

THARAKA

P.O. BOX 193-60215,
MARIMANTI,
KENYA



UNIVERSITY

Telephone: +(254)-0202008549,
+(254)-02020076920

Email: info@tharaka.ac.ke

Website: tharaka.ac.ke

COLLEGE

(A Constituent College of Chuka University)

CUSTOMER SERVICE CHARTER

SERVICES RENDERED	MINIMUM REQUIREMENTS	USER CHARGES	TIMELINE
Admission of Students	Certificate: Mean Grade D (plain) at K.C.S.E	Ksh. 1000	In 2 weeks after submitting application
	Diploma : Mean Grade C- (minus) at K.C.S.E 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. : Masters Degree from a recognized institution	Ksh. 2000	
Issuance of Students ID Cards	Registration in the Programme	As per the fees structure	In 4 weeks after registration
Teaching	Registration in the Programme	As per the fees structure	As per the provided schedule
Feedback on Teaching Effectiveness	Lecturer Evaluated in Class	Free	Written feedback within 60 days from the date of receipt of raw data
Processing of Transcripts (Provisional)	Completion of Specified Academic Year	Free	1 month after senate approval
Field Attachment Placement	Registration in the Programme	As per the fees structure	In 3 months prior to start of the attachment
Supervision and Examination of Postgraduate Students	Submission of Proposals/Thesis/Project reports	As per the fees structure	Feedback to students in 4 & 10 weeks after submission of the proposal/thesis/report, respectively
Handling of Students Disciplinary Cases	Lodging of Formal Complaint and Preparation of Charges	Free	2 weeks
Library Services	Production of Valid Identification Documents	Free	Approved hours of operation
Outreach Services to the Community	Identification of a Need	Free	Approved dates
Attendance to Customers	Clearance at the Entry Point	Free	As per appointment time and in 3 minutes for those without appointments
Response to Written Inquiries	Clear Statement of Inquiry	Free	In 5 days and 7 days for non-technical and technical inquiries, respectively
Response to Genuine Complaints	Genuine Complaint and Identity of the Complaint	Free	In 5 days of lodging the complaint
Payment of Suppliers	Delivery of Goods/Services and Submission of Appropriate Payment Documents	Free	In 7 days and 14 days for non-technical and technical inquiries
Awarding of Tenders	Submission of Tender Documents	As per fees in the call to tender	In 14 days after the tender award committee meeting
Recruitment of Employees	Recruitment Criteria/Budgetary Allocations/Labour Laws and CBAs	Free	As need arises

Any non-conformity should be addressed to:

The Principal/CEO, Tharaka University College,
P.O. Box 193-60215, Marimanti, Kenya.
Tel: (254)-0202008549, + (254)-02020076920
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OR

CEO, CAJ
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NAIROBI.
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Email : info@ombudsman.go.ke

CHUO KIKUU

S. L. P. 193-60215,
MARIMANTI,
KENYA



KISHIRIKISHI

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CHA THARAKA

(Chuo Kishirikishi cha Chuka)

MWAFKA WA UTENDAKAZI

HUDUMA	MAHTAJI YA KIMSINGI	ADA	MUDA WA KUHUDUMIWA
Usajili wa Wanafunzi	Astahhada: Gredi D Katika K.C.S.E Stahhada : Gredi C- Katika K.C.S.E Shahada : Gredi C+ Katika K.C.S.E Uzamili: Shahada, au tajriba ya miaka 2 kwa mwenye divisheni ya Pili Kiwango cha Chini Uzamifu: Shahada ya Uzamili	Ksh 1000 Ksh 2000	Wiki 2 Baada ya Kutuma Maombi
Utoaji wa Vitambulisho vya Wanafunzi	Kusajiliwa Katika Programu	Kutegemea Kiwango Kilichoidhinishwa	Wiki 4 Baada ya Kusajiliwa
Ufundishaji	Kusajiliwa Katika Programu	Kutegemea Kiwango Cha Karo Kilichoidhinishwa	Kwa Kuzingatia Ratiba Iliyotolewa
Kutathmini Ufundishaji	Mhadhiri Kutathminiwa Darasani	Bure	Matokeo yaliyoandikwa Katika Kipindi Cha Siku 60 baada ya Kupokea Data Ghafi
Utoaji wa Matokeo ya Mthani	Baada ya Kumaliza Mwaka wa Kiakademia	Bure	Mwezi 1 baada ya Seneti Kuidhinisha Matokeo
Kupata Tajriba Nyanjani	Baada ya Usajili Katika Programu	Kutegemea Kiwango Kilichoidhinishwa	Miezi 3 Kabla ya Shughuli Kuanza
Unasibi (Usimamiaji na utathmini wa Wanafunzi wa Masomo ya Jau)	Kuwasilisha Pendekezo/Tasnifu Ripoti	Kutegemea Kiwango Kilichoidhinishwa	Wiki 4 & 10 baada ya Kuwasilisha Pendekezo na Tasnifu Ripoti Mtwalia
Kushughulikia Kesi za Utovu wa Nidhamu wa Wanafunzi	Kuwasilisha Malalamiko Rasmi	Bure	Wiki Mbili
Huduma za Maktaba	Kuwasilisha Utambulisho Mwafaka	Bure	Saa za Kutenda Kazi Zilizoidhinishwa
Huduma kwa Jamii	Kutambulika Kwa Mahtaji	Bure	Tarehe Iliyoidhinishwa
Kuhudumia Wateja	Kupata Kibali Kwenye Kiingilio	Bure	Kutegemea Miadi, au dakika 3 kwa Wasio na Miadi
Kutoa Huduma za Uelekezi	Maswali yaliyo Dhahiri	Bure	Siku 5 & 7 kwa Swali Lisilo la Kiufundi na La Kiufundi Mtwalia
Kushughulikia Malalamiko Halisi	Kuwepo kwa malalamiko halisi na kutambulika kwa mlalamishi	Bure	Siku 5 Baada ya Kutoa Malalamiko
Kulipwa kwa Bidhaa na Huduma	Kupokelewa kwa Bidhaa Huduma na pia Kuwasilisha Stakabadhi Faala za kodi malipo	Bure	Siku 7 & 14 kwa Malipo Yasiyo ya Kiufundi na ya Kiufundi Mtwalia
Kuton Kadarasi au Zabuni	Kuwasilishwa kwa Stakabadhi za Maombi ya Zabuni Kadarasi	Kutegemea ada ya zabuni iliyotangazwa	Siku 14 Baada ya Kamati ya Kupeana Zabuni Kukutana
Utoaji wa Ajira	Kuzingatia Masharti ya Uajiri Mjuzi wa Bajeti Sheria za Leba na msaifikaano na Mwanajiri	Bure	Wakati Kuna Haja

Ukosefu wowote wa kuzingatia mwafaka huu ujilishwe:

Mkono wa Chuo Kikuu Kishirikishi cha Tharaka/
Aliwa Mkuu Mkuu

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Aliwa Mkuu, C.A.E.

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