



**KMPDC**  
Enhancing Quality Healthcare

## CITIZENS SERVICE DELIVERY CHARTER (REVISION 2025)

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	
<b>DIRECT CLIENT INTERACTIONS</b>					
Service upon visit to KMPDC offices	Make enquiry	Nil		Will be attended to within 5 minutes	
Response to correspondence	Submit written enquiry			Within 5 working days	
Complaints resolution	Submit duly filled KMPDC complaints form			Initiate resolution within 7 days	
<b>REGISTRATION OF MEDICAL/DENTAL PRACTITIONERS AND ORAL HEALTH OFFICERS</b>					
Permanent registration for medical/dental practitioners	Submit a duly filled KMPDC application form & requisite documents	8,000		Within 14 days	
Permanent registration for community oral health officers		8,000		Registration within 14 days Licence renewal within 30 minutes online	
Reciprocal registration for medical/dental practitioners under the East Africa Community Protocol (For EAC citizens)		80,000		Registration within 14 days	
Temporary registration for medical/dental practitioners (for foreign practitioners excluding EAC citizens)		200,000			
<b>ASSESSMENT</b>					
Internship qualifying examination (for Kenyan foreign-trained practitioners)	Submit a duly filled KMPDC application form & requisite documents	35,000		Confirmation of eligibility to sit exams within 14 days	
Pre-registration examination (for Kenyan foreign-trained practitioners)		55,000			
Pre-registration examination (for foreign practitioners)		105,000			
Peer review exam (for Kenyan medical and dental specialists recognised outside Kenya)		100,000		Confirmation of scheduled date of review within 14 days Confirmation of eligibility to sit for peer review within 14 days	
Peer review exam (for foreign medical and dental specialists recognised outside Kenya)		200,000		Confirmation of eligibility to sit for peer review within 14 days	
<b>LICENSURE</b>					
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			
Annual general practice licence (medical and dental practitioners)	Have a valid indemnity cover & 50 CPD points	10,000		Licence renewal within 30 minutes online	
Annual specialist practice licence (medical and dental practitioners)		20,000			
Annual practice licence (Registrar)	Submit letter from dean or a valid school ID & 50 CPD points	10,000		Within 48 hours	
Annual practice licence (Senior Registrar)	Submit certified copy of Master's degree academic certificate	20,000			
Annual practice licence (Community Oral Health Officers)	Have a valid indemnity cover & 50 CPD points	8,000		Licence renewal within 30 minutes online	
Annual general practice licence (EAC citizens)		55,000			
Annual specialist practice licence (EAC citizens)		65,000			
Annual general practice licence (foreign practitioners)	Have a valid indemnity cover & 50 CPD points	90,000		Licence renewal within 30 minutes online	
Annual specialist practice licence (foreign practitioners)		130,000			
Recognition of specialist/sub-specialty	Submit a duly filled KMPDC application form & requisite documents	20,000		Within 14 days of receipt of reference from referees	
Professional certificate of status for medical and dental practitioners		20,000		Within 14 days	
<b>CERTIFICATION &amp; OFFICIAL SEARCH</b>					
Medical management abroad	Submit a duly filled KMPDC referral form & email from referring specialist	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	
<b>DISCIPLINE CASES</b>					
Determination of malpractices cases lodged at the Council	Submit duly filled KMPDC complaint form and attachments	Nil		Determine the case within 18 months after registration	
LEVEL	FACILITY TYPE	OBLIGATION	REGISTRATION COST (KES)	ONLINE ANNUAL RENEWAL (KES)	TIME FRAME
<b>REGISTRATION AND LICENSING OF HEALTH FACILITY</b>					
Level 1	Community health unit	Submit a duly filled KMPDC application form & attachments	10,000	15,000	Registration within 21 days of receipt of KMPDC inspection report
Level 2	Dental community clinic		10,000	15,000	
	Eye clinic		10,000	15,000	Licence renewal within 30 minutes online
	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	Within 14 days
Level 6B	Specialised hospitals		30,000	300,000	
<b>INSPECTION</b>					
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)					
Accreditation of continuous professional development providers		15,000		40,000	Registration within 21 days Annual licence renewal within 3 days



REPUBLIC OF KENYA



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## MKATABA WA HUDUMA (TATHMINI YA 2025)

Mkataba huu wa huduma ni ahadi ya kujitolea kwetu kuwapatia wateja wetu huduma za kiwango cha juu, huku tukitilia maanani muda wa kusubiri uliowekwa kwa lengo la kuzoesha wateja huduma bora na kwa kipindi maalumu kinachotabirika

HUDUMA	MAHITAJI KWA WATEJA	MALIPO (KES)	MUDA WA KUSUBIRI
<b>MAWASILIANO YA MOJA KWA MOJA NA WATEJA</b>			
Huduma kwa wanaofika afisini ya KMPDC	Kuulizia kuhusu jambo fulani	Hakuna malipo	Unapaswa kuhudumiwa ndani ya dakika tano
Majibu ya barua	Wasilisha barua ya kuulizia		Ndani ya siku tatu
Utatuzi wa malalamishi	Wasilisha fomu ya KMPDC ya malalamishi iliyojazwa ipasavyo		Ufumbuzi unapaswa kupatikana ndani ya siku saba
<b>USAJILI WA MADAKTARI TIBA/MENO NA MAAFISA WA AFYA YA VINYWA</b>			
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
Usajili wa kudumu wa afisa wa jamii wa afya ya vinywa		8,000	Usajili ndani ya siku 14 Leseni mpya inatolewa ndani ya dakika 30 katika mtandao
<b>USAJILI WA MADAKTARI TIBA/MENO NA MAAFISA WA AFYA YA VINYWA</b>			
Utekelezaji wa makubaliano ya utambuzi wa madaktari tiba na madaktari meno chini ya mkataba ya Jumuiya ya Afrika Mashariki kwa manufaa kwa pande zote husika	Wasilisha fomu ya KMPDC ya maombi iliyojazwa ipasavyo na uambatanishe hati nyingine hitajika	80,000	Usajili ndani ya siku 14
Usajili wa muda wa madaktari tiba na madaktari meno		200,000	
<b>MITIHANI</b>			
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 ndani ya siku 14 wa ustahiki wa kufanya mitihani
Mtihani unaotangulia usajili wa madaktari waliopata mafunzo yao nchini		55,000	
Mtihani wa upitiaji taalimu kwa madaktari tabibu/meno wanaofanya kazi nje ya Kenya	Wasilisha fomu ya KMPDC ya maombi iliyojazwa ipasavyo na uambatanishe hati nyingine hitajika	105,000	Uthibitisho ndani ya siku 14 wa ustahiki wa kufanya mitihani
Utathmini unaofanywa na wataalamu walio katika ngazi sawa (kwa Wakenya wataalamu wa tiba na meno wanaotambuliwa nje ya Kenya)		100,000	Uthibitisho tarehe iliyotengwa kwa utathmini ndani ya siku 14 Uthibitisho ndani ya siku 14 wa ustahiki wa kutathminiwa na wataalamu walio katika ngazi sawa
Utathmini unaofanywa na wataalamu walio katika ngazi sawa (kwa Wakenya wataalamu wa tiba na meno wanaotambuliwa nje ya Kenya)		200,000	Uthibitisho ndani ya siku 14 wa ustahiki wa kufanya mitihani
<b>UTOAJI WA LESENI</b>			
Maafisa wakufunzi wa afya ya vinywa waonamalizia masomo kwa kukaa hospitalini chini ya uangalizi wa wahadhiri wao (walio na vyeti vya Diploma)	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 waonamalizia masomo kwa kukaa hospitalini chini ya uangalizi wa wahadhiri wao (walio na digrii za BSc)		5,000	
Madaktari wakufunzi wa tiba na meno waonamalizia masomo kwa kukaa hospitalini chini ya uangalizi wa madaktari		5,000	
Leseni ya kila mwaka ya kumwezesha daktari anayetibu magonjwa yote na daktari meno kuhudumu	Uwe na bima ya fidia na pointi 50 za CPD	10,000	Leseni mpya kutolewa kwa mtandao ndani ya dakika 30
