



MINISTRY OF HEALTH

STATE DEPARTMENT FOR MEDICAL SERVICES

VISION

High-quality, equitable and sustainable medical care for all Kenyans.

Mission

To provide high-quality, accessible, affordable and patient-centred medical services by strengthening clinical and curative care, thereby ensuring equitable, responsive and sustainable healthcare for all Kenyans.

Core Values

People centeredness, Integrity, Professionalism, Transparency & Accountability, Teamwork, Partnership and Collaboration, Efficiency

CITIZEN'S SERVICE DELIVERY CHARTER

NO	SERVICES	REQUIREMENT TO OBTAIN THE SERVICES	RESPONSIBILITY	COST	TIMELINE
1	Response to verbal enquires (Reception Desk)	Specify the nature of enquiry National ID	Directorate of Administration	Free	Five minutes
2	Response to written correspondence	Email	Department of Administration Communications Unit	Free	One day
		Social Media (Twitter, Facebook,	Department of Administration	Free	One day

		and You Tube)	Communications Unit		
		Letters	Department of Administration	Free	Up to 7 days
3	Respond to telephone calls (landline)	Make a call	Department of Administration	Free	Within 3 rings
4	Attend to public complaints and provide feedback	Physical visit to office	Department of Administration and Communications Unit	Free	Up to 1 day
		Written communication		Free	Up to 14 days
5	Access & Provision of Information	Written request	Department of Administration, Communications Unit and Department of Legal Affairs Unit	Free	Up to 14 days
6	Provision of conducive, safe and secure Work Environment	Adequate working resources Cooperation and vigilance	Department of Administration and Department of Human Resource Management and Development	Free	Continuous
7	Performance reporting	Performance targets Performance evaluation reports Performance contract	Department of Central Planning and Project Monitoring	Free	Quarterly and Annually
	Human Resource Development (Training)	Submit application and Admission letter Meet requirements set	Department of Human Resource Management and Development	As per fee structure	1 month
	Internship and Attachment	Receive & deploy PSC interns - Submit reports on deployed interns to PSC - Submit application for attachment Meet requirements set	Department of Human Resource Management and Development	Free	Up to 14 days
	Human Resource Management Services	Written reports/request Meet requirements set	Department of Human Resource Management and Development	Free	Up to 14 days

	Employee benefits and remuneration Personnel records management	Upto date individuals' documents and Biodata Meet requirements set	Department of Human Resource Management and Development	Free	Up to 5 days
	Employee services awards and recognition	Reports on performance, achievement, creativity and innovation Citation	Department of Human Resource and Development Department of Administration	Free	Annually
	Access to Ministry tenders	Supplier to register in the IFMIS supplier portal and e-government supplier portal ● Prequalification ● Application	Department of Supply Chain Management	Free	1 day
	Notification of Bid outcomes	● Access to e-procurement portal for notification	Department of Supply Chain Management	Free	1 day
	Processing of payments to suppliers	Invoice, Purchase Order, delivery documents Valid KRA pin and VAT/ Tax compliance certificate where applicable Relevant Documentation	Department of Finance and, Accounts	Free	Up to 14 days
	Disposal of Obsolete Stores	Submission of bids	Department of Supply Chain Management	Free	60 days from the date of advertisement
	Preparation, presentation and submission of MTEF budget	Public participation	Department of Finance and, Planning	Free	By end of December every year.

8	Electronic access to the Ministry's services and information	Log in to the Ministry's website	Department of ICT	Free	Immediate
9	Parliamentary and Legal Services Compilation and submission of Parliamentary Responses	Parliamentary Queries	Department of Administration	Free	Up to 5 days or as stipulated
10	Respond to legal issues	Legal suits and notices	Legal Affairs Unit Department of Administration	Free	Up to 7 days or as stipulated
11	Anti-Corruption Provide information on corruption allegations	Written request for information needed	Departments of Administration and Legal Affairs	Free	Up to 3 days
12	Public Communication Services News letters Media briefing Proactive disclosure	On request Access to media channels MOH website Social media (twitter, Facebook)	Public Communications Unit	Free	Up to 10 minutes
13	Government Policies Formulate and disseminate Government Policies	Stakeholders Participation and inputs to policies Access Ministry website Access to electronic and print media Enquire from MOH Public Communication Unit	Directorate of Family Health Directorate of Curative and Nursing Services Directorate of Health Products and Technologies Directorate of Health Finance, Digital Health. Policy and	Free	Up to 6 months

