

TEACHERS SERVICE COMMISSION



SERVICE CHARTER

THIS CHARTER IS AN EFFORT TO SERVE THE TEACHER BETTER AND DOES NOT PURPORT TO REPLACE THE TEACHERS SERVICE COMMISSION ACT(CAP .212 OF THE LAWS OF KENYA), THE CODE OF REGULATIONS FOR TEACHERS OR THE TEACHERS SERVICE COMMISSION CODE OF CONDUCT AND ETHICS AND OTHER RELEVANT LAWS

Our Contacts:

*TSC House,
Kilimanjaro Road, Upper Hill
Private Bag, 00100
Nairobi, KENYA*

*E-Mail: info@tsc.go.ke
Website: <http://www.tsc.go.ke>*

PIN NO: P051098084N

This Charter is a commitment by the Teachers Service Commission to improve service delivery to our customers and all other stakeholders in the education sector.

Our Vision

“To be an institution of excellence in the provision of efficient and effective service for quality teaching”

Our Mission

“To Establish And Maintain A Sufficient Professional Teaching Service For Educational Institutions.

Our Mandate

The Teachers Service Commission was established in 1967 by an Act of Parliament (Cap 212 of the Laws of Kenya) to provide services to the teachers and was mandated to perform the following teacher management functions: -

Registration

Recruitment

Deployment

Remuneration

Promotion

Discipline

Maintenance of Teaching Standards.

As we serve you, we shall adhere to the following core values

- a) Professionalism
- b) Customer focus
- c) Integrity
- d) Innovativeness
- e) Team spirit

II. OUR COMMITMENT

1. The Teachers Service Commission is committed to serve you with courtesy, honesty, integrity and fairness.
2. We commit ourselves to: -
 - (a) Attend to you within ten (10) minutes of your visit;
 - (b) Respond to your correspondence within Fourteen (14) days upon receipt of your letter; and
 - (c) Treat your concern with confidentiality and give it the urgency it deserves.

III. YOUR RIGHTS

1. Our services are free

In the event of experiencing any difficulty in obtaining service in a division, please ask to see the Head of that Division.

2. Registration:

Upon receipt of application for registration, the Commission will process, register and dispatch your certificate of registration within fourteen (14) days.

3. Recruitment :

In the event that a vacancy arises, it will be advertised and the procedure for recruitment will be applied to ensure that all qualified candidates are given equal opportunity for selection.

4. Deployment :

(a) Posting

- (i) Upon recruitment, the successful candidates will be posted within fourteen (14) days.
- (ii) After study leave or upon determination of a disciplinary case, you will be posted within fourteen (14) days of reporting to any educational institution/district where the Commission requires your services.
- (iii) Where the Commission feels that the teacher must be interviewed before posting or deployment, the candidate will be interviewed within thirty (30) days.

(b) Transfers

- (i) Transfer requests will be acknowledged within fourteen (14) days from the date of receipt of your application.
- (ii) Transfer requests will be considered on availability of vacancy and/or replacement for the affected stations. The outcome will be communicated to you through the respective agent/ head teacher within thirty (30) days of the Commission's decision.

5. Remuneration

(a) Payment of Salaries

- (i) Salaries/ allowances to you will be paid by the last day of each month.
- (ii) Pay slips will be dispatched to your District/ Institutions by the 25th day of each month.

- (iii) Requests for change of pay point will be effected on the payroll for the month if received on/ or before the 15th day of the preceding month. Otherwise it will be effected in the subsequent month.
- (iv) Third party deductions – (cooperatives, insurance, hire purchase schemes etc) will be effected in the subsequent month upon receipt of your instructions through the company on/ or before the 15th day of the preceding month.
- (v) All statutory deductions effected on your pay slip will be remitted to the respective organizations by the 10th day of the month following the month the salary is due to you.
- (vi) In the event of an error being reported/ detected before the 15th day of the month, correction on the payroll will be made in the subsequent month.
- (vii) On receipt of an Appointment/ Casualty Return you will be appointed/ reinstated on payroll within two (2) months, provided that it is received on or before the 5th day of the preceding month.

(b) Returned Salaries.

- (i) Payment of returned salaries will be processed and paid within twenty-one (21) days upon receipt of your claim letter.
- (ii) Whenever your salary is returned by your bank due to closure of your bank account the Commission will pay subsequent salaries by cash through the Postal Corporation.
- (iii) Any erroneous salary recovery will be refunded to you within fourteen (14) days.

