



MINISTRY OF HEALTH

VISION:

A healthy, productive and globally competitive nation

MISSION:

To build a progressive, responsive and sustainable healthcare system for accelerated attainment of the highest standard of health for all people in Kenya

SERVICE DELIVERY CHARTER

NO	SERVICES	REQUIREMENT TO OBTAIN THE SERVICES	RESPONSIBILITY	COST	TIMELINE
1	Administration / Management Response to verbal enquires (Reception Desk)	Specify the nature of enquiry	Directorate of Administration	Free	Five minutes
2	Respond to written correspondence	Email	Department of Administration	Free	One day
		Social Media (Twitter, Facebook, and You Tube)	Department of Administration	Free	One day
		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	Free	Up to 10 minutes
		Written communication		Free	Up to 14 days
5	Access to Information	<ul style="list-style-type: none"> Written request 	Department of Administration and Department of Legal Affairs	Free	Up to 14 days
6	Provision of conducive, safe and secure Work Environment	<ul style="list-style-type: none"> Cleanliness and hygiene Adequate working resources Cooperation and vigilance 	Department of Administration	Free	Continuous
7	Performance reporting	<ul style="list-style-type: none"> Performance targets Performance evaluation reports Performance contract 	Department of Central Planning and Project Monitoring	Free	Quarterly and Annually

	Human Resource Development (Training)	<ul style="list-style-type: none"> • Submit application • Meet requirements set 	Department of Human Resource Management and Development	As per fee structure	1 month
	Internship and Attachment	<ul style="list-style-type: none"> • Submit application • Meet requirements set 	Department of Human Resource Management and Development	Free	Up to 14 days
	Human Resource Management	<ul style="list-style-type: none"> • Written reports/request • Meet requirements set 	Department of Human Resource Management and Development	Free	Up to 14 days
	Employee benefits and remuneration	Meet requirements set	Department of Human Resource Management and Development	Nil	Continuous
	Personnel records management	Up to date individuals' documents and Biodata	Department of Human Resource Management and Development	Nil	Continuous
	Employee services awards and recognition	Reports on performance, achievement, creativity and innovation	Department of Human Resource and Development	Nil	Annually
	Access to Ministry tenders	<ul style="list-style-type: none"> • Supplier to register in the IFMIS supplier portal 	Department of Supply Chain Management	Free	1 day
	Processing of payments to suppliers	<ul style="list-style-type: none"> • Invoice, Purchase Order, delivery documents • Valid KRA pin and VAT/ Tax compliance certificate • Relevant Documentation 	Department of Accounts	Free	Up to 30days
	Preparation, presentation and submission of MTEF budget	<ul style="list-style-type: none"> • Public participation 	Department of Finance	Free	By end of December every year.
	Electronic access to the Ministry's services and information	<ul style="list-style-type: none"> • Log in to the Ministry's website 	Department of ICT	Free	Immediate
8	Parliamentary and Legal Services Compilation and submission of Parliamentary Responses	Parliamentary Queries	Department of Administration	Free	Up to 5 days or as stipulated
9	Respond to legal issues	Legal suits and notices	Department of Legal Affairs	Free	Up to 7 days or as stipulated

10	Anti-Corruption Provide information on corruption allegations	Written request for information needed	Departments of Administration and Legal Affairs	Free	Immediate or on need basis
22	Public Communication Services <ul style="list-style-type: none"> • News letters • Media briefing • Proactive disclosure 	<ul style="list-style-type: none"> • On request • Access to media channels • MOH website • Social media (twitter, Facebook) 	Department of Public Communication	Free	Immediate or on need basis
23	Government Policies Formulate and disseminate Government Policies	<ul style="list-style-type: none"> • Stakeholders Participation • Access Ministry website • Access to electronic and print media • Enquire from MOH Public Communication office 	Department of Central Planning and Project Monitoring	Free	Continuous and on need basis
24	Government Standards, Regulations and Guidelines Formulate, review and disseminate Health Sector standards and guidelines	<ul style="list-style-type: none"> • Stakeholders Participation • Access Ministry website • Access to electronic and print media • Enquire from MOH Public Communication Office 	Directorate of Health Standards, Quality Assurance and Regulation	Free	Continuous
25	Quality of care certification of health facilities	<ul style="list-style-type: none"> • Application for quality-of-care certification 	Directorate of Health Standards, Quality Assurance and Regulation	Free	Continuous and on case basis
26	Approval for treatment abroad	<ul style="list-style-type: none"> • Application for clearance • Submission of requisite medical documentation by the applicant(s) 	Directorate of Health Standards, Quality Assurance and Regulation	Free	Up to 7 days
27	Public Health Reference Laboratory Services	<ul style="list-style-type: none"> • Request for lab test(s) • Presentation of samples from client(s) • Payment receipts 	Directorate of Medical Services /Preventive and Promotive Health	Kshs. 50 – 12,000	Up to 7 days
28	Safety and security of vaccines and other health commodities	<ul style="list-style-type: none"> • Quantifications • Order • Storage • Status reports 	Directorate of Medical Services /Preventive and Promotive Health	Free	Up to 10 days
29	Emergency and disaster management	Report of occurrence (using toll free numbers: - 0729471414 0732353535 0800721316	Directorate of Medical Services /Preventive and Promotive Health	Free	Immediately
30	Forensic and Pathology Services	<ul style="list-style-type: none"> • Submission of Request Forms • Court Orders 	Directorate of Medical Services /Preventive and Promotive Health	Free	Up to 14 days or as stipulated

		• Specimens			
31	Research and Development	Emerging needs	Department of Health Policy, Research and Monitoring	Free	Continuous
		Request for permit to access Ministry's data for research purposes	Department of Health Policy, Research and Monitoring	Free	Up to 7 days
		Request for permit to export human specimen samples for research purpose	Department of Health Policy, Research and Monitoring	Free	Up to 7 days
32	Capacity building of Counties	<ul style="list-style-type: none"> Request from Counties Health need(s) 	Directorate of Health sector coordination and Intergovernmental Relations	Free	1 month
33	Blood Transfusion Services	Requisition for Blood by hospitals	Directorate of Health Care Services	Free	30 Minutes
34	Port Health Services	Online lodgment of complete documents for export health certificates.	Directorate of Public Health	Kshs. 1,500	8 Hours
		Online lodgment of complete documents for import health certificates.	Directorate of Public Health	Kshs. 1,000	8 Hours
35	Processing of Vaccination Certificates	Vaccination for travelers	Directorate of Public Health	Kshs. 3,000	10 minutes

“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:

<p>The Principal Secretary Ministry of Health Afya House, Cathedral Road P. O. Box 30016, 00100 Nairobi Tel. 254-20-2714130 Email: complaint@health.go.ke Website: www.health.go.ke</p>	<p>The Chairman Commission on Administrative Justice West End Towers, 2nd floor, Waiyaki Way P O Box 20414 – 00200, Nairobi Email: complain@ombudsman.go.ke</p>
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“Huduma Bora ni Haki Yako” - Quality Service is Your Right