



MACHAKOS TEACHERS COLLEGE

ISO 9001:2015 CERTIFIED

CITIZEN'S SERVICE DELIVERY CHARTER

VISION	<i>"A centre of excellence in teacher education and human resource development"</i>
MISSION	<i>"To train quality Early Childhood and Primary School Teachers and offer human resource skills, knowledge and attitudes responsive to the challenges of a dynamic society"</i>
CORE VALUES	•Professionalism •Creativity and Innovation •Integrity •Gender Equity & Inclusivity •Team work

CLIENT'S RIGHTS AND OUR COMMITMENT

SERVICE		REQUIREMENTS TO OBTAIN SERVICE	COST OF SERVICE	COMMITMENT	TIMELINE
1.	Clearance at the main gate	Declare place to visit Identification documents	Nil	Courtesy	5 Minutes
2.	Response to face to face enquiries	Make enquiries Provide gate clearance	Nil	Courtesy and Professionalism	5 Minutes
3.	Response to official phone calls	Customer phone call	Nil	Courtesy.	Immediate
4.	Response to official correspondence	Correspondence	Nil	Prompt feedback	As per stipulated deadline
5.	Service at the Principal's office	Clearance from the secretary	Nil	Courtesy and Professionalism	5 Minutes
6.	Registration of new students	Registration documents Gate clearance	Nil	Professionalism	30 Minutes
7.	Orientation of new students	Evidence of registration	Nil	Professionalism	2 Days
8.	Collection of fees and other revenues	Evidence of payments	Nil	Official receipt	5 Minutes
9.	Facilitation of Learning	Lesson attendance	As per MOE fee guideline	Professionalism and collaboration	As per Academic Calendar
10.	Learning Assessment	Availability for assessment and meeting course requirements	Nil	Professionalism and objectivity	As per Academic Calendar
11.	Typing/photocopying of official work	Filled service request form and the original document	Nil	Accuracy and Professionalism	As per agreed upon specifications
12.	Payment for supply of goods/services to the college	Evidence of supply of goods/services. Provision of LPO/LSO, Delivery note, Invoice	Nil	Integrity and accountability	30 days
13.	Hire of fields	Approved written request and evidence of payment	Kshs 10,000 per day	Maintained fields	3 Days
14.	Hire of vehicles	Approved written request and evidence of payment	As per the college transport schedule.	Maintained vehicles	3 Days
15.	Hire of halls & classrooms	Approved written request and evidence of payment	Ksh. 8,000.00 per hall/day. Ksh. 2,000.00per room/day	Clean and habitable	2 Days
16.	Hire of plastic chairs	Approved written request and evidence of payment	Ksh. 10.00 per chair/day	In good condition	1 Day
17.	Hire of students graduation gowns	Approved written request and evidence of payment	Kshs 300 per piece/day	Laundered	2 Days
18.	Hire of Games, Sports & Conference Equipment and facilities	Approved written request and evidence of payment	As per college schedules	Functional and maintained facilities	2 Days
19.	Full board services	Approved written request and evidence of payment	As per the college boarding schedule	Habitable	1 Day
20.	Payment of salaries to BOM employees	Evidence of attendance and performance of duty	Nil	Integrity and accountability	By the 25th day of the current Month
21.	Submission of statutory deductions	Relevant Legal Acts and evidence of registration	Nil	Compliance with the relevant Acts	As per the stipulated deadline
22.	Performance contracting	PC guidelines	Nil	Submission of quarterly and annual reports to relevant bodies	By the 14th day of the next quarter
23.	Tendering of goods and services	Compliance to the tender requirements	Ksh. 1,000 per tender document Free if downloaded	Compliance with PPAD Act, Regulations and PPRA guidelines	As per the PPRA guidelines
24.	Procurement of goods and services	Provision of quality goods and services	Nil	Compliance with PPAD Act, Regulations and PPRA guidelines	60 days

In cases where service delivery is perceived to be inefficient or ineffective, complaints should be reported to the Chief Principal through:

Mobile no. +254 700 393 590/+254 735 360 330

Email: machakosteacherscollege@rocketmail.com, Website: www.mateco.ac.ke

Email: info@ombudsman.go.ke Web: www.ombudsman.go.ke or call 0800221349 or Sms no. 15700

P.O. Box 20414 – 00200 – NAIROBI Tel: 020 – 2270000, 020-2303000

IT IS YOUR RIGHT TO BE SERVED PROFESSIONALLY.
HUDUMA BORA NI HAKI YAKO.