Leseni ya kila mwaka ya kitaalamu kumwezesha daktari anayetibu magonjwa yote na daktari meno kuhudumu	Uwe na bima ya fidia na pointi 50 za CPD	20,000	
Madaktari wanaochukua mafunzo ya kitaalamu au ya shahada ya umahiri kwa matibabu ya afya na meno	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	
Daktari mtaalamu anayemaliza mafunzo katika taaluma yake kwa kukaa hospitalini kwa miaka miwili chini ya uangalizi wa daktari mtaalamu mzoefu	Wasilisha nakili zilizothibitishwa za cheti cha shahada ya umahiri	20,000	Ndani ya saa 48
Leseni ya kila mwaka ya kumwezesha mhusika kuhudumu (maafisa wa jamii wa afya ya mdomo)	Uwe na bima ya fidia na pointi 50 za CPD	8,000	Leseni mpya kutolewa kwa mtandao ndani ya dakika 30
Leseni ya kila mwaka ya kumwezesha mhusika kuhudumu (raia wa EAC)	Uwe na bima ya fidiana pointi 50 za CPD	55,000	Leseni mpya kutolewa kwa mtandao ndani ya dakika 30
Leseni ya kila mwaka ya kumwezesha mtaalamu kuhudumu (raia wa EAC)		65,000	
Leseni ya kila mwaka ya daktari tiba kuhudumu (madaktari wa kigeni)		90,000	
Leseni ya kila mwaka ya kumwezesha mtaalamu kuhudumu (wataalamu wa kigeni)		130,000	
Utambuzi wa taaluma/taaluma ndogo	Wasilisha fomu ya KMPDC ya maombi iliyojazwa ipasavyo na uambatanishe hati nyingine hitajika	20,000	Ndani ya siku 14 baada ya kupokea kumbukumbu kutoka kwa wadhamini
Cheti cha ngazi ya kitaalamu kwa madaktari tiba na madaktari meno		20,000	Ndani ya siku 14
<b>UTOAJI WA VYETI RASMI NA UTHIBITISHO</b>			
Usimamizi wa 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 iliyojitiwa sahihi na afisa wa matibabu aliyesajiliwa	3,000	
Uthibitisho rasmi wa hali ya usajili na leseni	Wasilisha barua ya maombi	3,000	Siku moja
<b>KESI ZA NIDHAMU</b>			
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 18 baada ya kusajiliwa
<b>KIWANGO AINA YA KITUO</b>	<b>MAHITAJI KWA WATEJA</b>	<b>USAJILI</b>	<b>LESENI MPYA YA KILA MWAKA KATIKA MTANDAO</b>
<b>USAJILI NA UTOAJI WA LESENI KWA VITUO VYA HUDUMA ZA AFYA</b>			
Level 1	Kituo cha afya cha jamii	Wasilisha fomu ya KMPDC ya malalamishi iliyojazwa ipasavyo na uambatanishe hati nyingine hitajika	10,000, 15,000
Level 2	Kituo cha matibabu ya meno cha jamii		10,000, 15,000
	Kliniki ya matibabu ya macho		10,000, 15,000
	Huduma za matibabunyumbani		10,000, 15,000
	Vyumba vya kuhifadhi maiti vinavyojisimamia bila kuhusishwa na hospitali yoyote		15,000, 20,000
Level 3A	Kituo cha afya kinachotoa huduma pana		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
<b>UKAGUZI</b>			
Ukaguzi wa kuinua kiwango cha kituo	Wasilisha fomu ya KMPDC ya malalamishi iliyojazwa ipasavyo na uambatanishe hati nyingine hitajika	Hakuna malipo	Hakuna malipo
Ukaguzi wa vyuo vya mafunzo kwa lengo la kutambuliwa rasmi (hospitali za kufunzia, vituo vya waonamalizia masomo kwa kukaa hospitalini chini ya uangalizi na maeneo ya vyuo vya mafunzo)			
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