

DEPARTMENT OF MECHANICAL ENGINEERING

Departmental Service Charter

1. Purpose

The Department of Mechanical Engineering is committed to providing high-quality academic, administrative, research, and student support services in a transparent, timely, and professional manner. This Service Charter defines the standards of service, responsibilities, communication channels, and expected timelines for departmental operations.

2. Vision

To become a center of excellence in mechanical engineering education, research, innovation, and industry collaboration.

3. Mission

Deliver quality engineering education.
Promote research and innovation.
Develop competent and ethical engineers.
Foster collaboration with industry and society.
Ensure efficient and student-centered administrative services.

4. Core Values

Integrity
Professionalism
Transparency
Accountability
Excellence
Inclusiveness
Respect
Innovation

5. Scope of Services

The department provides services in the following areas:

Academic Services
Undergraduate academic administration
Postgraduate academic administration
Course registration support
Academic advising and Class scheduling
Examination management
Result processing
Curriculum implementation
Student attendance monitoring
Research Services and Supervision
Laboratory research support
Thesis and project management
Research seminar coordination
Laboratory Services, Laboratory scheduling and Laboratory maintenance
Equipment allocation
Safety management
Technical assistance
Administrative Services
Leave recommendations
Internship coordination
Industrial training
Document verification
Student Development Services
Academic counseling
Career guidance
Higher study consultation
Innovation support
Competition facilitation
Student club supervision
Alumni coordination

6. Departmental Responsibilities

The Department shall:

Ensure uninterrupted academic activities.
Maintain quality teaching standards.
Conduct examinations fairly.
Preserve student academic records.

Maintain laboratories safely.
 Encourage research and innovation.
 Provide timely administrative support.
 Respond to student queries professionally.
 Promote ethical conduct.
 Maintain confidentiality of records.

7. Organizational Responsibilities

- a. Head of Department (HoD) Responsible for:
 - Overall departmental administration
 - Academic leadership
 - Resource management
 - Faculty supervision
 - Student welfare
 - Budget management
 - External collaboration
 - Quality assurance
 - Approval of departmental documents
- b. Undergraduate Program Coordinator, Responsible for:
 - Academic advising
 - Registration monitoring
 - Course scheduling
 - Academic progress monitoring
 - Graduation eligibility verification
- c. Laboratory Coordinator, Responsible for:
 - Laboratory scheduling
 - Equipment maintenance
 - Safety compliance
 - Laboratory inventory
- d. Examination Coordinator, Responsible for:
 - Examination schedules
 - Question paper collection
 - Invigilation arrangements
 - Result compilation
 - Grade submission
- e. Faculty Members, Responsible for:
 - Teaching assigned courses
 - Student advising
 - Research supervision
 - Assessment
 - Academic mentoring
 - Laboratory supervision
- f. Department Office Staff, Responsible for:
 - Student records
 - File management
 - Official correspondence
 - Certificate processing
 - Visitor assistance
 - Administrative support

8. Service Standards

Service	Responsible Office	Standard Processing Time	Remarks
General inquiry	Department Office	Immediate or within 1 working day	
Bonafide/Student Certificate	Department Office	2 working days	
Recommendation Letter	HoD/Concerned Faculty	3 working days	
Internship Letter	Department Office	3 working days	
Course Registration Assistance	UG Coordinator	During registration period	
Academic Transcript Recommendation	Department Office	3 working days	
Leave Application Processing	HoD/Concerned Faculty	2 working days	
Research Proposal Review	Research Committee	10 working days	

Laboratory Booking	Laboratory Coordinator	2 working days	
Equipment Issue	Laboratory Staff	Same day	
Thesis Submission Clearance	Department Committee	5 working days	
Degree Clearance Recommendation	Department Office	5 working days	
Complaint Response	HoD/Concerned Faculty	Within 5 working days	

9. **Student Support Guidelines**

The Department is committed to supporting students through:

- Academic Support
- Academic advising
- Remedial guidance
- Course planning
- Graduation planning
- Examination preparation
- Personal Support
- Counseling referral
- Financial aid guidance
- Mental health referral
- Special needs assistance
- Career Support
- Internship opportunities
- Career counseling
- Industry networking
- CV review
- Interview preparation
- Higher study guidance
- Research Support
- Project supervision
- Laboratory access
- Research funding guidance
- Publication support

10. **Communication Channels**

Students and stakeholders may communicate through:

- Department Office
- Walk-in during office hours
- Telephone
- Official email
- Faculty Members
- Office consultation hours
- Email
- Scheduled appointments
- Department Website
- Academic notices
- Forms
- Academic calendar
- Laboratory schedules
- Faculty directory
- Learning Management System (LMS)
- Course materials
- Assignments
- Announcements
- Grades
- Discussion forums
- Official Social Media (where applicable)
- Notices
- Events
- Seminar announcements
- Emergency updates

11. **Student Responsibilities**

Students are expected to:

- Attend classes regularly.
- Follow departmental regulations.
- Maintain academic integrity.
- Respect faculty, staff, and fellow students.

Use laboratory facilities safely.
Meet deadlines.
Keep personal records updated.
Communicate respectfully.
Protect university property.

12. Complaint and Grievance Handling

- a. Students may raise concerns regarding:
 - Academic issues
 - Administrative delays
 - Laboratory services
 - Faculty consultation
 - Examination matters
 - Facilities
 - Harassment or discrimination (through the university's designated procedures)
- b. Complaint Process
 - Submit complaint in writing or through the designated online system.
 - Department acknowledges receipt within 2 working days.
 - Investigation conducted by the appropriate authority.
 - Decision communicated within 10 working days, where feasible.
 - If unresolved, the matter may be referred to the Faculty Dean or the university's grievance committee according to institutional policy.

13. Quality Assurance

The Department will:

- Review service performance regularly.
- Conduct student satisfaction surveys.
- Monitor response times.
- Improve administrative efficiency.
- Review curriculum periodically.
- Encourage stakeholder feedback.
- Ensure continuous improvement.

14. Service Commitments

The Department commits to:

- Treat every student with dignity and fairness.
- Provide services without discrimination.
- Maintain confidentiality of personal information.
- Respond promptly to inquiries.
- Deliver accurate and reliable information.
- Ensure transparency in academic and administrative decisions.
- Continuously improve service quality based on feedback and institutional goals.

15. Review of the Service Charter

This Service Charter should be reviewed at least once every three years, or earlier if required by changes in university policies, accreditation requirements, or stakeholder needs. Amendments shall be approved by the Department Academic Committee and the appropriate university authority before implementation.