



COUNTY GOVERNMENT OF ELGEYO MARAKWET
DEPARTMENT OF HEALTH SERVICES
CITIZEN SERVICE DELIVERY CHARTER

Preamble:	The Department of Health Services is committed to providing high quality services to all of its clients with dignity, professionalism and within the shortest time possible.
Vision statement:	An efficient and high quality health care system that is accessible, equitable and affordable for all
Mission statement:	To provide an integrated, high quality, promotive, preventive, curative and rehabilitative health care services to all citizens in Elgeyo Marakwet County
Values:	Integrity, commitment and devotion, teamwork and consultation, client focus, and transparency
Core functions:	Provides preventive, promotive, curative, rehabilitative and emergency health services for the citizens of Elgeyo Marakwet County

Citizen's Obligations	Citizen Service Guarantee & Service Standards
<p>All citizens and service seekers are expected to:</p> <ol style="list-style-type: none"> 1. Provide relevant and accurate information to the health provider, 2. Seek treatment at the earliest opportunity, 3. Keep scheduled appointments, 4. Take care of records in his/her possession, 5. Comply with treatment and medical instructions, 6. Be courteous and respectful towards health workers, 7. Respect the rights of other patients and health providers. 	<p>We are committed to the following service provision standards:</p> <ol style="list-style-type: none"> 1. Quality health services, 2. Timely health services, 3. Correct information as a right of the citizens, 4. Non-discrimination, 5. Privacy of care and treatment, 6. Confidentiality of information, 7. Equitable distribution of health resources, 8. Timely response to complaints and enquiries.

Citizen Service Charter Matrix				
No.	Service Offered	Citizen Requirement	Cost	Time
1	Provision of curative and rehabilitative services	<ul style="list-style-type: none"> ✓ Seek health services from any health facility ✓ Provide correct information to service provider 	Refer to health facility service charters	Varies depending on the type of service offered
2	Laboratory (test) services	<ul style="list-style-type: none"> ✓ Cooperation with service provider 	Free – Kshs 1,000 (depending on test type)	7 days
3	Food hygiene/food handlers examination services	<ul style="list-style-type: none"> ✓ Cooperate and comply with the set conditions 	Kshs 200 – Kshs 2,500	3 days
4	Provision of Ambulance and hearse services	<ul style="list-style-type: none"> ✓ Request for ambulance services 	Kshs. 1,000 - Kshs. 2,000	1 hour
5	Pest control services in private and public spaces (disinfestations and fumigation)	<ul style="list-style-type: none"> ✓ Request for services 	Kshs 1,000- 2,000 as per category	3 days

6	Mortuary and cemetery services (preservation, dressing, embalming, cemetery services)	✓ Request for service and cooperation	Kshs 300- Kshs 2,000	Continuous
7	Public health premise inspection and licensing services	✓ Cooperate and comply with the set conditions	Kshs 200 – Kshs 10,000 depending on type of premise/clearance certificate type	3 days
8	Provision of emergency and disaster management including quarantine services	✓ Make prompt report on cases seen or suspected.	Free	Immediately
9	Approval of building plans	✓ Payment of the necessary charges ✓ Provide all necessary documentations	Kshs 200 (siting) Kshs 1,000 – Kshs. 5,000 (residential/commercial and Go downs)	1 day
10	Issuance of building occupation certificate	✓ Payment of the necessary charges ✓ Provide all necessary documentations	Kshs 1,000 – Kshs. 7,000 (residential/commercial and Go downs)	5 day
11	Dissemination of Government policies, regulations, standards and guidelines	✓ Attend public forums and visit county website ✓ Make inquiries at the nearest facility	Free	Routinely
12	Distribution of health commodities and equipment	✓ Citizen feedback on service delivery	Free	Quarterly
13	Inspection of Training institutions for registration and licensing	✓ Make formal written request ✓ Payment of the necessary charges	Kshs 3,000	Annually
14	Inspection and regulation of health facilities including private clinics	✓ Compliance with set conditions	Kshs 3,000 – Kshs 5,000 as per category	Annually
15	Resolution of public complaints	✓ Lodge formal complaint	Free	Continuous
16	Improvement in and maintenance of physical infrastructure within the health facilities	✓ Citizen feedback ✓ Health management committee resolutions	Free	Routinely
17	Response to County Assembly queries	✓ Written request	Free	Routinely

Feedback corner

Any service that does not conform to standards or an officer who does not live up to the commitment to courtesy and excellence in service delivery should immediately be reported to

The Chief Officer,
Department of Health Services
The County Government HQ Elgeyo-Marakwet County
P.O. Box 332-30700, ITEN
Telephone No. 202336498

Office hours: 8am- 5pm (Monday – Friday)

Alternatively, you can contact our Complaints Handling Committee:

Tel: +254 202336498

Email: elgeyomarakwet.health@yahoo.com

Physical Address: County Government Headquarter

Postal Address: P.O. BOX 332-30700 ITEN

Website: www.elgeyomarakwet.go.ke

Office Hours: Monday –Friday, 8.00 am – 1.00 pm & 2.00pm – 5.00pm

You can also drop your complaint/suggestion in the suggestion box located at all our county health facilities and hospitals

You can also seek redress by filing a complaint with the Commission on Administrative Justice:

The Commission Secretary

Commission on Administrative Justice

West end Towers, 2nd floor

Waiyaki Way -Westlands

P.O. Box 20414-00200

NAIROBI

Email: complain@ombudsman.go.ke

The fees/charges indicated in this Citizen Service Charter have been extracted from the Elgeyo Marakwet County Finance Act 2015.





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Vision statement:

An efficient and high quality health care system that is accessible, equitable and affordable for all

Mission statement

To provide an integrated, high quality, promotive, preventive, curative and rehabilitative health care services to all citizens in Elgeyo Marakwet County

Values espoused

Integrity, commitment and devotion, teamwork and consultation, client focus, and transparency

No.	Service Offered	Citizen Requirement	Cost	Time
1	Provision of curative and rehabilitative services	<ul style="list-style-type: none"> ✓ Seek health services from any health facility ✓ Provide correct information to service provider 	Refer to health facility service charters	Varies depending on the type of service offered
2	Laboratory (test) services	<ul style="list-style-type: none"> ✓ Cooperation with health services provider 	Free – Kshs 1,000 (depending on test type)	7 days
3	Food hygiene/food handlers examination services	<ul style="list-style-type: none"> ✓ Apply for licensing and pay the applicable charges 	Kshs 200 – Kshs 2,500	3 days
4	Provision of ambulance and hearse services	<ul style="list-style-type: none"> ✓ Request for ambulance services 	Kshs. 1,000 - Kshs. 2,000	1 hour
5	Pest control services in private and public spaces	<ul style="list-style-type: none"> ✓ Request for service 	Kshs 1,000- 2,000 as per category	3 days
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8	Provision of emergency and disaster management including quarantine administration services	<ul style="list-style-type: none"> ✓ Make prompt report on cases seen or suspected. 	Free	Immediately
9	Approval of building plans	<ul style="list-style-type: none"> ✓ Payment of the necessary charges 	Kshs 200 (siting) Kshs 1,000 – Kshs. 5,000 (residential/commercial and Go downs)	1 hour
10	Distribution of health commodities and equipment	<ul style="list-style-type: none"> ✓ Citizen feedback on service delivery 	Free	Monthly

HUDUMA BORA NI HAKI YAKO

Feedback corner

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