



VISION

A center of excellence in teaching, research, innovation, and outreach for societal transformation

MISSION

To create a strong knowledge base through teaching, research, and innovation and disseminate this knowledge for societal transformation.

CORE VALUES

Tharaka University embraces five non-negotiable core values—Sustainability, Excellence, Teamwork, Integrity, and Timeliness to guide every member in achieving the University's mission. The mnemonic acronym is **SET-IT**.

- 1) **Sustainability** - Utilizing the ever-diminishing resources without wastage and misappropriation by ensuring maximum value for the current and future generations.
- 2) **Excellence** - Being outstanding in all services, activities and programs undertaken by the University.
- 3) **Teamwork** - Working together to share ideas, resources, and skills to achieve common goals and objectives through complementary capacities and gifts.
- 4) **Integrity** - Upholding honesty, transparency, accountability and strong moral principles and values in all decisions and actions taken at all times.
- 5) **Timeliness** - Being punctual and meeting deadlines, respecting others' time and being responsible for meeting one's commitments.

S/No .	Service/Good	Requirements to Obtain Service/Good	Cost of Service/Good	Timeline
1.	Admission of Students	Certificate: Mean Grade D (plain) at K.C.S.E Diploma: Mean Grade C- (minus) at K.C.S.E Bachelors Degree: Mean Grade	Ksh. 1000 Ksh. 2000	In 1 week after submitting an application

		<p>C+ (plus) at K.C.S.E</p> <p>Masters: At least 2nd Class Honours Upper Division or Lower Division with 2 years relevant experience</p> <p>PhD: Master's Degree from a recognized institution</p>		
2.	Learning	Registration in the Programme	As per the fees structure	As per the teaching timetable
3.	Issuance of Transcripts and Certificates	After Graduation	Free	1 month after Graduation
4.	Field/ Industrial Attachment and Teaching Practice Placement	As per the Curriculum	Free	In 3 months prior to start of the attachment
5.	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/these s/report, respectively
6.	Provision of Library Services	Provision of Valid Identification Documents	Free	As per the Library Policy
7.	Response to Outreach Services	Identification of a Need or Submission of Outreach Request	Free	In 2 weeks after submitting request/identifi cation of need
8.	Response to Phone Calls (Landline or any Other Official Line)	Phone Call	Free	15 Seconds
9.	Response Inquiry by	Present your query at the reception	Free	1 Minute

	Walk-in Clients			
10.	Responding to Correspondence	Submit written Correspondence (Letters)	Free	5 Working Days
		Email and social media (X, Facebook, LinkedIn, Whatsapp and YouTube)	Free	1 Working Day
11.	Responding to Complaints and Grievances	Submit a verbal or written complaint	Free	1 Working Day
12.	Resolution of Complaints	Make a Verbal or written Complaint and provide all relevant information and documentation	Free	14 Working Days
13.	Registration of Suppliers	Duly filled Application Form Company Profile Certificate of Incorporation/Registration PIN Certificate Valid Tax Compliance Certificate/Exemptions Original Bank Statement Copy of Certificate of Registration with Relevant Regulatory Bodies Non-Refundable fee Payment receipt Copies of Annual Return Form Filed by Company Registry National ID/Passport	Free	14 Working Days
14.	Processing of Tenders	Submit Bids for goods and Services	Free	In 90 days after the Tender Evaluation Committee Meeting
15.	Notification of Successful and Unsuccessful Bidders	Access E-Procurement Portal for Notification	Free	1 Working Days
16.	Payment for Goods and Services Received	L.P.O/Invoice Certificate of Completion/Goods/Services Received	Free	60 Days from the date of receipt of invoice

	Disposal of Obsolete Stores	Submission of Bids	Free	60 Days from the date of advertisement
18.	Public Participation in Policy-Making Process	Familiarization with Issues and Active Participation.	Free	1 Day
19.	Recruitment of Staff	Make Formal Application Based on the Advert	Free	90 Days
20.	Processing of Request for Information	Make a Request for Information	Free	21 Days

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 the 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.
Email: info@tharaka.ac.ke
Tel: +254745 838 353
Website: www.tharaka.ac.ke

The Commission Secretary/Chief Executive Officer,
Commission on Administrative Justice,
2nd Floor, West End Towers, Waiyaki Way,
Nairobi.
P.O. Box 20414-00200 Nairobi
Tel: +254 (0)202270000/2303000
Email: complain@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO