REPUBLIC OF KENYA

MEDICAL PRACTITIONERS AND DENTISTS BOARD

BOARD SERVICE CHARTER

NOVEMBER 2018

INTRODUCTION

The commitment by the Medical Practitioners and Dentists Board (MPDB) to quality service, customer centricity and satisfaction is embodied in the Service Delivery Excellence Pillar of the Strategic Plan, whose goal is *"To provide efficient, effective and accessible world class regulatory service to our customers".*

The Board is committed to achieving Service Delivery Excellence by being Customer centric and providing effective and efficient services to its Customers. This Service Charter describes the service experience our customers can expect and is a pledge by the Board to deliver high quality services to achieve customer and stakeholder satisfaction.

1. MPDB VISION

To be an efficient, effective and accessible world class health regulatory body.

2. MPDB MISSION

To ensure the provision of quality and ethical healthcare through appropriate regulation of training, registration, licensing, inspections and professional practice

3. CORE VALUES AND STAKEHOLDER VALUE PROPOSITIONS

We are guided by our core values namely;

- Integrity and professionalism
- Ethical Practice
- Accountability
- Timeliness
- Justice, fairness , Honesty
- Good governance
- Non-discrimination
- Effective Communication
- Total commitment to Service Delivery
- Respect for quality of human life and dignity
- Practice of knowledge led and evidence based medicine

4. CORE FUNCTIONS OF THE BOARD

Function	Key Activities
1) Registration	a) Indexing of medical and dental students upon admission to an accredited University b) Registration of eligible medical, dental practitioners c) Registration of the following eligible institutions: o Medical and dental schools o Medical and dental teaching hospitals o Medical, dental teaching hospitals o National and county hospitals o Internship training centers o Private and faith based health institutions
2) Licensing	Issuance of the following licenses in medicine and dentistry: a) Internship licenses b) Annual private practice licenses: o Specialist practice o General practice c) Annual licenses to the following eligible institutions o Medical and dental schools o Medical and dental teaching hospitals o Medical, dental teaching hospitals o National and county hospitals o Internship training centers o Private and faith based health institutions d) Licenses for Locum
3) Training	a) Approval of annual licenses for training institutions for medical, dental practitioners b) Approval of curriculum and facilities for undergraduate and post graduate students in medicine and dentistry c) Approval and accreditation of Continuous Professional Development (CPD) providers d) Supervision of medical and dental education e) Regulation of medical and dental internship training
4) Education	a) Conducting internship qualifying and registration examinations for foreign trained medical and dental practitioners b) Conducting assessment for foreign trained specialists c) Monitoring university examinations to medical, dental students

5) Inspections	a) Inspection and accreditation of institutions for medical, dental training b) Inspection and approval of internship training centers c) Inspection of the following training institutions o Medical and dental schools o Medical and dental teaching hospitals o Medical, dental teaching hospitals o Internship training centers e) Inspection of the following healthcare facilities o National and county hospitals o Private and faith based health institutions d) Inspection of private and public premises of medical, dental practice
6) Disciplinary handling	a) Conducting the following meetings pertaining to professional conduct, medical malpractice and health, and fitness to practice in medicine and dentistry: o Preliminary Inquiries Committee (PIC) o Professional Conduct Committee (PCC) inquiries o Full Board Tribunal inquiries
7) Advisory	b) Advising the National Government (through the Cabinet Secretary for Health); County Governments (through the Council of Governors), and Stakeholders on the following matters: o Medical and dental workforce capacity o Medical and dental professional practice standards o Medical and dental education and training o Medical, dental health care service institutions o Regional best practice and benchmarking standards for medicine and dentistry in Kenya
8) Collaboration	a) Collaboration with bodies having similar mandate to benchmark standards, improve health service provisions and adopt regional best practices: o Internationally: International Association of Medical Regulatory Authority (IAMRA) o Africa region: Association of medical council of Africa (AMCOA) o Regional: East African community boards and councils o Locally: Health regulatory bodies e.g., Nursing Council of Kenya (NCK), Pharmacy and Poisons Board (PPB), Kenya Medical Laboratory Technicians and Technologist Board (KMLTTB), Clinical Officers Council (COC),

		Radiation Protection Board (RPB), Kenya Nutritionists and Dieticians Institute (KNDI) o Other relevant professional associations
9)	Monitoring & Evaluation	b) Formulation and execution of performance contracts with the Cabinet Secretary for Health c) Preparation and submission of annual performance appraisal reports to the Ministry of Health d) Presentation of annual audited accounts to Parliament pursuant to the Public Audit Act (no.12, 2003) e) Compliance with Public Procurement Oversight Authority Act f) Compliance with Treasury Policies on fund investments g) Preparation and submission of bi-annual monitoring and evaluation reports on the progress of the Board's Strategic Plan

5. PRINCIPLES OF SERVICE DELIVERY

The Board pledges to:

a) Be open for service during business hours of 8.00a.m-5.00 pm Monday – Friday.
b) Apply international best practice to achieve the highest quality of service to our Customers
c) Adhere to all legal mandates in the discharge our duties
d) Continuously improve our service levels
e) Foster closer relationships with our customers.
f) Serve our clients professionally and with dignity, courtesy and respect
g) Provide efficient and effective service
h) Adhere to ethical and equitable service provision
i) Uphold transparency, integrity and accountability
j) Maintain appropriate confidentiality

6. OUR COMMITMENTS TO SERVICE DELIVERY EXCELLENCE

6.1 Telephone Service

The Board will ensure that a good impression is created when a customer calls, the customer experience shall be pleasant and positive and result in the customer's request being satisfactorily handled.

a) The Board shall ensure telephones are answered within three (3) rings
b) Adopt a consistent professional and respectful style when speaking with customers
c) Personalize the customer experience by addressing them by name, thanking them for calling.

d) Communicate with the customers politely, courteously, positively and honestly
e) Ensure the customer is not put on telephone hold for longer than 1 minute.

6.2 Letters and Email Service

The Board will ensure that all correspondence shall be acknowledged expeditiously, handled sensitively and respectfully and conveyed professionally to result in Customer Satisfaction with the outcomes.

a) Acknowledge all emails within 2 hours from date of receipt and respond to the email with a substantive action to resolve the customer's request within 24 hours from date of acknowledgement.
b) Acknowledge all incoming letters within 24 hours from date of receipt and respond to the letter with a clear action to resolve the customer's request within 48 hours from date of acknowledgement.
c) Provide KMPDB information and communication pertaining to corporates affairs within 72 hours from the date of request.

6.3 Visiting Customers

The Board shall ensure that Customers are received, handled and attended courteously, and result in timely and relevant attention to their inquiries.

a) Provide helpful signage including 'May I Help You' positions to cater to Customer inquiries
b) Acknowledge the Customer upon arrival, and attend to inquiries within 5 minutes of arrival.
c) Provide accurate information and if necessary redirect the Customer to a specific department representative who can handle the inquiry.
d) Respect peoples' differences and treat everybody fairly and to the same high standards.
e) Treat the concerns of the customers privately and with strict confidentiality

6.4 Meetings

The Board shall ensure that meetings are well planned in advance and time is productively consumed to achieve the intended meeting objectives.

a) Coordinate meetings involving Board Members and external Stakeholders through the Administration department.
b) Plan and schedule for key department meetings at least three months in advance.
c) Send meeting invite together with agenda at least two weeks in advance
d) Confirm meeting attendance at least 5 business days in advance of the meeting
e) Arrive and be seated at all meetings 5 minutes to start of the meeting

f) Document minutes of the meeting within 5 business days after the meeting
g) Document reports for workshops/conferences within 5 business days after theevent
h) Confirm closure/implementation of decisions 10 business days after the meeting.

6.5 Customer Complaints

The Board shall ensure that Customer complaints and feedback are received, recorded and handled expeditiously, to result in corrective actions and Customer satisfaction with the outcomes.

a) Provide a suggestion box for customer feedback at the Customer Care Department; the suggestion box will be checked at the end of each business day and any feedback actioned by the Customer Care Manager within 24 hours
b) Attend within 5 minutes to any customer complaints which are expressed verbally or redirect to the Head of Department within 30 minutes of being unable to resolve the matter with the customer. Heads of Department shall resolve customer issues within 24 hours and thereafter escalate to the CEO for further action as needed.

7. OUR CUSTOMERS AND STAKEHOLDERS

Our valued Customers and Stakeholders are individuals or entities who consume our services. They include but are not limited to the following, who access and use the Board's services:

Our Customers	**Stakeholders**
a) Medical and Dental Practitioners	a) National and county government departments and agencies
b) Medical and Dental Health Institutions	b) National and EAC Health Regulatory Boards and Councils
c) Medical and Dental Students, interns	c) Regional and international Regulatory Boards and Councils
d) CPD accredited providers	d) Professional associations
e) Strategic Partners and donors	e) Consumer groups
f) Board Members, and Members of Staff	f) Union groups
g) General Public	g) Suppliers

8. OBLIGATIONS

Our Customers can expect the following from the Board:

- To be:
  - Treated with respect and courtesy
  - Served in clean office facilitiesin a safe, environment free of smoke, drugs and corruption
  - Heard when providing feedback, suggestions, complaints and compliments
  - Handled expeditiously and at the first point of contact
- Continuous improvement in our service delivery
- Transparent and prompt processing of all requests and enquiries.
- Compliance with the Board's laid down guidelines, rules and regulations.
- Confidentiality and adherence to non-disclosure of Customer information

The Board expects its Customers to:

- Be law abiding
- Treat staff with respect, courtesy, patience and understanding
- Make appropriate payment and obtain an official receipt for services received
- Provide sufficient and accurate information to enable us give appropriate responses
- Support the Board's corporate vision and mission through participationand feedback
- Observe and adhere to KMPDB policy, rules and regulations.
- Provide constructive comments and suggestions on the quality of service received.

9. SERVICE DELIVERY POINTS

Service Point	Services	Responsibility	Location/ Contact
Office of the Chairman and CEO	a) Board Operations b) Board Advisory c) Collaboration & Partnerships d) Monitoring & Evaluation	To coordinate implementation of the Board decisions, and provide strategic and administrative support to the Heads of Departments towards fulfilling the core functions and vision of the Board.	KMPDB Office Complex **4th floor,** Woodlands Rd P O Box 44839-00100, NBI
	a) Customer Care b) Communications and Public Relations	To enhance customer experience through provision of efficient and timely services	KMPDB Office **Ground floor**

Service Point	Services	Responsibility	Location/ Contact
	c) Correspondence handling		
Registration and Licensing	a) Training b) Education c) Registration d) Licensing e) Inspections f) Registry Management	To support the Boards regulatory mandate through effective enforcement of standards, rules and guidelines and maintenance of accurate registry records.	KMPDB Office **1st floor**
Finance and Audit	a) Financial Planning & Budgeting b) Financial Operations Management c) Audit, Risk and Controls Management d) Financial Reporting	To ensure diligent stewardship and effective and sustainable management of the Boards financial resources.	KMPDB Office **1st floor**
Information Technology (IT) Services	a) Systems Availability b) Systems Support c) Business Continuity and Disaster Management d) Systems Security	To provide strategic IT vision and innovative solutions to enhance service delivery to the Boards internal and external stakeholders.	KMPDB Office **2nd floor**
Legal Services	a) Disciplinary and Complaints Handling b) Legal Advisory c) CAP 253 and Enabling Rules review d) Court Matters e) Litigation Risk Management	To provide legal services to the Board to ensure fulfillment of its core mandate within the statutory CAP253 laws.	KMPDB Office **2nd floor**
Compliance and Inspections	a) Inspections b) Compliance c) Enforcement	To ensure the provision of quality and ethical health care through inspections, and to ascertain compliance through enforcement of standards as set by the Board.	KMPDB Office **3rd floor**

Service Point	Services	Responsibility	Location/ Contact
Human Resource Development and Management	a) Training & Development b) Payroll Management c) Statutory Compliance d) Employee Relations e) Performance Appraisals	To support the Boards functions by attracting and retaining competent personnel.	KMPDB Office **3rd floor**
Supply Chain Management	a) Internal Office Supplies Management b) External Procurement management c) Advisory & Departmental Support d) Stock Inventory & Asset Management	To support the Boards functions through effective asset management and efficient acquisition of quality goods and services.	KMPDB Office **3rd floor**

10. REVIEW OF THE CHARTER

The Board will review this charter bi-annually and continue to make continuous improvementstowards achieving Excellence in Service Delivery and attaining 100% Customer Satisfaction.

11. FEEDBACK AND COMPLAINTS HANDLING

We welcome and value feedback on our performance to enable us improve our services.

- Complaints, compliments and suggestionsshall be directed to the department heads, and in case of escalations to the CEO
- Feedback may be channeled via telephone, internal memo, email or through the suggestion box
- Feedback shall be addressed within five business days
- Confidentiality and privacy shall be respected

In the event that you are not satisfied with the quality, responsiveness and outcome of our services, you may channel the feedback to the contact below for attention.

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Signed

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Daniel .M. Yumbya Chief Executive Officer **Medical Practitioners and Dentist Board**	Prof. George A.O. Magoha, CBS. EBS. MBS Chairman **Medical Practitioners and Dentist Board**

Dated: 1st December 2018