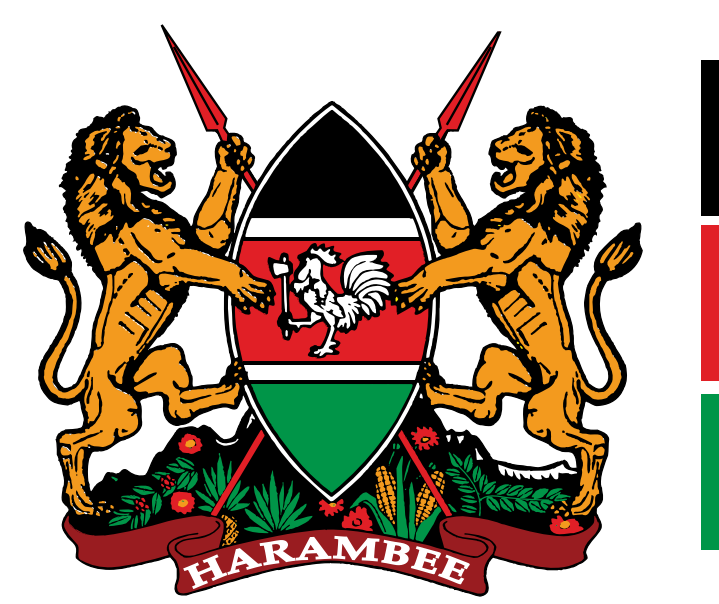




**KENYA HEALTH PROFESSIONS
OVERSIGHT AUTHORITY**
KHPOA
Transforming Health Professions
for Quality and Ethical Health Care

CITIZENS' SERVICE DELIVERY CHARTER

S/No.	Service/Good	Requirements to obtain Service/Good	Cost of Service/Good	Timeline
1.	Respond to incoming calls	Call official line within the working hours	Free	Within 5 minutes
2.	Respond to verbal enquiries	Clear enquiry or communication	Free	Within 10 minutes
3.	Acknowledgement of official emails	- Request for information using the official email address - Clarity of information	Free	Immediate
4.	Respond to written correspondences (letters, emails and social media)	Letters, emails and correspondences formally received. Courtesy and clarity of communication	Free	Within 5 working days of receipt for letters
				Within 3 working days of receipt for emails
5.	Processing of lodged complaints	Use of appropriate channels: Email, letters, social media, telephone calls	Free	Delivery
6.	Provide security to clients and their property	- Personal identification - Reason for visit - Cooperation with security officers	Free	Daily
7.	Ensuring clean and safe environment	Observe cleanliness and use designated waste disposal bins	Free	Daily
8.	Attending to clients on appointment	- Formal request for appointment - Confirmed Formal appointment - Observe punctuality	Free	Within 10 minutes of arrival at the service time
9.	Registration of health professionals (Trained in Kenya)	Application form; Certified Copies of academic and professional certificates; National Id Passport; and passport photo Bank slip and mpesa statement	Ksh.5000	10 days for processing 15 days for production
10.	Registration of health professionals (Trained outside Kenya)	Application form certified copies of academic and professional certificates; Transcripts from relevant institutions National ID/Passport; and Passport photo, Bank slip/Mpesa statement	Ksh.5000	15 days for processing
				15 days for production
11.	Licensing of health professionals (initial)	Application form; copies of academic and professional certificates National ID/Passport; and passport photo, Bank slip/Mpesa statement	Ksh.5000	25 working days
12.	Licensing of health professionals (Renewal)	Application form; copies of professional certificates for additional training; CPD certificate; Certified copy of registration certificate; National ID/Passport photo, Bank slip/Mpesa statement	Ksh.5000	15 Working days
13.	Temporary licensure (for licensure)	Temporary licensure Application form; verification from respective Boards/Councils of current country of practice, school transcript letter from host organization & work permit/special pass, passport photo, immigration passport; Certificate of good standing	Ksh.10,000	10 Working days for short stay (4 weeks) 30 Working days for long stay (Not more than 12 months)
14.	Issuance of registration certificates and licenses	Receipt of confirmation message, National ID card /Passport	Free	Immediately

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service/good rendered that does not conform to the above standards or any officer who does not live up to commitment to courtesy and excellence in Service Delivery should be reported to:

The Director General/CEO
Kenya Health Professions Oversight
Authority

P.O. BOX 34422-00100
NAIROBI
Telephone: 254742157424
Email: ceo@khpoa.go.ke

The Commission Secretary/Chief Executive Officer,
Commission on Administrative Justice, 2nd Floor,
West End Towers, Waiyaki way, Nairobi

P.O. Box 20414-00200 Nairobi
Tel +254 (0) 20 2270000/2303000
Email: feedback@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO



