

**SANG'ALO INSTITUTE OF SCIENCE AND
TECHNOLOGY**

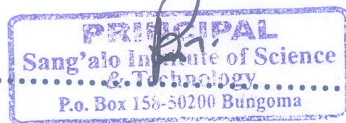
**BUSINESS PROCESS RE-ENGINEERING:
SERVICE DELIVERY CHARTER PROCEDURES**

Approved and authorized for use by:

Dr. ROSEBELLA CHUKWU, PhD

(Chief Principal)

Signed.....



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Table of Contents

1. ENQUIRIES.....	1
2. APPLICATION OF COURSE.....	4
3. ADMISSIONS.....	6
4. TEACHING/TRAINING.....	9
5. INTERNAL EXAMINATIONS.....	11
6. REGISTRATION FOR EXTERNAL EXAMINATIONS.....	14
7. ORIENTATION OF NEW STUDENTS.....	17
8. APPLICATION OF HELB LOANS.....	19
9. MEDICAL SERVICES.....	21
10. HIRE OF COLLEGE FACILITIES.....	23
11. PAYMENT OF SUPPLIERS.....	25
12. ISSUANCE OF TRANSCRIPTS.....	27
13. ATTACHMENT OF STUDENTS.....	28
14. ASSESSMENT OF STUDENTS.....	30
15. LIBRARY SERVICES.....	32
16. DISCIPLINE OF STUDENTS.....	35
17. COUNSELING SERVICES.....	38

