



MKOBA TEACHERS COLLEGE



CLIENT SERVICE CHARTER

Education to the people



MANJILILO

Chizuminano chamalembe chaKkolegi yaMkoba yabayiisi chilikupa buyalwe bwakulipeda kuli basikugwasigwa kwiindila mukubapa zyeede kwiindila munzila zyoonse, ndangililo yamulawo waKkolegi nkulipeda chakufwililika mukupakula mubuzwide kubayiia bayo akuliboonse bajanika aakkolegi bwendelana achiloto chayoy mukutobelezaya malayilile. Ilikupa buyalwe bwakupakula lwiiyo lunikide kaluli aamunse, lwiiyo luzwide akuti bayiyo bajane kugwasikana azibelezayo ziyandikana kuti bakonzye kuzwidilila. Mbuli kkolegi tulalemeka lusyomo lwabasikugwasigwa besu, muli ndiswe, aboobo tulilipedeleda kubapa lwiiyo lwindilide, lulantanganana alimwi lutobelezeka. Tulamutamba kubala chizuminano chesu chamalembe akwiiya zyiingi aatala kulipeda kwesu kwiindilide muziyo zyesu ziyabayiyo baziyo zyaansi loko (ECD), bapatipati bakupulayimali azyakusekondali.

IKkolege ilazumina kuti muzichitiko zyoonse, kuli mweenya wakuzwidilila. Nkamu yababelesi besu ililipedeleda kuzuzikizya ziyalidwe mumalembe aaya. Tulinkilila aanembo akwezaya kusumpula, kutambula maboneno eenu amakanze eenu.

Chizuminano chamalembe chakupana luzibo teensi malembe aatwaanga pe. Aboobo chizuminano chamalembe chilakonzya kuyobolwa kuzwa ku www.mkoba.ac.zw.

MPALAMO

LWIIYO KUBANTU

Chiloto

Kuzwidilizya bayiisi babotu kabali aluzibo lunikide kwiindila mulizyalukono lwaziyo zyaansi, baPulayimali abaSekondali kusika mu 2030.

Ntumwe

Kupa lwiiyo lunikide lwabayiisi lwakulisumpula kwiinda mumakwebo lubamba zyabusongo azyaminchina kazizulwidwa akusanduka kwabulyidilano abantu kwiindila mulwiiyo lwazyalukono (Heritage Based Education) 5.0

Zilangililo zijatika

- Bunkutwe - busongo bwakuzwa amuzeezo mupya
- Kuzwidilizya - busongo bwakusyomeka akuba abantu buzikitide
- Busongo abunkutwe - busungu bwakujana chintu nekuba kakulibasyajinga
- Luyando lwanyika - kulipeda akuyanda nyika yako
- Butebuzi - kubelesya kabotu zibelezayo kuchitila kuzwa azijatika azitugwasya
- Maanu akubumbulula - kuba akuyeeya kunikide mukupalana maanu kulondola busena bubotu mukuzwidila
- Kutasaluula - kweenda aantoomwe, kapati basyalilide, akubajata kabotu bweelene achakubalemeka.
- Kubelekela aamwi - kumvwanana akubelekela aantomwe mukulangilila mpalamo iimwi
- Kubeleka chamanguzu - kubeleka chakutalengana

