



# CLIENTS SERVICE CHARTER

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### In our service delivery, we pledge that:

- Upon registration, a student shall be issued with clear guidelines on academic programmes, examination rules, fees structure, student support services and disciplinary procedures. This shall be done at least a week before they start classes.
- All lectures shall be conducted fully and on time, as per approved timetables.
- Consolidated mark sheets shall be finalized and forwarded to the examination office within 3 weeks following end of examinations.
- Postgraduate supervisors for MBA degree programme will give feedback to their students within 2 weeks after receiving a project.
- The Unit shall maintain a healthy, safe and pleasant environment
- The Unit is an illicit drug-free and a no smoking zone
- Transport shall be provided on time as per approved requests
- Quality ICT services shall be provided to students and staff
- All telephone calls shall be attended to within twenty seconds
- Routine correspondence shall be replied to within three days from the date of receipt
- The Campus is a CORRUPTION FREE zone
- Clearance of students and staff shall be finalized within two days.

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