KENYA MEDICAL PRACTITIONERS AND DENTISTS COUNCIL

Ensuring Quality Healthcare

CITIZENS SERVICE DELIVERY CHARTER (REVISED 2022)

This is our commitment to provide customers with quality services while adhering to stipulated time frames and improve customer experiences

SERVICE(S) RENDERED	OBLIGATION	SERVICE COST (KES)	TIME FRAME
DIRECT CLIENT INTERACTIONS			
Upon visit to the KMPDC offices	Make enquiry	Nil	Will be attended to within 5 minutes
Response to correspondence	Submit written enquiry	Nil	Within 3 days
Complaints resolution	Submit duly filled KMPDC complaints form	Nil	Initiate resolution within 7 days
REGISTRATION OF MEDICAL/DENTAL PRACTITIONERS AND ORAL HEALTH OFFICERS			
Permanent registration for medical/dental practitioners	Submit a duly filled KMPDC application form & attachments	8,000	Registration within 14 days
Permanent registration for community oral health officers		8,000	Licence renewal within 30 minutes online
Temporary registration for medical/dental practitioners		20,000	
Medical/dental practitioners reciprocal recognition under the East Africa Community Protocol		35,000	
ASSESSMENT			
Internship qualifying examination for foreign trained doctors	Submit a duly filled KMPDC application form & attachments	35,000	Confirmation of eligibility to sit exams within 14 days
Pre-registration examination for Kenyan doctors trained practitioners		55,000	Confirmation of eligibility to sit exams within 14 days
Peer review exam for medical/dental practitioners practicing outside Kenya		100,000	Confirmation of scheduled date of review within 14 days
LICENSURE			
Internship for oral health officers (Diploma holders)	Submit a duly filled KMPDC application form & attachments	3,000	Within 14 days
Internship for oral health officers (BSc holders)		5,000	
Internship for medical & dental interns		5,000	
Medicine and dentistry general practice (Online)	Have a valid indemnity cover & 50 CPD points	10,000	Within 30 minutes
Medicine and dentistry registrar (Online)	Submit a letter from dean or a valid school ID & 50 CPD points	10,000	Within 30 minutes
Medicine and dentistry senior registrar (Online)	Submit a certified copy of academic certificate	20,000	Within 48 hours
Recognition of specialist/sub-specialty	Submit a duly filled KMPDC application form & attachments	20,000	Within 14 days
Professional certificate of status for medical and dental practitioners		20,000	Within 14 days
CERTIFICATION & OFFICIAL SEARCH			
Medical management abroad	Submit a duly filled KMPDC referral form	Nil	30 mins
Medical examination certification	Submit a medical form signed off by a registered medical officer	3,000	30 mins
Registration and licensure status official search	Submit a written application (letter)	3,000	1 day
DISCIPLINE CASES			
Determination of malpractice cases lodged at the Council	Submit a duly filled KMPDC application form & attachments		Determine the case within 9 months after registration

LEVEL	FACILITY TYPE	OBLIGATION	COST (KES) REGISTRATION	COST (KES) ONLINE ANNUAL RENEWAL	TIME FRAME
REGISTRATION AND LICENSING OF HEALTH FACILITY					
Level 1	Community health unit	Submit a duly filled KMPDC application form & attachments	10,000.	15,000	Within 14 days
Level 2	Dental community clinic		10,000	15,000	
	Eye clinic		10,000	15,000	
	Home-based care services		10,000	15,000	
	Funeral homes (stand alone)		15,000	20,000	
Level 3A	Comprehensive health centre		15,000	20,000	
Level 3B	General practice clinic		10,000	15,000	
	General dental practice clinic		10,000	15,000	
Level 3C	General medical centre		15,000	20,000	
Level 4A	Primary care hospital		30,000	80,000	
Level 4B	Specialist medical and dental clinic		15,000	20,000	
	Specialist home-based care services		15,000	20,000	
	Specialist eye clinic		15,000	20,000	
Level 5A	Comprehensive (secondary referral hospital)		30,000	200,000	
Level 5B	Hospital Level 5 (secondary referral hospital)		30,000	90,000	
Level 5C	Super specialised medical or dental centre		30,000	90,000	
Level 6A	National referral, teaching and specialised hospitals		30,000	300,000	
Level 6B	Specialised hospitals		30,000	300,000	
INSPECTION					
Facility upgrade inspection		Submit a duly filled KMPDC application form & attachments	Nil	Nil	Within 21 days
Inspection of training institutions for accreditation (teaching hospitals, internship training centres and collegiate training sites)			Nil	Nil	Within 21 days
Accreditation of continuous professional development providers			15,000	40,000	Registration within 21 days Licence renewal within 3 days

All payments to the Council should be made through these channels

MPESA

Paybill Number **992836**

Account Number **For first time applicants (Name of applicant / Name of facility / ID number)**
For Renewal (System generated invoice number)

BANK DEPOSITS

Bank & Branch **KCB Milimani**

Account Number **1103158643**

SWIFT Code **KCBLKENX** Bank Code **01175**

HALMASHAURI YA USIMAMIZI WA MADAKTARI TIBA NA MADAKTARI MENO LA KENYA

Kuhakikisha Huduma Bora Za Afya

MKATABA WA HUDUMA (SAHIHISHO LA 2022)

Mkataba huu wa huduma ni ahadi ya kujitolea kwetu kuwapatia wateja wetu huduma za kiwango cha juu, huku tukizingatia muda uliowekwa kwa lengo la kuzoesha na kuwahakikishia wateja wetu huduma bora kila mara

HUDUMA	MAHITAJI KWA WATEJA	MALIPO (KES)	MUDA WA KUSUBIRI
MAWASILIANO YA MOJA KWA MOJA NA WATEJA			
Huduma kwa wanaofika afisini za KMPDC	Kuulizia kuhusu jambo fulani	Hakuna malipo	Unapaswa kuhudumiwa ndani ya dakika tano
Majibu ya barua	Wasilisha barua ya kuulizia	Hakuna malipo	Ndani ya siku tatu
Utatuzi wa malalamishi	Wasilisha fomu ya KMPDC ya malalamishi iliyojazwa ipasavyo	Hakuna malipo	Ufumbuzi unapaswa kupatikana ndani ya siku saba
USAJILI WA MADAKTARI TIBA/MENO NA MAAFISA WA AFYA YA VINYWA			
Usajili wa kudumu wa madaktari tiba na madaktari meno	Wasilisha fomu ya KMPDC ya maombi iliyojazwa ipasavyo na uambatanishe hati nyingine hitajika	8,000	Usajili ndani ya siku 14 Leseni mpya inatolewa ndani ya dakika 30 katika mtandao
Usajili wa kudumu wa afisa wa jamii wa afya ya vinywa		8,000	
Usajili wa muda wa madaktari tiba na madaktari meno		20,000	
Utekelezaji wa makubaliano ya utambuzi wa madaktari tiba na madaktari meno chini ya mkataba ya Jumuia ya Afrika Mashariki kwa manufaa kwa pande zote husika		35,000	
MITIHANI			
Mtihani wa kufuzu ya madaktari wakufunzi waliopata mafunzo ya udaktari nje ya nchi	Wasilisha fomu ya KMPDC ya maombi iliyojazwa ipasavyo na uambatanishe hati nyingine hitajika	35,000	Uthibitisho wa ustahiki wa kufanya mitihani kupatikana ndani ya siku 14
Mtihani unaotangulia usajili wa madaktari waliopata mafunzo yao nchini		55,000	Uthibitisho wa ustahiki wa kufanya mitihani kupatikana ndani ya siku 14
Mtihani wa upitiaji taalimu kwa madaktari tabibu/meno wanaofanya kazi nje ya Kenya		100,000	Uthibitisho wa ustahiki wa kufanya mitihani kupatikana ndani ya siku 14
UTOAJI WA LESENI			
Maafisa wakufunzi wa afya ya vinywa (walio na vyeti vya Diploma) waonamalizia masomo kwa kuhudumu hospitalini chini ya uangalizi wa wahadhiri wao	Wasilisha fomu ya KMPDC ya maombi iliyojazwa ipasavyo na uambatanishe hati nyingine hitajika	3,000	Ndani ya siku 14
Maafisa wakufunzi wa afya ya vinywa (walio na digrii za BSc) waonamalizia masomo kwa kukaa hospitalini chini ya uangalizi wa wahadhiri wao		5,000	
Madaktari wakufunzi wa tiba na meno waonamalizia masomo kwa kukaa hospitalini chini ya uangalizi wa madaktari		5,000	
Daktari anayetibu magonjwa yote (ombi liwasilishwe katika mtandao)	Uwe na bima ya fidia na pointi 50 za CPD	10,000	Ndani ya dakika 30
Madaktari tiba na madaktari meno wanaochukua mafunzo ya kitaalamu au ya shahada ya umahiri (ombi liwasilishwe katika mtandao)	Wasilisha barua kutoka kwa mkuu wa kitivo au kitambulisho cha shule ambacho muda wa kutumika haujamalizika na uwe na pointi 50 za CPD	10,000	Ndani ya dakika 30
Daktari tiba na daktari meno mtaalamu anayemalizia mafunzo katika taaluma yake kwa kukaa hospitalini kwa miaka miwili chini ya uangalizi wa daktari mtaalamu mzoefu (ombi liwasilishwe katika mtandao)	Wasilisha nakala zilizothibitishwa za vyeti vya elimu	20,000	Ndani ya saa 48
Utambuzi wa taaluma/taaluma ndogo	Wasilisha fomu ya KMPDC ya maombi iliyojazwa ipasavyo na uambatanishe hati nyingine hitajika	20,000	Ndani ya siku 14
Cheti cha ngazi ya kitaalamu kwa madaktari tiba na madaktari meno		20,000	Ndani ya siku 14
UTOAJI WA VYETI RASMI NA UTHIBITISHO			
Usimamizi wa wanaotafuta huduma za matibabu ng'ambo	Wasilisha fomu ya KMPDC ya rufaa iliyojazwa ipasavyo	Hakuna malipo	Dakika 30
Cheti cha ukaguzi wa daktari	Wasilisha fomu ya ukaguzi wa matibabu iliyotiwa sahihi na afisa wa matibabu aliyesajiliwa	3,000	Dakika 30
Uthibitisho rasmi wa hali ya usajili na leseni	Wasilisha barua ya maombi	3,000	Siku moja
KESI ZA NIDHAMU			
Kuamua kesi za mienendo mibaya na kuzembea kazini zilizowasilishwa kwa baraza	Wasilisha fomu ya KMPDC ya malalamishi iliyojazwa ipasavyo na uambatanishe hati nyingine hitajika	Hakuna malipo	Uamuzi wa kesi unafanyika ndani ya miezi tisa baada ya kusajiliwa

NGAZI YA KITUO	AINA YA KITUO	MAHITAJI KWA WATEJA	MALIPO (KES) USAJILI	MALIPO (KES) LESENI MPYA YA KILA MWAKA KATIKA MTANDAO	MUDA WA KUSUBIRI
USAJILI NA UTOAJI WA LESENI KWA VITUO VYA HUDUMA ZA AFYA					
Level 1	Kituo cha afya cha jamii	Wasilisha fomu ya KMPDC ya maombi iliyojazwa ipasavyo na uambatanishe hati nyingine hitajika	10,000.	15,000	Ndani ya siku 14
Level 2	Kituo cha matibabu ya meno cha jamii		10,000	15,000	
	Kliniki ya matibabu ya macho		10,000	15,000	
	Huduma za matibabu ya nyumbani		10,000	15,000	
	Vyumba vya kuhifadhi miili vinavyojisimamia bila kuhusishwa na hospitali yoyote		15,000	20,000	
Level 3A	Kituo cha afya kinachotoa huduma anuwai		15,000	20,000	
Level 3B	Kliniki ya matibabu ya kawaida		10,000	15,000	
	Kliniki ya matibabu ya kawaida ya meno		10,000	15,000	
Level 3C	Kituo cha matibabu ya kawaida		15,000	20,000	
Level 4A	Hospitali ya huduma za msingi za afya		30,000	80,000	
Level 4B	Kliniki ya matibabu maalumu na meno		15,000	20,000	
	Huduma maalumu za matibabu ya nyumbani		15,000	20,000	
	Kliniki ya huduma maalumu za macho		15,000	20,000	
Level 5A	Huduma nyingi (Hospitali kuu ya rufaa ya ngazi ya pili)		30,000	200,000	
Level 5B	Hospitali ya Level 5 (Hospitali kuu ya rufaa ya ngazi ya pili)		30,000	90,000	
Level 5C	Kituo cha matibabu maalumu ya kipekee na magonjwa ya meno		30,000	90,000	
Level 6A	Hospitali kuu za rufaa, za kutoa mafunzo na matibabu maalumu		30,000	300,000	
Level 6B	Hospitali za huduma maalumu za matibabu		30,000	300,000	
UKAGUZI					
Ukaguzi wa kuinua kiwango cha kituo		Wasilisha fomu ya KMPDC ya maombi iliyojazwa ipasavyo na uambatanishe hati nyingine hitajika	Hakuna malipo	Hakuna malipo	Ndani ya siku 21
Ukaguzi wa vyuo vya mafunzo kwa lengo la kutambuliwa rasmi (hospitali za kufunzia, vituo vya waonamalizia masomo kwa kuhudumu hospitalini chini ya uangalizi na maeneo ya vyuo vya mafunzo)			Hakuna malipo	Hakuna malipo	Ndani ya siku 21
Kutambuliwa rasmi kwa wanaotoa mafunzo ya kujiendeleza kitaalamu mara kwa mara			15,000	40,000	Usajili unakamilika ndani ya siku 21 Utoaji wa leseni mpya ya kila mwaka ndani ya siku tatu

Malipo yote kwa Baraza yanapaswa kutolewa kupitia kwa njia zifuatazo

MPESA PAYBILL 992836

Account Number

Kwa wanaowasilisha maombi yao kwa mara ya kwanza (Jina la mwombaji/Jina la kituo/Namba ya kitambulisho cha uraia cha mwombaji)

Kwa wanaolipia tena leseni zao (tumia nambari ya bili inayotolewa moja kwa moja na kompiuta)

BANK DEPOSITS

Benki na Tawi **KCB Milimani**

Namba ya Akaunti **1103158643**

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