(c) Other Payments

- i. Reimbursement of inpatient medical expenses, traveling/ accommodation expenses, and per diem will be processed and paid within fourteen (14) days of receipt of your claim subject to availability of funds.
- ii. Medical Ex-gratia claims will be paid to you within six (6) months.
- iii. Replacement of stale cheques will be made to you within fourteen (14) days upon receipt of your claim in writing.
- iv. Income Tax and P9 forms will be sent to the TSC agents and can be collected before the end of March each year.
- v. You will be issued with a receipt in the Cash Office within fifteen (15) minutes upon settlement of a T.S.C. liability.

6. Confirmation of Appointment

On completion of two (2) years probationary service and upon receipt of your application for confirmation the Commission will make a decision on your confirmation of appointment within thirty (30) days.

7. Promotions

- (i) Promotions will be granted in accordance with the existing schemes of service for teachers. You are advised to acquaint yourself with the relevant scheme and the Teachers Service Commission Code of Regulations for Teachers.

Promotions for common cadre establishment will be processed when due within a period of thirty (30) days

8. Leave

Your application for any form of leave shall be processed and a decision communicated to you within a period of thirty (30) days.

9. Letters of introduction

Letters of introduction to other organizations will be issued within two (2) days upon request.

10. Pension/ Death gratuity

Upon receipt of the required documents,

- i. Your claim for pension shall be processed and dispatched to the Treasury three (3) months before the date of your retirement.
- ii. Claims for Death Gratuity will be processed within six (6) months, provided that all the required documents have been submitted to the Commission.

11. Discipline

- i. A discipline case shall be determined within six (6) months from the date it is registered provided that the Commission will have received all the required relevant documents.
- ii. A decision on a discipline case shall be communicated to you within fourteen (14) days from the date of hearing of the case.

12. Handling Complaints

The Commission undertakes to handle any complaint through the relevant Heads of Divisions. However, in case of dissatisfaction, you are advised to channel your complaints through the Public Relations office.

IV: YOUR OBLIGATIONS

- (i) You are expected to be conversant with and adhere to the Teachers Service Commission Code of Regulations for Teachers, the Teachers Service Commission Code of Conduct and Ethics and other relevant laws.
- (ii) You will be attended to at the Teachers Service Commission headquarters upon production of a letter from the Head teacher in case of a teacher or from the Provincial Director of Education, Director of City Education, Municipal Education Officer (MEO) and District Education Officer (DEO) in the case of a Head of an institution during term time.
- (iii) You may clear the Commission's liabilities by a banker's cheque, money order or by cash for which a receipt will be issued to you the same day.
- (iv) Where an erroneous payment has been made, it is your responsibility to report and refund the same to the Commission.
- (v) Third party deductions will be stopped only through written authority from the respective parties.
- (vi) All deductions including 3rd party deductions should not at any one time exceed two thirds of your basic salary.
- (vii) You are required to promptly notify the Teachers Service Commission in the event of change of your bank account / pay point.
- (viii) You are obliged to disclose and produce all relevant information, records and documents required by the Teachers Service Commission Officers.
- (ix) You are advised to obtain service from Teachers Service Commission Officers who can easily be identified by their official badges.

(x) You are required to maintain a high level of integrity at all times. It is an offence to compromise any of the Commission's staff.

(xi) You are required to immediately return a signed copy of letter of appointment on probation to the Commission for record purposes.

(xii) Upon recruitment as a teacher, you will be required to serve in the same station for a minimum period of five years before requesting for a transfer.

(xiii) You are required to update the Commission on any change of your permanent address.

(xiv) You are required to promptly notify the Teachers Service Commission in the event of change of your next of kin.

(xv) All correspondence/claims should be forwarded through the head teacher in the case of a teacher or through the relevant TSC agent (see III (ii) above) in the case of a head of an institution.

V. COMMUNICATION

(i) The Commission believes that effective communication can be used to positively manage change and to ensure the prompt delivery of services. In this regard, the Commission undertakes to communicate with you as provided for in this charter.

(ii) The Commission will appreciate feedback from you on the services rendered.

WE ARE DELIGHTED TO HAVE BEEN OF SERVICE TO YOU