



THARAKA UNIVERSITY



CUSTOMER SERVICE CHARTER

SERVICE/GOOD	REQUIREMENTS TO OBTAIN SERVICE/GOOD	COST OF SERVICE/GOOD	TIMELINE
Admission of Students	Certificate: Mean Grade D (plain) at K.C.S.E.	Ksh. 1000	In 1 week after submitting application
	Diploma: Mean Grade C- (minus) at K.C.S.E Bachelor's Degree: Mean Grade C+ (plus) at K.C.S.E Masters: At least 2 nd Class Honours Upper Division or Lower Division with 2 years Post Qualification experience PhD.: Master's Degree from a recognized Institution	Ksh. 2000	
Teaching	Registration in the Programme	As per the fees structure	As per the teaching timetable
Issuance of Transcripts and Certificates	After Graduation	Free	1 month after Graduation
Field/ Industrial Attachment and Teaching Practice Placement	As per the Curriculum	Free	In 3 months prior to start of the attachment
Supervision and Examination of Postgraduate Students	Submission of Proposals/Theses/Project reports	As per the fees structure	Feedback to students in 4 & 10 weeks after submission of the proposal/theses/report, respectively
Orientation on Library Services	Production of valid Identification Documents	Free	One week after registration
Response to Outreach Services	Identification of a Need or Submission of outreach request	Free	In 2 weeks after submitting request/identification of need
Response to Written Inquiries	Submission of Statement of Inquiry	Free	In 5 days and 7 days for non-technical and technical inquiries, respectively
Response to Complaints	Submission of Complaint	Free	In 5 days of lodging the complaint
Awarding of Tenders	Submission of Tender Documents	As per fees in the call to tender	In 30 days after the Tender Evaluation Committee meeting
Payment of Suppliers	Delivery of Goods/Services and Submission of Appropriate Payment Documents	Free	Two weeks
Response to Employment Applications	Submission of Applications	Free	In Two months after the Deadline

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service/good rendered that does not conform to the above standards or any officer who does not live up to commitment to courtesy and excellence in Service Delivery should be reported to:

The Vice Chancellor/CEO,
Tharaka University,
 P.O. Box 193-60215, Marimanti, Kenya.
 Tel: (254)-0202008549, + (254)-02020076920
 Mobile: (+254)728229548
 Email: vc@tharaka.ac.ke
 Website: www.tharaka.ac.ke

OR

CEO,
Commission on Administrative Justice (CAJ)
 2nd Floor, West End Towers, Waiyaki Way, Nairobi.
 P.O. Box 20414 – 00200 , Nairobi.
 Tel: +254-20-270000/2303000/2603765/2441211/8030666;
 Email: complain@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO.