

**UNIVERSITY OF NAIROBI**

**DEPARTMENT OF MECHANICAL & MANUFACTURING ENGINEERING**

**Commitments to Service Delivery**

- i. Upon registration, a new student shall be issued with clear guidelines on academic programmes, examination rules, fees structure, student support services and disciplinary procedures.
- i. All lectures and other learning activities shall be conducted fully and on time, as per approved schedules.
- i. Students will be fully informed of the academic related items they need to purchase at the beginning of the semester.
- i. Consolidated mark sheets shall be finalized and forwarded to examinations office, within the framework of SMIS one (1) month following end of examinations.