

# Muranga Teachers College

## SERVICE DELIVERY CHARTER

### Vision

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

### Our Mandate

To train quality primary school teachers.



### Mission

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

## HOUSEKEEPING DEPARTMENT - SERVICE DELIVERY CHARTER

S/NO.	SERVICES	REQUIREMENTS	TIMELINE
01	Issuing of cleaning materials.	Ledger	Daily / Weekly
02	Cleaning	Mops, Brushes, Squeezers, Sweepers and Soap	Daily
03	Replenishing material for use.	Ledger	when need arise
04	Dealing with emerging challenges.	Record book	Daily
05	Preparation of official meetings gatherings	Chairs, Tables and Linen	When need arise
06	Grievances redress	-	When need arise

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All correspondence should be channelled through:-

**The Principal, Murang'a Teachers college • P.O. box 232-01020 Kenol • Email: mtkenya@yahoo.com**

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## I.C.T DEPARTMENT- SERVICE DELIVERY CHARTER

S/NO.	SERVICES	REQUIREMENTS	TIMELINE
01	Teaching	<ul style="list-style-type: none"><li>Curriculum and Syllabus</li><li>Lesson Notes</li><li>Computers</li></ul>	<ul style="list-style-type: none"><li>1<sup>st</sup> yr – 1hr/ week</li><li>2<sup>nd</sup> yr – 3hrs/week</li></ul>
02	Setting Exams	<ul style="list-style-type: none"><li>Syllabus</li></ul>	<ul style="list-style-type: none"><li>3 weeks</li></ul>
03	Marking Exams	<ul style="list-style-type: none"><li>Marking Scheme</li><li>Students exam scripts</li><li>Computers</li><li>Class list</li></ul>	<ul style="list-style-type: none"><li>3 weeks</li></ul>
04	Returning and revising exams Releasing results to students	<ul style="list-style-type: none"><li>Students exams scripts</li><li>Computers</li></ul>	<ul style="list-style-type: none"><li>1 week after analysis</li></ul>
05	Periodic servicing of ICT equipment.	<ul style="list-style-type: none"><li>Computer servicing equipment</li><li>Software</li></ul>	<ul style="list-style-type: none"><li>Termly</li></ul>
06	Grievances redress	<ul style="list-style-type: none"><li>Relevant department member</li></ul>	<ul style="list-style-type: none"><li>When need arises</li></ul>

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## LIBRARY- SERVICE DELIVERY CHARTER

S/NO.	SERVICES	REQUIREMENTS	TIMELINE	INCHARGE
01	Registration of Library members	▪ College admission	▪ 5 Minutes	▪ Librarian
02	Issuing of books	▪ Membership card	▪ 5 Minutes	▪ Librarian
03	Issuing of Newspapers	▪ Membership card	▪ 5 Minutes	▪ Librarian
04	Issuing of past papers	▪ Membership card / Library page	▪ 5 Minutes	▪ Librarian
05	Processing a book	▪ Accession register	▪ 10 Minutes	▪ Librarian
06	Cleaning	▪ Brooms, Mops	▪ 2 Hours	▪ Librarian
07	Grievance redress	▪ Issues from the library users	▪ As need arises	▪ Librarian

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## CENTRAL STORES DEPARTMENT SERVICE DELIVERY CHARTER

S/NO.	SERVICES	REQUIREMENTS	TIMELINE	INCHARGE
01	Receiving of goods / services and verifying quality / quantity / receipts		▪ 1 Hour	▪ Storekeeper
02	Issuing of goods to user departments		▪ 30 Minutes	▪ Storekeeper
03	Grievance redress	▪ Issues from the users departments		▪ Storekeeper

