

Murang'a Teachers' College

SERVICE DELIVERY CHARTER

Vision

To be a leading centre of excellence in teacher education and human resource development in Kenya.



Mission

To develop competent and adaptable primary school teachers through effective and efficient training based on contemporary pedagogical skills and practices.

OUR MANDATE

To train quality primary school teachers.

S/NO	SERVICES ON OFFER	REQUIREMENT	OFFICER	TIMELINE
1	Student Admission	Admission Form	Administration	2 Hrs
2.	Issuance of Leaving Certificate	Student Clearance Forms and College ID. Card	Administrative Assistant	30 Mins
3.	Issuance of P.T.E Certificate	Student Clearance Forms and College ID. Card	Administrative Assistant	30 Mins
4.	Processing of P.T.E Registration	Passport/ID/KCSE Certificate/Result Slip	Dean of Curriculum	2 nd Term after Admission
5.	Release of T.P. Assessment Results	-	Teaching Practice Director	10 Working days after T.P.
6.	Release of Internal Exam Results	-	Examination Officer	21 Days after exams.
7.	Attendance to Class by Tutors	-	Subject Tutor	Within 5 Mins of the start of lesson.
8.	Setting of Internal tests and exams.	-	H.O.S.	As per the set deadlines
9	Release of marked scripts to students	-	Head of Subject	10 days after testing
10	Payment for Goods/Services	LPO/Delivery Note, Invoice, Statement of Account/Payments Voucher etc	Principal/ Finance Officer	30 days after Delivery subject to availability of funds.
11	Issuance of Receipts	Payment/Evidence of Payment	Bursar/ Accounts Clerk	Immediately
12	Issue of Instructional Materials to Tutors	Requisition Form	Receptionist	1 Day
13	Issue of Materials/ Equipments to Workers	Requisition Form	Storekeeper	1 Day
14	Housekeeping	Requisition Form	Housekeeper	1 Week
15	Purchase of Kitchen Foodstuff	Requisition Form	Cateress	1 Week
16	Purchase of Tuition Equipment/ Apparatus	Requisition Form	Dean of Curriculum	1 Month
17	Clearance of Tutors on Transfer & Retirement	TSC Letter, ID/Card, Clearance Form	Principal	2 Days
18	Dispensary Services	Previous treatment record if available	College Nurse	15 Mins
19	Repairs and Replacement within the College	Requisition Form	Foreman/ Artisan	1 Week
20	Library Services	Borrowing Cards, College ID	Librarian	5 Days
21 NB.	Security and Surveillance	Availability of Overcoat/Raincoats/ Boots/Torches, Bows & Arrows/Whistle	Security Officers	Full Time

All services offered in the college are offered free of charge. In the event of experiencing difficulties in obtaining services, ask to see the Principal.

All correspondence should be channeled through:-

The Principal, Murang'a Teachers College.

Box 232 - 01020. Kenol. Email: mtkenya@yahoo.com

Chuo Kinamofundisha Ualimu Cha Murang'a

MKATABA WA HUDUMA BORA KWA WANANCHI

Ruwaza

Kuwa kituo kinachoongoza kwa ubora wa elimu ya ualimu na ustawishaji wa amili nchini Kenya



Wajibu

Kukuza waalimu wa shule za msingi wenye ustadi na weledi kupitia mafundisho yenye uondari yaliyojikita kwenye umahiri na desturi za kisasa.

