

# STATE DEPARTMENT FOR MEDICAL SERVICES

## CITIZEN'S SERVICE DELIVERY CHARTER

### VISION

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

NOTE: Each row shows English text followed by its Braille Unicode equivalent (Grade 1 / Uncontracted Braille).

This document displays Braille Unicode characters for on-screen reference. Physical embossing requires specialist Braille embossing software and hardware.

| NO | SERVICES                                             | REQUIREMENTS                             | RESPONSIBILITY                               | COST | TIMELINE       |
|----|------------------------------------------------------|------------------------------------------|----------------------------------------------|------|----------------|
| 1  | Response to verbal enquiries (Reception Desk)        | Specify nature of enquiry<br>National ID | Directorate of Administration                | Free | Five minutes   |
| 2  | Response to written correspondence - Email           | Email                                    | Dept of Administration & Communications Unit | Free | One day        |
|    | Response - Social Media (Twitter, Facebook, YouTube) | Social Media                             | Dept of Administration & Communications Unit | Free | One day        |
|    | Response - Letters                                   | Letters                                  | Dept of Administration                       | Free | Up to 7 days   |
| 3  | Respond to telephone calls (landline)                | Make a call                              | Dept of Administration                       | Free | Within 3 rings |
| 4  | Attend to public complaints - Physical visit         | Visit office                             | Dept of Administration & Communications Unit | Free | Up to 1 day    |

| NO | SERVICES                                            | REQUIREMENTS                                                                         | RESPONSIBILITY                                        | COST              | TIMELINE             |
|----|-----------------------------------------------------|--------------------------------------------------------------------------------------|-------------------------------------------------------|-------------------|----------------------|
|    |                                                     |                                                                                      |                                                       |                   |                      |
|    |                                                     |                                                                                      |                                                       |                   |                      |
|    | Attend to public complaints - Written communication | Written communication                                                                |                                                       | Free              | Up to 14 days        |
| 5  | Access and Provision of Information                 | Written request                                                                      | Dept of Administration, Communications, Legal Affairs | Free              | Up to 14 days        |
| 6  | Safe and Secure Work Environment                    | Adequate resources<br>Cooperation and vigilance                                      | Dept of Administration & HR Management                | Free              | Continuous           |
| 7  | Performance reporting                               | Performance targets Evaluation reports<br>Performance contract                       | Dept of Central Planning & Project Monitoring         | Free              | Quarterly & Annually |
|    | Human Resource Development (Training)               | Application and admission letter<br>Meet requirements                                | Dept of HR Management & Development                   | Per fee structure | 1 month              |
|    | Internship and Attachment                           | Receive and deploy PSC interns<br>Submit reports<br>Application<br>Meet requirements | Dept of HR Management & Development                   | Free              | Up to 14 days        |
|    | Human Resource Management Services                  | Written requests<br>Meet requirements                                                | Dept of HR Management & Development                   | Free              | Up to 14 days        |

| NO | SERVICES                                               | REQUIREMENTS                                                                                 | RESPONSIBILITY                      | COST | TIMELINE                    |
|----|--------------------------------------------------------|----------------------------------------------------------------------------------------------|-------------------------------------|------|-----------------------------|
|    |                                                        |                                                                                              |                                     |      |                             |
|    |                                                        |                                                                                              |                                     |      |                             |
|    | Employee benefits and remuneration / Personnel records | Up to date individual documents<br>Meet requirements                                         | Dept of HR Management & Development | Free | Up to 5 days                |
|    | Employee service awards and recognition                | Performance reports Citation                                                                 | Dept of HR & Administration         | Free | Annually                    |
|    | Access to Ministry tenders                             | Register on IFMIS portal<br>Prequalification Application                                     | Dept of Supply Chain Management     | Free | 1 day                       |
|    | Notification of Bid outcomes                           | Access e-procurement portal                                                                  | Dept of Supply Chain Management     | Free | 1 day                       |
|    | Processing of payments to suppliers                    | Invoice, Purchase Order, delivery docs Valid KRA pin & tax compliance Relevant documentation | Dept of Finance and Accounts        | Free | Up to 30 days               |
|    | Disposal of Obsolete Stores                            | Submission of bids                                                                           | Dept of Supply Chain Management     | Free | 60 days from advertisement  |
|    | MTEF budget preparation and submission                 | Public participation                                                                         | Dept of Finance and Planning        | Free | By end of December annually |

| NO | SERVICES                                                                           | REQUIREMENTS                                                                                                       | RESPONSIBILITY                                                                                                                                                        | COST | TIMELINE                      |
|----|------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|-------------------------------|
|    |                                                                                    |                                                                                                                    |                                                                                                                                                                       |      |                               |
| 8  | Electronic access to Ministry services and information                             | Log in to Ministry website                                                                                         | Dept of ICT                                                                                                                                                           | Free | Immediate                     |
| 9  | Parliamentary & Legal Services - Parliamentary Responses                           | Parliamentary queries                                                                                              | Dept of Administration                                                                                                                                                | Free | Up to 5 days or as stipulated |
| 10 | Respond to legal issues                                                            | Legal suits and notices                                                                                            | Legal Affairs Unit, Dept of Administration                                                                                                                            | Free | Up to 7 days or as stipulated |
| 11 | Anti-Corruption - Report corruption allegations                                    | Written request for information                                                                                    | Dept of Administration & Legal Affairs                                                                                                                                | Free | Up to 3 days                  |
| 12 | Public Communication Services (Newsletters, Media Briefings, Proactive Disclosure) | On request Media channels<br>MOH website Social media                                                              | Public Communications Unit                                                                                                                                            | Free | Up to 10 minutes              |
| 13 | Formulate and disseminate Government Policies                                      | Stakeholder participation<br>Ministry website Electronic and print media Enquire from MOH<br>Public Communications | Directorate of Family Health<br>Directorate of Curative & Nursing Services<br>Directorate of Health Products & Technologies<br>Directorate of Health Finance, Digital | Free | Up to 6 months                |

| NO | SERVICES                                                                   | REQUIREMENTS                                                                               | RESPONSIBILITY                                                                                                                                                                                  | COST | TIMELINE                       |
|----|----------------------------------------------------------------------------|--------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|--------------------------------|
|    |                                                                            |                                                                                            | Health, Policy & Research                                                                                                                                                                       |      |                                |
| 14 | Formulate, review and disseminate Health Sector Standards and Guidelines   | Stakeholder participation<br>Ministry website Media Enquire from MOH Public Communications | Directorate of Family Health<br>Directorate of Curative & Nursing Services<br>Directorate of Health Products & Technologies<br>Directorate of Health Finance, Digital Health, Policy & Research | Free | Up to 6 months                 |
| 15 | Forensic and Pathology Services                                            | Request Forms Court Orders Specimens                                                       | Directorate of Curative and Nursing Services                                                                                                                                                    | Free | Up to 14 days or as stipulated |
| 16 | Research and Development - Permit to conduct research in health facilities | Request for permit                                                                         | Directorate of Health Finance, Digital Health, Policy & Research                                                                                                                                | Free | Up to 21 days                  |

| NO | SERVICES                                                | REQUIREMENTS                       | RESPONSIBILITY                                                                                                                                                                                                                                   | COST | TIMELINE      |
|----|---------------------------------------------------------|------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|---------------|
|    |                                                         |                                    |                                                                                                                                                                                                                                                  |      |               |
|    |                                                         |                                    |                                                                                                                                                                                                                                                  |      |               |
|    | Research - Permit to access Ministry data for research  | Request for permit                 | Directorate of Health Finance, Digital Health, Policy & Research                                                                                                                                                                                 | Free | Up to 21 days |
|    | Research - Permit to transfer biological samples abroad | Request for permit                 | Directorate of Health Finance, Digital Health, Policy & Research                                                                                                                                                                                 | Free | Up to 21 days |
| 17 | Capacity building of Counties                           | Request from Counties Health needs | Directorate of Family Health<br>Directorate of Curative & Nursing Services<br>Directorate of Health Products & Technologies<br>Directorate of Health Finance, Digital Health, Policy & Research<br>Dept of Central Planning & Project Monitoring | Free | 1 month       |
| 18 | Blood Transfusion Services                              | Requisition for blood by hospitals | Directorate of Blood Transfusion Services                                                                                                                                                                                                        | Free | 30 minutes    |

| NO | SERVICES                                       | REQUIREMENTS                                                                                                                     | RESPONSIBILITY                               | COST | TIMELINE      |
|----|------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------|------|---------------|
|    |                                                |                                                                                                                                  |                                              |      |               |
| 19 | Tax exemption                                  | Application with relevant documents                                                                                              | Dept of Administration                       | Free | Up to 5 days  |
| 20 | Vetting for Income Tax Exemption               | Request from NCPWD<br>Completed Disability Medical Assessment form<br>Consultant/Specialist report if necessary                  | Directorate of Curative and Nursing Services | Free | Up to 30 days |
| 21 | Second Opinion for extension of service by PSC | PSC request for second opinion<br>Completed Disability Medical Assessment form<br>Consultant/Specialist report if necessary      | Directorate of Curative and Nursing Services | Free | Up to 30 days |
| 22 | Appeal for Disability Medical Assessment       | Request for re-assessment by client<br>Completed Disability Medical Assessment form<br>Consultant/Specialist report if necessary | Directorate of Curative and Nursing Services | Free | Up to 30 days |

| NO | SERVICES    | REQUIREMENTS                        | RESPONSIBILITY                         | COST | TIMELINE      |
|----|-------------|-------------------------------------|----------------------------------------|------|---------------|
| 23 | Recruitment | Application with relevant documents | Dept of Human Resource and Development | Free | Up to 21 days |

## "COMMITMENT TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY"

Any services not conforming to the above standards should be reported to:

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| <b>The Principal Secretary</b><br>State Dept for Medical Services, Afya House, Cathedral Road<br>P.O. Box 30016-00100 Nairobi, Kenya<br>Email: ps.medical@health.go.ke   <a href="http://www.health.go.ke">http://www.health.go.ke</a> | <b>The Commission Secretary/CEO</b><br>Commission on Administrative Justice<br>West End Towers, 2nd Floor, Waiyaki Way, P.O. Box 20414-00200 Nairobi<br>Tel: +254 (0) 20 2270000/2303000   Email: <a href="mailto:complain@ombudsman.go.ke">complain@ombudsman.go.ke</a> |
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