KENYA HEALTH PROFESSIONS
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MKATABA WA UTOAJI HUDUMA KWA WANANCHI

Nambari ya Usajili	Huduma /Bidhaa	Mahitaji ya kupata huduma/bidhaa	Bei ya huduma /Bidhaa (ikiwepo)	Muda
1.	Kujibu simu Zinazopigwa	Piga Nambari ya afisi nyakati za kazi	Bure	Kwa dakika tano (5)
2.	Kujibu maswali pokezi	Kumaliza Maswali pokezi au mawasiliano	Bure	Dakika kumi(10)
3.	Thibitisho la kupokea barua pepe	- Tumia njia rasmi ya barua Pepe - Kuagiza habari - Uwazi wa mawasiliano	Bure	Mara moja
4.	Kujibu mawasiliano yaliochapishwa (Nyaraka,Barua Pepe na mitandao ya kijamii	Kupokelewa kwa Nyaraka, barua Pepe na majibu Kwa njia rasmi Fadhila na uwazi wa mawasiliano	Bure	Kwa siku Tano (5) za utendakazi baada ya mapokezi ya Nyaraka
				Kwa siku Tatu(3) za utendakazi baada ya mapokezi ya barua pepe
5.	Mchakato wa malalamishi yaliyowasilishwa	Matumizi ya njia rasmi ya mawasiliano Barua Pepe, Nyaraka, mawasiliano ya simu na mitandao ya kijamii	Bure	Kila siku
6.	Kutoa ulinzi Kwa wateja na Mali yao	- Kitambulisho Cha Kitaifa - Sababu ya kuzuru, - Ushirikiano na maafisa wa usalama	Bure	Kila siku
7.	Kuhakiki mazingira Safi na salama	Zingatia unadhifu na matumizi Bora ya majaa ya taka yaliyotengwa	Bure	Kila siku
8.	Kuwahudumia wateja wenye miadi	- Maombi rasmi ya miadi - Thibitisho la miadi rasmi - Kuwahi mapema	Bure	Kwa dakika kumi(10) za kuwasili wakati wa huduma
9.	Usajili wa maafisa wa afya(waliopata mafunzo nchini Kenya)	Fomu ya maombistakabadhi za elimu na taaluma zilizothibitishwa, Kitambulisho cha kitaifa, paspoti, picha za paspoti, hati rasmi ya benki na taarifa ya Mpesa.	Shilingi Elfu tano (5,000)	Siku kumi(10) za mchakato
				Siku kumi na tano(15) za uzalishaji
10.	Usajili wa wataalamu wa afya(Waliopata mafunzo Ughaibuni)	Fomu ya maombi,stakabadhi za elimu na taaluma zilizothibitishwa, Nakala taaluma kutoka taasisi husika, Kitambulisho cha taifa, paspoti, picha za paspoti, hati rasmi ya benki na taarifa ya Mpesa.	Shilingi Elfu tano (5,000)	Siku kumi na tano(15) za uzalishaji
11.	Utoaji leseni Kwa wataalamu wa afya(awali)	Fomu ya maombi; Nakala za vyeti vya elimu na taaluma zilizothibitishwa, Kitambulisho cha taifa au paspoti na picha za paspoti, hati rasmi ya benki na taarifa ya Mpesa	Shilingi Elfu tano (5,000)	Siku ishirini na tano (25) za utendakazi
12.	Utoaji leseni kwa wataalamu wa afya(upya)	Fomu ya maombiNakala za taaluma na vyeti vilivyothibitishwa vya mafunzo ya ziada, cheti cha taaluma ya mafunzo endelezi (CPD), cheti cha kilichothibitishwa, Kitambulisho cha taifa au paspoti na picha za paspoti, hati rasmi ya benki na taarifa ya Mpesa	Shilingi Elfu tano (5,000)	Siku kumi na tano (15) za utendakazi
13.	Utoaji wa leseni za muda (Kwawageni)	Leseni ya muda Fomu ya usaji Thibitisho kutoka bodi husika au mabaraza ya Nchianamofanyia mazoezi Kwa wakati huo, nakala za shule, barua kutoka Shirika enyeji, ruhusa ya kazi na / pasi maalum, picha za paspoti, paspoti kutoka idara ya Uhamisho,Cheti cha mwenendo mzuri	Shilingi Elfu Kumi (10,000)	Siku kumi(10) za utendakazi za kuishi Kwa muda wa majuma manne(4) Siku thelathini(30) Kwa wanaishi Kwa muda mrefu (Usiozidi miezi kumi na miwili(12)
14.	Utoaji wa vyeti vya usajili pamoja na leseni	Kupokea dhihirisho la arafa, Kitambulisho cha kitaifa au paspoti.	Bure	Mara moja

TUMEJITOLEA KWA FADHILA NA UTOAJI BORA WA HUDUMA

Utoaji wowote wa huduma au Bidhaa usioambatana na viwango vilivyoielezwa au afisa yeyote asiyetekeleza fadhilana utoaji bora wa huduma na bidhaa aripotiwe Kwa:

Mkurugenzi Mkuu
Kenya Health Professions
Oversight Authority

S.L.P34422- 00100
NAIROBI
Simu: +254742157424
Barua Pepe: ceo@khpoa.go.ke

Karibu wa Time au Afisa Mkuu Mtendaji
Tume ya Hali na Utawala, Ghorofa ya pili - (2) West End
Towers, Waiyaki Way, Nairobi

S.L.P 20414-00200
Nairobi
Simu: +254(0)202270000 au 2303000
Barua Pepe: feedback@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO