

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	COST	TIMELINE
1	Student Admission	Admission Form	Free	2 Hrs
2.	Issuance of Leaving Certificate	Student Clearance Forms and College ID. Card	Free	30 Mins
3.	Issuance of P.T.E Certificate	Student Clearance Forms and College ID. Card	Free	30 Mins
4.	Processing of P.T.E Registration	Passport/ID/KCSE Certificate/Result Slip	Free	2nd Term after Admission
5.	Release of T.P. Assessment Results	Successful completion of the practical teaching exercise	Free	10 Working days after T.P.
6.	Release of Internal Exam Results	Successful completion of the exam devoid of exam malpractices	Free	21 Days after exams.
7.	Attendance to Class by Tutors	Adherence to the PTE syllabus.	Free	Within 5 Mins of the start of lesson.
8.	Setting of Internal tests and exams.	Coverage of syllabus as per the schemes of work	Free	As per the set deadlines
9	Release of marked scripts to students	Objective scoring of students exam scripts.	Free	10 days after testing
10	Payment for Goods/Services	LPO/Delivery Note, Invoice, Statement of Account/Payments Voucher etc	Free	30 days after Delivery subject to availability of funds.
11	Issuance of Receipts	Payment/Evidence of Payment	Free	Immediately
12	Issue of Instructional Materials to Tutors	Duly completed and authorized Requisition Form	Free	1 Day
13	Issue of Materials/ Equipments to Workers	Requisition Form	Free	1 Day
14	Housekeeping	Requisition Form	Free	1 Week
15	Purchase of Kitchen Foodstuff	Requisition Form	Free	1 Week
16	Purchase of Tuition Equipment/Apparatus	Requisition Form	Free	1 Month
17	Clearance of Tutors on Transfer & Retirement	TSC Letter, ID/Card, Clearance Form	Free	2 Days
18	Dispensary Services	Previous treatment record if available	Free	15 Mins
19	Repairs and Replacement within the College	Requisition Form	Free	1 Week
20	Library Services	Borrowing Cards, College ID	Free	5 Days
21	Security and Surveillance	Availability of Overcoat/Raincoats/Boots/Torches, Bows & Arrows/Whistle	Free	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.

THE PRINCIPAL, MURANG'A TEACHERS COLLEGE. P.O BOX 232-01020 KENOL.

Tel 0721 323 948.

Email: mtckkenya@yahoo.com

OR

OFFICE OF THE OMBUDSMAN

P.O. BOX 20414 - 00200 NAIROBI.

TEL: 020-2270000; 0800221349 (toll free)

Email: Complain@ombudsman.go.ke

Chuo Cha Ualimu Cha Murang'a

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 uhodari yaliyojikita kwenye umahiri na desturi za kisasa

AGIZO

Kufundisha walimu bora wa shule za msingi

	HUDUMA	MATAKWA	GHARAMA	MUDA
1	Kusajiliwa kwa mkufunzi chuoni	Barua ya mwaliko	Bila malipo	Masaa mawili
2.	Kupatiwa cheti baada ya mkufunzi kumaliza masomo chuoni	Fomu ya kuthibitisha kutokuwa na deni la chuo. Kitambulisho cha chuo	Bila malipo	Dakika thelathini
3.	Kupatiwa cheti cha mtihani wa P.T.E	Fomu ya kuthibitisha kutokuwa na deni la chuo. Kitambulisho cha chuo	Bila malipo	Dakika thelathini
4.	Usajili kwa mtihani wa P.T,E	Kitambulisho cha kitaifa. Cheti cha KCSE	Bila malipo	Muhula wa pili baada ya kujiunga na chuo
5.	Kutolewa kwa matokeo ya mazoezi ya ufunzaji nyanjani	Kukamilisha kwa ufanisi shughuli ya ufunzaji nyanjani	Bila malipo	Siku kumi baada ya mazoezi haya
6.	Matokeo ya mitihani ya chuo	Kukamilisha kwa ufanisi mtihani bila udanganyifu.	Bila malipo	Siku ishirini na moja baada ya mitihani kumalizika
7.	Mahudhurio ya mafunzo chuoni	Ufuasi wa silabasi ya elimu ya mwalimu wa shule za msingi	Bila malipo	Kati ya dakika tano mwanzoni mwa masomo
8.	Utungaji wa mijarathini na mitihani	Kukamilisha silabasi kulingana na maazimio ya kazi	Bila malipo	Wakati tengewa
9	Kurudishwa kwa mitihani baada ya kusahihishwa.	Kutuza alama Karatasi za wanafunzi	Bila malipo	Siku kumi baada ya mitihani kufanywa
10	Malipo kwa bidhaa/huduma chuoni	Dhamana ya ununuzi/malipo vocha	Bila malipo	Siku thelathini baada ya bidhaa kupokewa chuoni.
11	Utoaji wa risiti.	Malipo/thibitisho la malipo	Bila malipo	Papo hapo
12	Utoaji wa nyenzo za kufundisha kwa wahadhiri.	Dhamana ya ununuzi /malipo	Bila malipo	Siku moja
13	Utoaji wa vifaa vya utendaji kazi kwa wafanyi kazi.	Fomu ya mahitaji	Bila malipo	Siku moja
14	Utunzaji wa nyumba/bweni	Fomu ya dhamana/ununuzi/mahitaji	Bila malipo	Wiki moja
15	Ununuzi wa vyakula jikoni	Fomu ya dhamana /ununuzi/mahitaji	Bila malipo	Wiki moja
16	Ununuzi wa zana za kazi/samani/ala/vyombo vya mafundisho	Fomu ya dhamana /ununuzi/mahitaji	Bila malipo	Mwezi moja
17	Huduma kwa wahadhiri wastaafu na wanaopata uhamisho	Barua kutoka kwa mwajiri kitambulisho cha taifa, fomu ya kudhibitisha kutokuwa na mali ya chuo	Bila malipo	Siku mbili
18	Huduma zahanatini	Barua ya matibabu ya awali	Bila malipo	Dakika kumi na tano
19	Utaratibu na urekebishaji wa vifaa vilivyoharibika chuoni	Fomu ya dhamana /ununuzi/mahitaji	Bila malipo	Wiki moja
20	Huduma maktabani	Kadi za kuomba vitabu kitambulisho cha chuo	Bila malipo	Siku Tano
21	Ulinzi chuoni	Kuwepo kwa koti kubwa/la mvua, viatu, tochi, mishale/mikuki na firimbi	Bila malipo	Wakati wowote

Huduma zote zinazotolewa chuoni hazina malipo yoyote.
Endapo utakabiliana na matatizo yoyote unapohudumiwa omba kumuona msimamizi wa chuo.
Barua zote za kuomba huduma au malalamishi ziandike kupitia kwa :-

MSIMAMIZI WA CHUO CHA UALIMU CHA MURANG'A
S.L.P 232-01020 KENOL. Simu 0721 - 323948
Barua pepe: mtckenya@yahoo.com
AU
AFISI YA OMBUDSMAN
S.L.P 20414 - 00200 NAIROBI.
SIMU: 020-2270000; 0800221349 (bila malipo)
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