BWIIME BWABUZULUZI

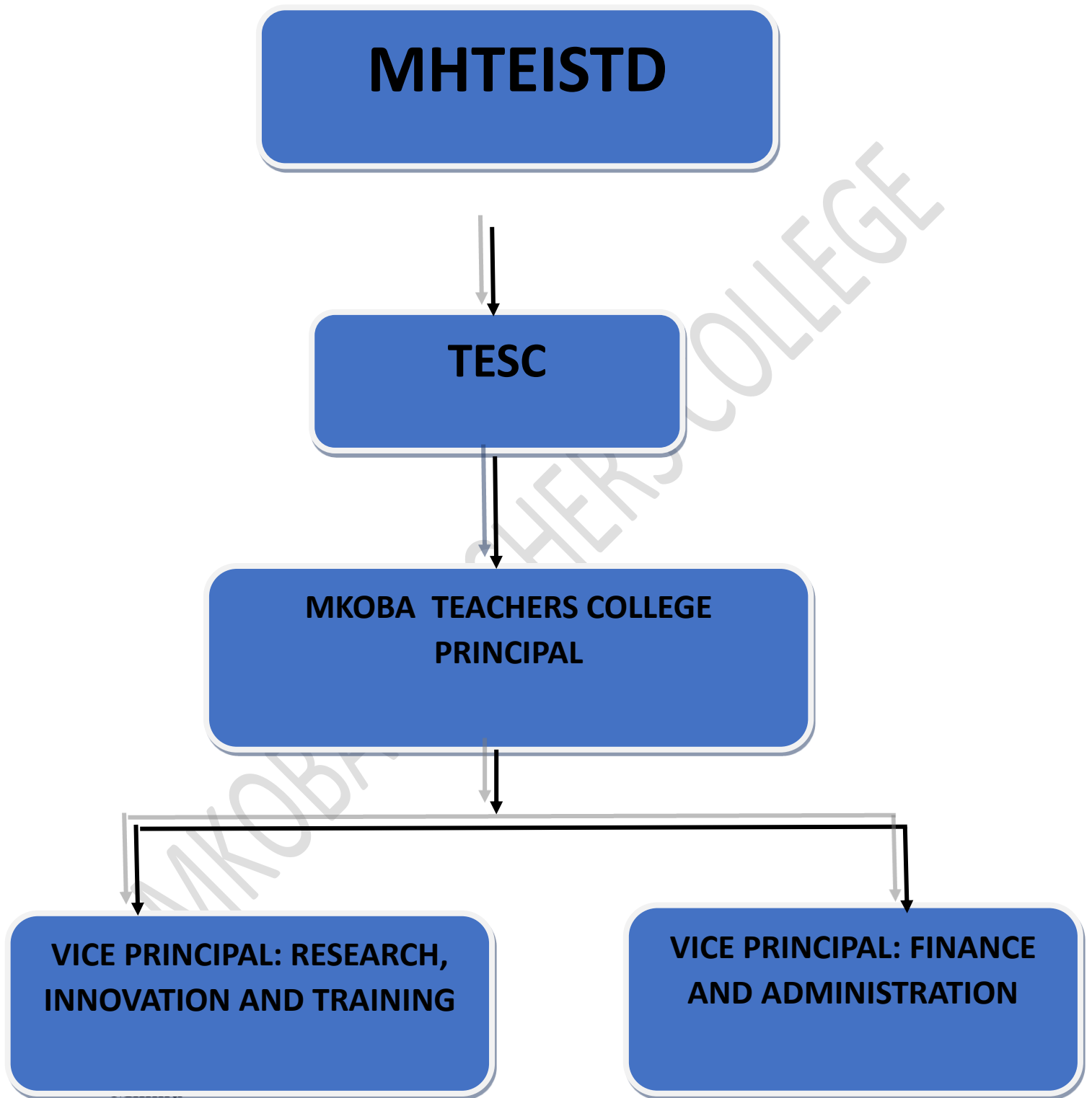
MHTEISTD

TESC

**MKOBA TEACHERS COLLEGE
PRINCIPAL**

**VICE PRINCIPAL: RESEARCH,
INNOVATION AND TRAINING**

**VICE PRINCIPAL: FINANCE
AND ADMINISTRATION**



- Kuyiisya muzipanzi zisiyensiyene
- Kulingula milimu yabaiyi
- Kwiizya akulaya baiyi abayiisi
- Kulunda zibelesyo
- Kupa zibelesyo
- Kuchita bujatane kumagunzi akumabusena akubeleka
- Kweendelezwa milimu yabaiyi
- Kuyaka akubamba mayake
- Kubotya busena bwakuyiila
- Kuyiisya zyamusule amuchiindi chakuyiila mulimu
- Kuyandula luzibo akubambulula zintu
- Kulunda milimu yamuunzi
- Kupa nsalundo zyzaminchina

ZIPANZI AMILIMU YAZYO

	CHIPANZI	MILIMU
1	Cilangana abantu (Human Resources)	• Kunjizya mulimu akusaluula • Kuyiisya mulimu akuusumpula • Zyabusanambi azyakulitabilila • Zyakufola mali • Kubamba mulimu • Kubamba zyaboola • Kubamba kubeleka kabotu abamwi • Kupa/kuzumizya mazuba akulyokezwa
2	Zilangana Mabambe Amali (Procurement Management Unit)	• Kuchita mabambe aazyakuula bweendelana amulawo waPublic Procurement and Disposal of Public Assets Act • Kuchita kabotu bweende bwaziyamali • Kubamba mapepa azyamali • Kutambula ngambo zyamfunkununo • Kubamba mapepa akunjizya bantu mulumi akwasisya kumawofesi alangana azyamali kuti abelekwe
3	Buzuluzi (Administration)	• Kubamba njendelesyo • Kuyakulula akubamba mayake • Kubamba zyakweenzwa • Kusowa zibelesyo • Kukwabilila • bulondozi bwamulimu • Kulanga tubunga twaziyamakwebo • Kulanga bwendelesi bwamulimu • Kubamba zibelesyo • Kubamba mabbuku abaiyi

