



SERVICE DELIVERY CHARTER

S/N	SERVICE (S) RENDERED	OBLIGATION(S)/ REQUIREMENT(S)	COST	TIME FRAME
1.	Service upon visit to TSC offices	Make enquiry	Free	Will be attended to within 10 minutes
2.	Response to correspondence	Submit written enquiry	Free	Within 14 days
3.	Registration of Teachers	Submit duly filled online application	Kshs 1000	Within 30 days
4.	Teacher Recruitment	Submit application against Advertised Posts	Free	Acknowledgement within 14 days. Interview results to be communicated within 15 days

5.	Transfer of teachers	Submit duly filled application form	Free	Acknowledge application 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 Promotion	Submit application against advertised posts	Free	Within 3 months
	ii. Common Cadre Promotion	Submit application 30 days before due date	Free	30 days
8.	Discipline Cases			
	i. Determination	Submit defence 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	Ksh.2000	Within 3 months

		decision		
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 <ul style="list-style-type: none"> i. Compulsory Retirement ii. Voluntary Early Retirement iii. Resignation on Marriage Grounds iv. Retirement on Medical Grounds v. Death Gratuity 	Submit application on prescribed forms and attach specified documents at County/ Sub-County offices	Free	Within 3 months
11.	Complaint Handling and Resolution	Written complaint	Free	Initiate resolution process within 7 days