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## EDUCATION DEPARTMENT - SERVICE DELIVERY CHARTER

S/NO.	SERVICES	REQUIREMENTS	TIMELINE
01	Preparation of schemes of work	<ul style="list-style-type: none"><li>▪ Papers</li><li>▪ Pens</li><li>▪ Syllabus</li></ul>	<ul style="list-style-type: none"><li>▪ 1 day</li></ul>
02	Attending lessons	<ul style="list-style-type: none"><li>▪ Lessons notes</li><li>▪ Schemes of work</li><li>▪ List showing absent students</li><li>▪ Chalk, pens</li><li>▪ Teaching aids</li></ul>	<ul style="list-style-type: none"><li>▪ 1 hour per lesson</li></ul>
03	Setting exams	<ul style="list-style-type: none"><li>▪ Paper</li><li>▪ Pens</li><li>▪ Records of work covered</li><li>▪ Syllabus</li><li>▪ Schemes of work</li></ul>	<ul style="list-style-type: none"><li>▪ 1 day</li></ul>
04	Marking of exams	<ul style="list-style-type: none"><li>▪ Pens</li><li>▪ Marking schemes</li><li>▪ Relevant reference material</li></ul>	<ul style="list-style-type: none"><li>▪ 1 week</li></ul>
05	Releasing results	<ul style="list-style-type: none"><li>▪ Pens</li><li>▪ Mark lists</li></ul>	<ul style="list-style-type: none"><li>▪ 1 week</li></ul>
06	Marking records, book and General information chart	<ul style="list-style-type: none"><li>▪ Pens</li><li>▪ Approval of documents student lists</li></ul>	<ul style="list-style-type: none"><li>▪ 1 week</li></ul>
07	Acquiring teaching materials	<ul style="list-style-type: none"><li>▪ Requisition form</li></ul>	
08	Grievance redress	<ul style="list-style-type: none"><li>▪ Relevant department member</li></ul>	<ul style="list-style-type: none"><li>▪ When need arises</li></ul>

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## MATHEMATICS DEPARTMENT - SERVICE DELIVERY CHARTER

S/NO.	SERVICES	REQUIREMENTS	TIMELINE
01	Setting of exams	<ul style="list-style-type: none"><li>▪ Papers</li><li>▪ Pens</li><li>▪ Fullscapes</li></ul>	3 days
02	Marking exams	<ul style="list-style-type: none"><li>▪ Pens</li></ul>	1 week
03	Releasing results	<ul style="list-style-type: none"><li>▪ Pens</li><li>▪ Class list</li></ul>	1 week
04	Preparation of schemes of work	<ul style="list-style-type: none"><li>▪ Paper and pens</li><li>▪ Notes</li><li>▪ School lists</li></ul>	1 week
05	Attending classes	<ul style="list-style-type: none"><li>▪ Lesson plans</li><li>▪ Schemes of work</li><li>▪ Syllabus</li><li>▪ Visual aids</li><li>▪ Chalks</li></ul>	1 hour per lesson
06	Marking schemes of work during T.p and lesson plans	<ul style="list-style-type: none"><li>▪ Pens</li></ul>	3 weeks
07	Assessing students materials	<ul style="list-style-type: none"><li>▪ Pens</li><li>▪ Class lists</li></ul>	1 day
08	Acquiring teaching materials	<ul style="list-style-type: none"><li>▪ Requisition forms</li></ul>	1 day
09	Grievance redress	<ul style="list-style-type: none"><li>▪ -</li></ul>	As it arises

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## DISPENSARY- SERVICE DELIVERY CHARTER

S/NO	SERVICES	REQUIREMENTS	TIME LINE
01	<ul style="list-style-type: none"><li>Internal ordering of drugs</li></ul>	<ul style="list-style-type: none"><li>Requisition forms</li></ul>	1 hr.
02	<ul style="list-style-type: none"><li>Treatment of students</li></ul>	<ul style="list-style-type: none"><li>Student register</li></ul>	30 mins
03	<ul style="list-style-type: none"><li>Counselling</li></ul>		25 mins
04	<ul style="list-style-type: none"><li>Cleaning</li></ul>	<ul style="list-style-type: none"><li>Detergents</li><li>Disinfectants</li></ul>	1 hr.
05	<ul style="list-style-type: none"><li>Emergency</li></ul>		24 hrs
06	<ul style="list-style-type: none"><li>Complaints redress</li></ul>	<ul style="list-style-type: none"><li>Delay of the medical</li><li>Cheques signing</li><li>Delay of drugs delivery from the supplier</li></ul>	1 week
07	<ul style="list-style-type: none"><li>Grievance redress</li></ul>	-	When need arise

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## SERVICE DELIVERY CHARTER - PROCUREMENT DEPARTMENT

S/NO	SERVICES OFFERED	REQUIREMENT	TIMELINE
1	Procurement of kitchen food-stuff	<ul style="list-style-type: none"><li>Fully signed external requisition form</li></ul>	1 week
2	Procurement of housekeeping department materials	<ul style="list-style-type: none"><li>Fully signed external requisition form</li></ul>	1 week
3	Purchase to teaching materials	<ul style="list-style-type: none"><li>Fully signed external requisition form</li></ul>	1 week
4	Issuance of materials from the stores	<ul style="list-style-type: none"><li>Requisition form</li></ul>	1 day
5	Sourcing of quotation	<ul style="list-style-type: none"><li>Requisition form</li></ul>	2 days
6	Delivery of goods from the suppliers to the college	<ul style="list-style-type: none"><li>Fully signed and stamped LPO</li></ul>	3 days
7	Grievance redress	-	When need arises

