



**UNIVERSITY OF NAIROBI**  
**DEPARTMENT OF MECHANICAL & MANUFACTURING**  
**ENGINEERING**

**Commitments to Service Delivery**

- ❖ Upon registration, a new student shall be issued with clear guidelines on academic programmes, examination rules, fees structure, student support services and disciplinary procedures.
- ❖ All lectures and other learning activities shall be conducted fully and on time, as per approved schedules.
- ❖ Students will be fully informed of the academic related items they need to purchase at the beginning of the semester.
- ❖ Consolidated mark sheets shall be finalized and forwarded to examinations office, within the framework of SMIS one (1) month following end of examinations.
- ❖ Postgraduate supervisors for Masters or doctoral degrees will give feedback to their students within two weeks after receiving a project or thesis.
- ❖ Staff performance appraisal shall be conducted between October and March every academic year,
- ❖ The Department shall maintain a healthy safe and pleasant environment.
- ❖ The department is an illicit drug free and a no smoking zone.
- ❖ All telephone calls shall be attended to within twenty seconds
- ❖ Routine correspondence shall be replied to within 6days from the date of receipt
- ❖ The Department shall not condone impropriety
- ❖ The Department shall be a **CORRUPTION FREE** zone.
- ❖ Clearance of students and staff shall be finalized within 7 days
- ❖ Timeliness shall be observed in the course of service delivery
- ❖ We shall endeavor to link industry and students to secure them employment and internship

**Feedback**

- ❖ Complaints, appeals, compliments and suggestions should be forwarded to the head of department
- ❖ Feedback may be channeled via telephone:+254 020 318262 Ext 28383 or 0202321056, letters, and e-mail ([dept-mmengineering@uonbi.ac.ke](mailto:dept-mmengineering@uonbi.ac.ke)) or suggestion boxes.

**PROF. STEPHEN M. MUTULI,**  
**CHAIRMAN,**  
**MECHANICAL & MANUFACTURING ENGINEERING.**

**02/04/2012**

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**STAMP & DATE**