

TEACHERS SERVICE COMMISSION

NYAMIRA



COUNTY

2023 CITIZEN'S SERVICE DELIVERY CHARTER

VISION:

A motivated, ethical and globally competitive teacher

CORE VALUES:

1. PROFESSIONALISM
2. CUSTOMER FOCUS
3. INTEGRITY
4. INNOVATIVENESS
5. TEAM SPIRIT

MISSION:

To regulate, maintain and manage the teaching service through sound policies and operational excellence for quality teaching and lifelong learning

S/N	SERVICE (S) RENDERED	OBLIGATION (S)/ REQUIREMENTS	COST	TIME FRAME
1	Service upon visit to TSC office	Make enquiry	Free	10 minutes
2	Response to correspondence	Submit written enquiry	Free	within 14 days.
3	Registration of Teachers	Submit duly filled online application	Ksh. 1000	Within 21 days
4	Teacher Recruitment	Submit application against Advertised posts	Free	Acknowledgement within 14 days. Interview results to be communicated within 7 days
5	Transfer of teachers	Submit duly filled application form	Free	Acknowledgement within 14 days and communicate decision in 90 days.
6	Assignment of Teachers			
	i. Posting after recruitment	Fill employment form	Free	Posting letter to be dispatched within 30 days
	ii. Posting after leave	Submit application 30 days before expiry of leave	Free	Within 7 days
	iii. Appointment to administrative position	Apply for advertised posts	Free	Acknowledge within 14 days and appoint successful candidate Within 30 days
7	Promotions			
	i. Competitive promotions	Submit applications against advertised posts	Free	Within 70 days
	ii. Common cadre promotion	Submit application 30days before due date	Free	30 days
8	Discipline cases			
	i. Determination	Submit defense statement within 21 days after interdiction	Free	Determine the case within 3 months after registration
	ii. Review	Submit application within 90 days from the date of the letter communicating decision	Ksh. 2000	Within 3 months
9	Payment of salaries and uploading of pay slips	Perform assigned duty	Free	By last day of the month
10	Processing of benefits on exit from service			
	i. compulsory retirement	Submit application on prescribed forms and attach specified documents at County/ Sub County offices		Within 1 month
	ii. voluntary early retirement,			
	iii. resignation on marriage grounds			
	iv. retirement on medical grounds			
	v. Death gratuity			
11	Complaint Handling and Resolution	Written complaint	Free	Within 7 days

*For Enquiries And Complains
Please Contact:*

THE TSC COUNTY DIRECTOR
P.O BOX 981 - 40500
NYAMIRA

EMAIL: CDIRNYAMIRA@TSC.GO.KE
OR
VISIT TSC OFFICES COUNTY COMMISSIONER'S HQ