



CITIZEN SERVICE DELIVERY CHARTER

PURPOSE

The Authority is constantly striving to improve service levels and foster closer relationships with its customers and stakeholders. This Charter is an expression and manifestation of KEMSA's commitment to improve service delivery.

VISION

Excellence in the provision of HPT's and supply chain solutions in the East Africa Region

MISSION

To provide quality, affordable essential HPT's and supply chain solutions to save and transform lives

S/NO	SERVICES / GOODS	REQUIREMENTS TO OBTAIN SERVICES / GOODS	COST OF SERVICES /GOODS (IF ANY)	TIMELINE
1.	GENERAL SERVICES			
	Resolution of complaints and feedback	Specific details and disclosure of identity where necessary	Free	Within 5 working Days
2.	PROCUREMENT SERVICES			
	Advertisement of Expression of Interest in local dailies and website	Prospective bidders to bid as per respective tender requirements	Free	Within 21 Days
	Request for Quotation from prequalified bidders	Submission of quotation as per the specifications	Free	Within 7 Days
	Award and Notification	Candidates to accept/reject evaluation awards	Free	Within 14 Days
	Contract Signing	Witness Company seal/stamp	Free	Within 3 hours
3.	QUALITY ASSURANCE			
	Examination of Health Products and Technologies	Pre-delivery sample	Free	Within 48 hours
4.	WAREHOUSE			
	Receipt and acceptance of goods	<ul style="list-style-type: none"> • Copy of LPO • Delivery Note • Certificate of Analysis • Email of Schedule • Letter of Inspection and acceptance from QA 	Free	Within 48 hours
5.	PAYMENT OF GOODS & SERVICES			
	Payment of goods and services	<ul style="list-style-type: none"> • Invoice • Copy of LPO/LSO 	Free	AGPO - 30 days, Other contracts - 90 days
	Receipt of payment for goods and services	<ul style="list-style-type: none"> • EFT • Respective invoice paid 		90 days
6.	DISTRIBUTION			
	Dispatch of HPT's	<ul style="list-style-type: none"> • Proof of Delivery • Distribution list 	Free	Rural Health Facilities - 5 days Sub County and National Referrals - 2 days
7.	CUSTOMER SERVICE			
	Order Processing	<ul style="list-style-type: none"> • LPO • Distribution plan 	Free	Single Orders - 1day County Orders -2days
WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY				
Any services/goods rendered that do not conform to the set standards or any officer who does not live up to the commitments of courtesy and excellence in service delivery should be reported to:				

The Chief Executive Officer, Kenya Medical Supplies Authority

13 Commercial Street, Industrial Area | P.O. Box 47715-00100, Nairobi, Kenya | Tel: 0719 033000

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: +254 020 2270000/2303000 | Email: complain@ombudsman.go.ke

REVISION OF KEMSA SERVICE DELIVERY CHARTER

KEMSA commits to regularly update its Citizen Service Delivery Charter, taking into account feedback from the various stakeholders

The National Supply Chain Centre, Embakasi operates 24 hours, 7days a week.
National Head office and Regional Depots open from Monday to Friday between 8:00a.m - 5:00p.m
E-mail: info@kemsa.go.ke complaints@kemsa.go.ke • website: www.kemsa.go.ke • kemsa_kenya. kemsakenya

HUDUMA BORA NI HAKI YAKO