



ST. MARK'S TEACHERS COLLEGE - KIGARI

PRIVATE BAG - EMBU

CITIZENS SERVICE DELIVERY CHARTER

VISION

Centre of excellence in training teachers for the 21st century and beyond

MISSION

Equipping teachers with competencies and values to identify and nurture the potential of every learner

CORE VALUES

- *Professionalism* - We maintain etiquette and work ethics in all our services
- *Innovativeness* - We encourage creativity in all aspects of our operations
- *Team Work* - We work collaboratively to achieve our goals
- *Integrity* - We endeavor to do the right all the time
- *Inclusivity* - We are non-discriminative, everyone matters to us
- *Customer focus* - We provide quality services to the delight of our customers

	SERVICE DELIVERED	REQUIREMENTS	USER	TIME
1.	Enquiries (Front Office)	Inquiry	Nil	5 minutes
2.	Admission of students	Admission letter, form 4 certificate (or KCSE result slip for those completed in the previous year), ID card, fees	Nil	2 Hours
3.	Readmission of students.	Letter of invitation for re-admission	Nil	30 Minutes
4.	Issuance of certificates	Clearance forms, National ID	Nil	1 Hour
5.	Response to telephone	N/A	Nil	Immediately
6.	Response to Email	N/A	Nil	30 Minutes
7.	Processing of UDECTE/ DECTE/DPTE/ DTE Registration	Passport/ National ID/KCSE Index No., KNEC Exam Fee	As per KNEC Requirement	21 Days after opening of KNEC portal
8.	Release of SBAs results	The trainee must have sat for the exam	Nil	21 days after exam
9.	Procurement goods & services	Tender documents	Ksh. 1,000.00	21 working days
10.	Requisition of goods and services	Material requisition, Purchase requisition, LPO/LSO	Nil	1-7 days
11.	Receiving of goods/services	LPO/LSO/eTIMS/Delivery Note/Invoice/Contract letter	Nil	10 - 30 Minutes
12.	Issuance of stores	Approved stores requisition	Nil	10-20 minutes
13.	Issuance of instructional materials to lecturers	Approved requisition form	Nil	20 minutes
14.	Payment of goods & services	LPO/LSO/Delivery Note/Contract letter/Invoice/eTIMS	Nil	Within 30 days
15.	Receiving or clearing a tutor on transfer	TSC transfer letter /Clearance form/Bio data Form/ID card	Nil	10 - 20 minutes
16.	Services at finance office.	As per the service needed	Nil	15 minutes
17.	Repairs and replacement within the college	Approved Requisition forms.	Nil	1 - 3 days.
18.	Library services	Student ID/Library card/Staff ID	Nil	10 minutes
19.	Catering services (students)	Student ID	Nil	10 minutes
20.	Medical Services	Student ID	Nil	Immediately

FEEDBACK AND COMPLAINTS MECHANISM

We value your feedback. In case of any complaints, suggestions, or compliments, kindly contact the College administration at the following channels:

Email: kigariitc@yahoo.com

Phone: +254 721687772

Office Hours: Monday to Friday, 8:00 a.m - 5:00 p.m.

OR



CHATA YA UTOAJI HUDUMA KWA WANANCHI CHUO CHA MAFUNZO KWA WALIMU CHA ST. MARK'S – KIGARI MFUKO WA BINAFSI WA S.L.P. – EMBU

MAONO (VISION)

Kuwa kituo bora cha mafunzo ya walimu kwa karne ya 21 na zaidi.

MISIENI (LENGO)

Kuwawezesha walimu kwa ujuzi na maadili ili kuwaendeleza na kukuza uwezo wa kila mwanafunzi.

MAADILI YA MSINGI

- Utaalamu – Tunadumisha maadili na nidhamu katika huduma zetu zote.
- Ubunifu – Tunahimiza ubunifu katika shughuli zetu zote.
- Ushirikiano wa Pamoja – Tunafanya kazi kwa ushirikiano ili kufikia malengo yetu.
- Uadilifu – Tunajitahidi kufanya jambo sahihi kila wakati.
- Ujumuishaji – Hatubagui, kila mtu ni muhimu kwetu.
- Huduma kwa Wateja – Tunatoa huduma bora kwa furaha ya wateja wetu.

HUDUMA ZINAZOTOLEWA

	HUDUMA	OFISI HUSIKA	MAHITAJI	MALIPO/ADA	MUDA WA HUDUMA
1.	Maswali/maelekezo katika ofisi ya mbele	Katibu/Mhazili wa mwalimu Mkuu	Hoja yoyote/suala lolote	Bure	Dakika 5
2.	Kuwasajili upya wanafunzi	Mratibu wa masuala ya Mitaala	Barua ya kuingia, cheti cha kidato cha nne au matokeo ya KCSE, kitambulisho, karo	Bure	Saa 2
3.	Kusajiliwa/kurejes hwa kwa wanafunzi chuoni tena	Mratibu wa masuala ya Mitaala	Barua ya urejesho/mwaliko ya kujiunga na chuo tena	Bure	Dakika 30
4.	Kutolewa kwa vyeti	Mratibu wa masuala ya Mitaala	Stakabadhi/fomu za kuondoka chuoni, kitambulisho	Bure	Saa 1
5.	Kujibu simu	Katibu/Mhazili wa mwalimu Mkuu	Hakuna	Bure	Mara moja
6.	Kujibu barua pepe	Katibu/Mhazili wa mwalimu Mkuu	Hakuna	Bure	Dakika 30
7.	Usajili wa KUCCPS/DTE	Mratibu wa masuala ya Mitaala	Picha za pasipoti, Kitambulisho, Nambari ya KCSE, rufaa/malipo ya mtihami ya KNEC	Kulingana na KNEC	Ndani ya siku 21 baada ya ufunguzi wa tovuti ya KNEC
8.	Kutolewa kwa matokeo ya SBA	Mratibu wa masuala ya Mitaala	Mwanafunzi lazima awe amefanya mtihami	Bure	Siku 21 baada ya mtihami
9.	Uagizaji wa bidhaa na huduma	Msarifu	Nyaraka za zabuni	Shilingi 1000	Siku 21
10.	Maombi ya bidhaa/huduma	Msarifu	Ombi la ununuzi, mahitaji ya nyezo, LPO/LSO	Bure	Siku 1-7
11.	Kupokelewa kwa bidhaa/huduma	Kamati husika na zabuni	LPO/LSO/eTIMS, risiti, barua ya mkataba	Bure	Dakika 10-30
12.	Kutolewa kwa vifaa kutoka stoo	Mhifadhi wa stoo	Fomu ya stoo lililoidhinishwa	Bure	Dakika 10-20
13.	Kutolewa kwa vifaa vya kufundishia kwa wakufunzi	Mratibu wa masuala ya Mitaala	Fomu ya maombi	Bure	Dakika 20
14.	Malipo ya bidhaa na huduma	Msarifu	LPO/LSO, risiti, barua ya mkataba, eTIMS	Bure	Ndani ya siku 30
15.	Mwalimu kupokelewa/kuondoka rasmi chuoni	Mwalimu Mkuu	Barua ya TSC, barua ya kibali cha kupokelewa/kuondoka, fomu ya biodata, kitambulisho	Bure	Dakika 10-20
16.	Huduma za ofisi ya fedha	Msarifu	Kulingana na huduma	Bure	Dakika 15
17.	Ubadilishaji na marekebisho ndani ya chuo	Naibu Mwalimu Mkuu	Fomu ya maombi ya huduma	Bure	Siku 1-3
18.	Huduma za maktaba	Mkutubi	Kitambulisho cha mwanafunzi/mfanyakazi	Bure	Dakika 10
19.	Huduma za utoaji wa chakula (wanafunzi)	Mhudumu wa chakula	Kitambulisho cha mwanafunzi	Bure	Dakika 10
20.	Huduma za matibabu/afya	Nesi/Muuguzi wa Chuo	Kitambulisho cha mwanafunzi	Bure	Mara moja

MFUMO WA MAONI NA MALALAMIKO

Unaweza kutoa maoni yako, malalamiko, au pongezi kwa kuwasiliana na usimamizi wa chuo kupitia:

- Barua pepe: kigari@stmarkscollegeembu.ac.ke
- Simu: +254 721687772
- Saa za Ofisi: Jumatatu hadi Ijumaa, saa 8:00 asubuhi - saa 5:00 jioni
- Weka maoni/malalamiko kwenye kisanduku cha maoni kilicho mapokezi.