

The service charter provides a system through which customers can give feedback and channel their complaints. Any issues can be channeled to:

Permanent Secretary or Heads of Department, or customer care desk in each facility or call Tel. 0735984498, 0725733650, or email: suggestions@health.go.ke

Postal address  
Ministry of Public Health  
Afya House, Headquarters  
Cathedral road  
P. O. Box 30016, 00100  
Nairobi  
Tel. 254-20-2717077  
Fax . 254-20-2713234  
Email: psmoh@africaonline.co.ke  
Website: www.health.go.ke



Contacts:  
The Executive Director,  
Health Rights Advocacy Forum (HERAF),  
Muthangari Road, Off Gitanga Road,  
P.O. Box 100667-00101, Jamia,  
Nairobi, Kenya  
Tel: +254-20-3861482/3  
Tel/fax: +254-20-3861483  
Email: info@heraf.or.ke  
Website: www.heraf.or.ke

# FACT SHEET

## MINISTRY OF HEALTH SERVICE CHARTER FOR HEALTH SERVICE DELIVERY

The MOH have a service charter, a statement of intent to its customers, which defines the ministries, their core functions, the services they offer, their commitments, obligations, customer's rights and obligations, mechanisms for forwarding and handling complaints.

The charter is guided by the ministry's vision, mission and mandate which read as follows:

### Vision

To provide efficient and high quality health care system that is accessible, equitable and affordable for every Kenyan.




### Mission

To promote and participate in provision of integrated and high quality promotive, preventive, curative and rehabilitative health care services to all Kenyans.

### Mandate

To provide health services, create an enabling environment, regulate and set standards and policy for health service delivery.

**The MOH is guided by core values which focus on professional growth and practice while providing health care services. The values include:**

-  Professionalism
-  Integrity
-  Honesty

*This Fact sheet is developed by HERAF with support from European Union (EU). The contents of this publication are the sole responsibility of HERAF and can in no way be taken to represent the views of European Union.*



- ☞ Quality
- ☞ Timeliness
- ☞ Teamwork
- ☞ Innovativeness

**The charter expresses the ministry's vision of improving the performance of the health sector to achieve the following:**

- ☞ Increased access to equitable health services.
- ☞ Improved quality of services offered in the health sector.
- ☞ Improved efficiency and effectiveness of service delivery.
- ☞ Enhance regulatory capacity for effective healthcare delivery.
- ☞ Foster partnership in improving health care and health service delivery.
- ☞ Rationalize the financing of health care services.
- ☞ Timely responsiveness to health needs of the population.
- ☞ Provision of ethical health care services.

**The service charter states that the ministry is responsible for the delivery of the following tasks:**

- ☞ Formulation and implementation of health and sanitation policies.
- ☞ Provision and promotion of preventive, curative and rehabilitative health services.
- ☞ Setting standards and regulating the provision of health service delivery.
- ☞ Registration of doctors and paramedics in Kenya.
- ☞ Administration of Medical Research Institutes, Medical Training Colleges,

Hospital Insurance Fund, Medical Supplies Agencies and Government Chemists.

- ☞ Management of radiation protection board and regulatory bodies for pharmacy and medicine.
- ☞ Provide overall sanitation services and prevention for sanitary nuisances.
- ☞ Provision of maternal and child health services.
- ☞ Quarantine administration for disease outbreak.
- ☞ Manage clinics, dispensaries, health centers and hospitals.
- ☞ Provide health education.
- ☞ Health inspection and other health services including food safety.

**The charter has assigned to health care workers key obligations which will see to the effective delivery of health care services. They are as follows:**

- ☞ Promotion of healthy lifestyles.
- ☞ Regulation of provision of health services.
- ☞ Prevention of diseases.
- ☞ Protection of the public against harm.
- ☞ Coordination of provision of health services.
- ☞ Provision of health services.
- ☞ Customers at the reception will be served speedily and handled with respect.
- ☞ Pick customers calls within 30 seconds but in any case not exceeding three rings.
- ☞ Respond to enquiries, written correspondence and e-mails promptly.

- ☞ Acknowledge technical and complex enquiries within five (5) days and address the same within fourteen days of the date of receipt.
- ☞ Provide accessible and timely services to all. Customers shall be attended to within 10 minutes.

**The charter spells out that the customer (patient) has the following rights:**

- ☞ Right to life
- ☞ Right to health care by qualified health provider
- ☞ Right to accurate information
- ☞ Right to timely service i.e. service without delay
- ☞ Right of choice of health provider/ service
- ☞ Right to protection from harm or injury
- ☞ Right to privacy and confidentiality
- ☞ Right to courteous treatment
- ☞ Right to dignified treatment
- ☞ Right to continuity of care
- ☞ Right to personal/own opinion
- ☞ Right to emergency treatment any where
- ☞ Right to dignified death

**For the ministry to be able to implement the service charter, it calls upon the customers to deliver the following obligations:**

- ☞ Engage in healthy life style.
- ☞ Seek treatment early.
- ☞ Seek information on illness and treatment.

- ☞ Comply with treatment and medical instructions.
- ☞ Be courteous and respectful to health workers.
- ☞ Help ministry to stop corruption by reporting any corrupt practices and refrain from seeking preferential treatment.
- ☞ Enquire about the related costs of treatment and/or rehabilitation and to arrange for payment.
- ☞ Care of health records in his or her possession.
- ☞ Respect the rights of other patients and health providers.
- ☞ Provide health care providers with the relevant and accurate information for diagnostic, treatment and rehabilitation or counseling purposes.