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## D.O.C- SERVICE DELIVERY CHARTER

S/NO	SERVICES	REQUIREMENTS	TIMELINE
01	Oversee planning and implementation of Teaching practice	<ul style="list-style-type: none"><li>Meetings with T.P officers for planning</li></ul>	Every term
02	Coordination of administration of internal and external exams	<ul style="list-style-type: none"><li>Meeting with Exam office</li><li>Exam timetable</li><li>Invigilators list</li></ul>	Every term
03	Ensure class attendance by students	<ul style="list-style-type: none"><li>Class register</li></ul>	Every day
04	Ensure lesson attendance by tutors	<ul style="list-style-type: none"><li>T. L.A.R (Teacher Lesson Attendance Register)</li><li>Time table</li></ul>	Every day
05	Updating Staff returns	<ul style="list-style-type: none"><li>Details updated for tutors</li></ul>	Every term
06	Ensure timetable is made and adhered to	<ul style="list-style-type: none"><li>Meeting with time table officers</li></ul>	Beginning of term
07	Class allocation <ul style="list-style-type: none"><li>1<sup>st</sup> year</li></ul>	<ul style="list-style-type: none"><li>Admission book</li></ul>	Beginning of term 1 on admission day (September)
	<ul style="list-style-type: none"><li>2<sup>nd</sup> year</li></ul>	<ul style="list-style-type: none"><li>Mid-course Exams</li><li>Results</li><li>Class list</li></ul>	Every September term IV

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08	1 <sup>st</sup> year Intake (selection)	<ul style="list-style-type: none"><li>▪ Joining instructions</li><li>▪ list of successful applicants</li></ul>	Annually
09	Curriculum implementation	<ul style="list-style-type: none"><li>▪ Syllabus</li><li>▪ Textbooks</li><li>▪ Meeting with HOD'S &amp; HOS'S</li></ul>	Throughout
10	Presenting College P1 graduates for graduation	<ul style="list-style-type: none"><li>▪ Successful candidates</li><li>▪ Clearance of students</li><li>▪ Issuance of gowns and certificates</li><li>▪ Academic committee</li></ul>	Annually
11	Giving reports on academic issues	<ul style="list-style-type: none"><li>▪ Staff meeting</li><li>▪ academic Board meeting</li></ul>	Beginning of term End of term Termly
12	Secretary of BOM Academic committee	<ul style="list-style-type: none"><li>▪ B.O.M Academic committee meeting</li></ul>	Termly
13	Grievances redress	<ul style="list-style-type: none"><li>▪ Academic issues from tutors, students</li><li>▪ Related issues from non-teaching staff</li></ul>	As the need arise

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## SCIENCE DEPARTMENT - SERVICE DELIVERY CHARTER

S/NO	SERVICES	REQUIREMENTS	TIME LINE
01	Orientation of 1 <sup>st</sup> years to the department	-	2 days after Registration
02	Attending classes practical's and peer teaching	<ul style="list-style-type: none"><li>▪ Lesson plans</li><li>▪ Schemes of work</li><li>▪ Lesson notes</li></ul>	As per the time table
03	T/L Materials preparation and briefing seminars	<ul style="list-style-type: none"><li>▪ Sample charts</li></ul>	1 day before observation
04	Preparation of students for teaching practice	<ul style="list-style-type: none"><li>▪ Syllabus</li></ul>	1 week before T.P
05	Setting Exams	<ul style="list-style-type: none"><li>▪ Records of work taught</li><li>▪ Syllabus</li></ul>	4 weeks before the Exam is done
06	Marking Exams	<ul style="list-style-type: none"><li>▪ Exam scripts</li><li>▪ Marking schemes</li></ul>	1 week after the Exam is done
07	Assessing students (formative)	-	Continuous throughout the term
08	Guidance and Counselling Students	-	Continuous throughout the term
09	Remedial work	-	As need arises
10	Grievances redress	-	As the need arise

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## SERVICE DELIVERY CHARTER - SOCIAL STUDIES/IRE

S/NO.	SERVICE	REQUIREMENTS	TIMELINE
01	Preparation of Scheme of Work	<ul style="list-style-type: none"><li>▪ Syllabus</li><li>▪ Relevant course materials</li></ul>	<ul style="list-style-type: none"><li>▪ First week of the term</li></ul>
02	Classroom teaching	<ul style="list-style-type: none"><li>▪ Updated teaching notes</li><li>▪ Giving written notes to the students</li></ul>	<ul style="list-style-type: none"><li>▪ At the end of each lesson</li></ul>
03	Class attendance	<ul style="list-style-type: none"><li>▪ Functional timetable</li></ul>	<ul style="list-style-type: none"><li>▪ Within 5 minutes of the lesson</li></ul>
04	Assignments	<ul style="list-style-type: none"><li>▪ Syllabus and sub-topic of the lesson</li></ul>	<ul style="list-style-type: none"><li>▪ At the end of each lesson</li></ul>
05	Marking of assignments	<ul style="list-style-type: none"><li>▪ Marked work, awarding of grade or mark</li><li>▪ Progress record for each class</li></ul>	<ul style="list-style-type: none"><li>▪ Within 7 days after collecting the assignment</li></ul>
06	Internal Exams	<ul style="list-style-type: none"><li>▪ Syllabus</li></ul>	<ul style="list-style-type: none"><li>▪ Per the set deadline</li></ul>

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07	Marking of Internal Exams	<ul style="list-style-type: none"> <li>Moderation of marking scheme in a panel of all members and adherence to it</li> </ul>	<ul style="list-style-type: none"> <li>Per the set deadline</li> </ul>
08	Analysis of exam results	<ul style="list-style-type: none"> <li>Copy of examination results for PTE</li> <li>Copy of Internal Examination results</li> </ul>	<ul style="list-style-type: none"> <li>Within 1 week of release of examination results</li> </ul>
09	Guidance of students with poor performance in the exam	<ul style="list-style-type: none"> <li>Identification of weak students in respective classes</li> </ul>	<ul style="list-style-type: none"> <li>Commence in the second week of each term to the end of the term</li> </ul>
10	Remedial teaching	<ul style="list-style-type: none"> <li>Topical areas of weakness due to constrain in syllabus coverage</li> <li>Meeting the students in one group</li> </ul>	<ul style="list-style-type: none"> <li>1 hour session once a week</li> </ul>
11	Teaching practice	<ul style="list-style-type: none"> <li>Briefing on teaching Practice requirements</li> </ul>	<ul style="list-style-type: none"> <li>As stipulated by the Teaching Practice Office</li> </ul>
12	Approval of Teaching Practice documents	<ul style="list-style-type: none"> <li>Syllabus, guidance on correct format and official approval</li> </ul>	<ul style="list-style-type: none"> <li>As stipulated by the Teaching Practice Office</li> </ul>
13	Grievances redress	-	<ul style="list-style-type: none"> <li>As the need arise</li> </ul>

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## SECURITY DEPARTMENT - SERVICE DELIVERY CHARTER

S/NO.	SERVICE	REQUIREMENTS	TIMELINE
01	College general security	<ul style="list-style-type: none"><li>Whistle</li><li>Arrows</li><li>Torch</li><li>Full uniform</li><li>Raincoat</li></ul>	<ul style="list-style-type: none"><li>24 hours</li></ul>
02	Inspection of vehicles	<ul style="list-style-type: none"><li>Physical</li></ul>	<ul style="list-style-type: none"><li>5 mins</li></ul>
03	Checking of individuals	<ul style="list-style-type: none"><li>Inspection gadget</li></ul>	<ul style="list-style-type: none"><li>5 mins</li></ul>
04	Registration of vehicles and individuals	<ul style="list-style-type: none"><li>Record book</li></ul>	<ul style="list-style-type: none"><li>10 mins</li></ul>
05	Grievances redress	<ul style="list-style-type: none"><li>-</li></ul>	<ul style="list-style-type: none"><li>As the need arise</li></ul>

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## CATERING DEPARTMENT- SERVICE DELIVERY CHARTER

S/NO.	SERVICE	REQUIREMENTS	TIMELINE
01	Requisition of food stuffs	- Internal requisition form signed by Principal D/principal	▪ 1 day
	<b>PREPARING MEALS</b>		
02	Breakfast	- Milk, Sugar, tea leaves & Bread	▪ 1 hour
03	Ten O'clock Tea	- Coffee - Alternate Cocoa	▪ 1 hour
04	Lunch	- Maize, Beans, Cooking fat, Salt, Onions, Cabbage	▪ 4 hours
05	Supper	- Maize flour, Cabbage, Onions, Cooking fat, Salt, Carrots	▪ 4 hours
	<b>SERVING MEALS</b>		
06	Breakfast	- Enough labour, Tea urns	▪ 30 mins
07	Ten O'clock Tea	- Enough labour, Tea urns	▪ 30 mins
08	Lunch	- Enough labour - Sufurias / serving spoons	▪ 1 hour

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09	supper	- Enough labour - Sufurias / serving spoons	▪ 1 hour
	<b>CLEANING SERVICES</b>		
10	Dining Hall	- Soap, Enough running water, Hard brush, Squeezer	▪ 1 hour
11	Kitchen / Stores	- Soap, Mob bucket, Labour	▪ 30 mins
12	Grievances redress	-	▪ As need arises

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## LANGUAGE DEPARTMENT - SERVICE DELIVERY CHARTER

S/NO	SERVICES OFFERED	REQUIREMENT	TIMELINE
1	Preparation of schemes of work	<ul style="list-style-type: none"><li>▪ Paper and pens</li></ul>	1 day
2	Attending classes	<ul style="list-style-type: none"><li>▪ Note</li><li>▪ School lists</li><li>▪ Lesson plans</li><li>▪ Schemes of work</li><li>▪ Syllabus</li><li>▪ Visual aids</li><li>▪ Papers</li></ul>	1 Hour per lesson
3	Setting Exams	<ul style="list-style-type: none"><li>▪ Pens</li><li>▪ Foolscaps</li></ul>	1 day
4	Marking exams	<ul style="list-style-type: none"><li>▪ Pens</li></ul>	1 week
5	Releasing results	<ul style="list-style-type: none"><li>▪ Pens</li><li>▪ Class lists</li></ul>	1 week
6	Marking schemes of work and lesson plan during T.P	<ul style="list-style-type: none"><li>▪ Pens</li></ul>	3 weeks
7	Assessing students materials	<ul style="list-style-type: none"><li>▪ Pens and transport</li></ul>	1 day
8	Acquiring teaching materials	<ul style="list-style-type: none"><li>▪ Requisition forms</li></ul>	-
9	Grievances	-	As need arises

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

All correspondence should be channelled through:-

The Principal, Murang'a Teachers college • P.O. box 232-01020 Kenol • Email: mtckeny@yahoo.com

# Muranga Teachers College

## SERVICE DELIVERY CHARTER

### Vision

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

### Our Mandate

To train quality primary school teachers.



### Mission

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

## TRANSPORT DEPARTMENT - SERVICE DELIVERY CHARTER

S/NO.	SERVICES	REQUIREMENTS	TIMELINE
01	Taking students to respective schools for (i). Observation (ii). Teaching Practice	Students to be available as per Teaching Practice timetable	2 – 3 Weeks Daily
02	Taking Students to respective Colleges for games	Teams to be available as per the Timetable	2 <sup>nd</sup> and 3 <sup>rd</sup> term of the year
03	Taking students for academic tours	Timetable for the tour	When the need arises
04	Taking students, teaching staff and non-teaching staff for funerals	List of members to attend the funeral	When the need arise
05	Clearing the college fields and ploughing the college farm	Drivers assigned Equipment e.g. tractor	when need arise
06	Grievances redress	-	When need arise

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## FINANCE DEPARTMENT

NO	SERVICE	REQUIREMENTS	CHARGES	TIMELINE
1	Revenue collection and issuance of receipts for all fees and charges	<ul style="list-style-type: none"><li>• Authentic pay in slip(s).</li><li>• Properly drawn cheque (s).</li><li>• Crossed money order payable at Kenol post office.</li></ul>	Free	Two days
2	Fees statements	On request(students provide their names, admission numbers and year of study).	Free	Immediately
3	Rent statement	On request (Tenants provide their names and the house numbers)	Free	Immediately
4	Response to enquiries	Clarity of request and full disclosure of what is required.	Free	One day.
5	Response to complaints from students and suppliers	Receipt of complaint supported with relevant documents	Free	Acknowledgement within one day and feedback within 2 days.
6	Payment of imprest request forms	Approved imprest requisition forms with no pending unaccounted imprest.	Free	One day
7	Payment for goods and services	L.P.O/L.S.O, Delivery note, Inspection certificate and Invoice	Free	30 days on Principal's approval and subject to the availability of funds.
8	Issuance of financial reports to the management	As per standing authorization	Free	Within stated time

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