and excellence in service delivery should be reported to:

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HUDUMA BORA NI HAKI YAKO