

SERVICE DELIVERY CHARTER

We are committed to courtesy and excellence in Service Delivery

SERVICE RENDERED	REQUIREMENTS	CHARGES	TIMELINE
Unit Registration	Students Unit Registration Form filled with the units to be taken	Free	Registration Period is 4 weeks as stipulated by Registrar Academic
Units Adjustment	Unit Adjustment Form with the units to be adjusted	Free	Registration Period 4 weeks
Entering Marks at School Level	Marked Scripts	Free	Two days
Examinations Result Queries	Missing Marks Form from the School		Two days
Processing of Postgraduate Proposal/ Thesis	Fulfillment of all requirement e.g. binding, Progress Report, Tracking Device Forms, Fees Statement, Notice of Submission	Free	1 week to 2weeks
Recommendation/Introductory Letters	Written request and verbal request	Free	Two days
Teaching	Registered students	Fees Payment Registration	One Semester
Student Advisory	Personal/Enquiry Written	Free	1 day
Student Supervision	Registration fee payment concept	Free	As per course -M.A. 2years, Ph.D 3 – 6 years

Incase of complaints or compliments, please contact
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