			Research		
14	Government Standards, Regulations and Guidelines : Formulate, review and disseminate Health Sector standards and guidelines	Stakeholders Participation Access Ministry website Access to electronic and print media Enquire from MOH Public Communication Office	Directorate of Family Health Directorate of Curative and Nursing Services Directorate of Health Products and Technologies Directorate of Health Finance, Digital Health. Policy and Research	Free	Up to 6 months
15	Forensic and Pathology Services	Submission of Request Forms Court Orders Specimens	Directorate of Curative and Nursing Services	Free	Up to 14 days or as stipulated
16	Research Standards and Development	Request for permit to conduct Research in Health Facilities	Directorate of Health Finance, Digital Health, Policy and Research	Free	Up to 21 days
		Request for permit to access Ministry's data for research purposes/Conduct health research in Kenya -IRB/ERC approval from Kenya -NACOSTI research permit - The full fresearch protocol - Data collection tools to be used Consent when dealing with	Directorate of Health Finance, Digital Health, Policy and Research	Free	Up to 21 days

		human subjects			
		Request for permit to transfer human specimen samples for research - Request letter to DG from Kenyan PI - Request letter from receiving institution/receiving person details - Material transfer agreement (MTA) signed by both parties - NACOSTI letter - IRB/ERC approval from Kenya - Stamped full study protocol by IRB/ERC - Purpose of material transfer	Directorate of Health Finance, Digital Health, Policy and Research	Free	Up to 21 days
17	Capacity building of Counties	Request from Counties Health need(s)	Directorate of Family Health Directorate of Curative and Nursing Services Directorate of Health Products and Technologies Directorate of Health Finance, Digital Health. Policy and Research Department of Central Planning and Project Monitoring	Free	1 month
18	Blood Transfusion Services	Requisition for Blood by hospitals	Directorate of Blood Transfusion Services	Free	30 Minutes
19	Tax exemption	Application with relevant documents	Department of Administration	Free	Up to 5 days
20	Vetting for Income Tax Exemption	● Request for vetting from NCPWD ● Completed Disability Medical	Directorate of Curative and Nursing Services	Free	Up to 30 days

		- Assessment form. - Consultant/ Specialist medical report where necessary			
21	Second Opinion for extension of service by PSC	- Request for Second opinion by PSC - Completed Disability Medical Assessment form. - Consultant/ Specialist medical report where necessary	Directorate of Curative and Nursing Services	Free	Up to 30 days
22	Appeal For Disability Medical Assessment	- Request for re- assessment by the client - Completed Disability Medical Assessment form. - Consultant/ Specialist medical report where necessary	Directorate of Curative and Nursing Services	Free	Up to 30 days
23	Application for government import permits for Health Products and Technologies	Timely communication and provision of required documentation.	Directorate of Health Products and Technologies.	Free	10 days
24	Assessment of suitability for registration of TCIM practitioners	Submission of credentials, scope of practice, academic and professional certificates, and any other relevant supporting documentation	Directorate of Health Products and Technologies.	Free	Up to 14 days
25	Recruitment	Application with relevant documents	Department of Human Resource and Development	Free	Up to 21 days

“COMMITMENT TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY”

Any services that do not conform to the above standards or any officer who does not adhere to and/or does not live up to commitment to courtesy and excellence in the service delivery should be reported to:

The Principal Secretary	The Commission Secretary/Chief Executive
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State Department for Medical Services, Afya House Cathedral Road P.O. Box 30016 – 00100 Nairobi, Kenya Email: ps.medical@health.go.ke http://www.health.go.ke	Officer Commission on Administrative Justice West End Towers, 2nd Floor, Waiyaki Way, P.O. Box 20414-00200 Nairobi Tel: +254 (0) 20 2270000/2303000 Email: complain@ombudsman.go.ke
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