

# SERVICE DELIVERY CHARTER

*We are Committed to Courtesy and Excellence in Service Delivery*

Services Rendered	Requirements	Charges	Timeline
Unit Registration	<ul style="list-style-type: none"><li>• Student Unit Registration Form</li><li>• Finance clearance</li></ul>	Free	As per University dates
Teaching	Learning materials	Free	As per Time table
Academic Counselling	Request from student/ poor performance	Free	Immediate
Examination	Identification documents	Free	As per Exam time table
Examinations Results queries	<ul style="list-style-type: none"><li>• Missing unit Marks Form</li><li>• Registration Forms</li></ul>	Free	1 Week
Processing of Postgraduate proposal/Thesis	<ul style="list-style-type: none"><li>• Fulfilment of all requirements</li></ul>	Free	2 Weeks

*In case of complaints or compliments regarding the services offered, please contact:*

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