		• Kubamba mafuta amoota • Kutondezya zyuulwa • Kutambula akwaabanisya zibelesyo
4	Zyamali (Accounts)	• Kwaamba akulemba zyakuula • Kupa tupeppa twabweende bwamali • Kulemba tupeppa twazyawulwa • Kweendelezya tubunga twazyamali • Kutondezya bweende kumamanino • Kweendelezya kubbadala zyuulwa • Kulemba mabbuku • Kutondezya zyuulwa abweende bwamali
5	Zyeelelo zybayeri (Student Affairs)	• Kubalaya • Kubagwasizya busena bwakukkala • Kweendelezya kubungana kwabayeri • Kweendelezya kunjilana kwabayeri • Kwiimika akuboozya bayeri • Kuyiisya bayeri bapya
6	Academic departments Humanities. Maths and Science Professional Foundations Library Technical Education Early Childhood Development	• Kubayeri akubabukuluya • Kulingula bayisi abayeri • Kulanga mubunikide njiisizyo yabo • Kuzwidilila • Kweendelezya tubunga twakweendelezya kuyungizya luzibo kwabayeri • Kuyandula zibelesyo • Kweendelezya mfunkununo • Kuswanizya masena amabelekelo akuuzya • kuzumizya • Kuulika zyakuuzya • kuuzya
14	Basikulingula (Monitoring and Evaluation)	• Kulanga akulingula zyoonse zichitikana akkolegi • Kulangisisya kubelessegwa kwamalemba amakanze akkolegi • Kupa muzeezo wakuchita kuntenda zichitikana kwiinda mumabelekelo a kkolegi • Kulangisisya mapepa amabelekelo aazwa muzipanzi zyakkolegi zisiyenesiyene • Kupa mizeezo yeendelna amabambe azipanzi • Kuchita zyiindi zyakuyiisya bayisi kuti bayungizye lwiiyo lwa M&E mukolegi • Kuchita mabambe akulingula • Kuchita ngambo zya M&E munyaka amunyaka

NTAMUKO

KUBAYIYI BAYIILA BUYIISI

1. Kupa nsandulo iluleme muchiindi cheelede kuzipaanzi akuzeezyo zyoonse nzebalikuchita.
2. Kuyiisya kwachoonzyo, kuyiya akubelesya luzibo lwakulingula.
3. Kubelesya zibelesyo zyeendelana abusena.
4. Kupa busena bwakuyiila bubotu buchita kuti woonse muntu ayiye kabotu
5. Kuswilizya kukwiilakwiila azilangililo akupa lugwasyo mukati kabuzuba bumwi

BAMWI BAJATIKIZYA

1. Kubelekela aamwi agunzi kuchitila kuzwidilila kwalwiiyo
2. Kupa mweenya wakubelekela aamwi akwaamba nzebabona
3. Kutasisilikizya akutondezya bweende bwazintu mumabelekelo.

MULIMU WEELEDE

1. Kulemeka - kutambula boonse basikugwasigwa chakulemeka amulubomba.
2. Kuziba mulimu - pa maanu asolweda akubamba
3. Kusandula zikwiilo chakufwambana
4. Kufwambana - pa ziyanda basikugwasigwa
5. Kutondezya mabelekelo azintu.

NZILA YAKUBWEDEZYA MULUMBE

1. Kuvuzya kweendeenda akumvwa mulumbe mutubunga tusalidwe
2. Kupa mweenya wamulawo wakuswanana abasikugwasigwa, bayiisi abendelezi

KUTAMBULWA KWAZIKWILO

1. Kutambulwa kwazikwiila mukati kama hola ali 24
2. Kulangisisya akuzwa amizeezo yazikwiilo mukati kamazuba musanu akubeleka
3. Pa nsandulo kuli sikugwasigwa mukukwiila kwakwe.

Naa mujisi zikwiilo, nzimulangilila azimwi zyakusandula mutayowi kutujata aawa:

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