AGIZO

	<i>Huduma</i>	<i>Matakwa</i>	<i>Afisa - husika</i>	<i>Muda</i>
1	Kusajiliwa kwa mkufunzi chuoni	Barua ya mwaliko	Wasimamizi wa chuo	Masaa mawili
2	Kupatiwa cheti baada ya mkufunzi kumaliza masomo chuoni	Fomu ya kuthibitisha kutokuwa na deni la chuo Kitambulisho cha chuo.	Msaidizi wa msimamizi wa chuo	Dakika thelathini
3	Kupatiwa cheti cha mtihani wa P.T.E	Fomu ya kuthibitisha kutokuwa na deni la chuo Kitambulisho cha chuo.	Msaidizi wa msimamizi wa chuo	Dakika thelathini
4	Usajili kwa Mtihani wa P.T.E	-Kitambulisho cha kitaifa - Cheti cha KCSE	Mkuu wa taratibu za mafundisho chuoni	Muhula wa pili baada ya kujiunga na chuo.
5	Kutolewa kwa matokeo ya mazoezi ya ufundaji nyanjani	-	Mwelekezi wa shughuli za mazoezi ya ufundishaji nyanjani	Siku kumi baada ya mazoezi haya
6	Matokeo ya Mitihani ya chuo	-	Msimamizi wa mitihani chuoni	Siku ishirini na moja baada ya mitihani kumalizika
7	Mahudhuro ya mafunzo chuoni	-	Mhadhiri wa somo husika	Kati ya dakika tano mwanzoni mwa somo
8	Utungaji wa mjarathini na mitihani chuoni	-	Mkuu wa somo.	Wakati tengewa
9	Kurudishwa kwa mitihani baada ya kusahihishwa	-	Mkuu wa somo	Siku kumi baada ya mitihani kufanywa
10	Malipo kwa bidhaa / huduma chuoni.	Dhamana ya ununuzi / malipo Vocha	Msimamizi wa chuo / Mhasibu	Siku thelathini baada ya bidhaa kupokewa chuoni pesa zikiwemo
11	Utoaji wa risiti	Malipo / thibitisho la malipo	Mhasibu	papo hapo.
12	Utoaji wa nyenzo za kufundisha kwa wahadhiri	Dhamana ya ununuzi / malipo	Mpokezi wa wageni	siku moja.
13	Utoaji wa vifaa vya utendaji kazi kwa wafanyikazi	Fomu ya mahitaji	Mtunza vifaa	Siku moja.
14	Maangalizi (matunzaji) ya nyumba / mbweni	Fomu ya dhamana / ununuzi / mahitaji	Msimamizi wa nyumba / mbweni	Wiki moja.
15	Ununuzi wa vyakula jikoni.	Fomu ya dhamana / ununuzi / mahitaji	Msimamizi wa kitengo cha mlo	Wiki moja
16	Ununuzi wa zana za kazi / samani / ala / vyombo vya mafundisho.	Fomu ya dhamana / ununuzi / mahitaji	Mkuu wa taratibu za mafundisho chuoni	Mwezi moja
17	Huduma kwa wahadhiri wastaafu na wanaopata uhamisho	Barua kutoka kwa mwajiri Kitambulisho cha taifa Fomu ya kuthibitisha kutokuwa na mali ya chuo.	Msimamizi wa chuo	Siku mbili.
18	Huduma Zahanatini	Barua ya matibabu ya awali	Mwuguzi chuoni	Dakika kumi na tano
19	Ukarabati na urudishaji wa vifaa vilivyoharibika chuoni	Fomu ya dhamana / ununuzi / mahitaji	Mafundi chuoni	Wiki moja
20	Huduma Maktabani	Kadi za kuomba vitabu Kitambulisho cha chuo.	Mkutubi	Siku tano
21	Ulinzi chuoni	Kuwepo kwa koti kubwa / la mvua, viatu, tochi , mishale / mikuki na filimbi	Maafisa wa ulinzi	Wakati wowote

Tanbihi:

Huduma zote zinazotolewa chuoni hazina malipo yoyote , Endapo utakabiliana na matatizo yoyote unapo undumiwa omba kumuona msimamizi wa chuo.

Barua zote za kuomba huduma au malalamishi ziandikwe kupitia kwa:-

Msimamizi wa Chuo kinamofundisha Ualimu cha Murang'a
S.L.P 232 - 01020. Kenol. Barua pepe : mtckeny@yahoo.com