



**UNIVERSITY OF NAIROBI**  
**UNIVERSITY HEALTH SERVICES**  
**CITIZENS SERVICE DELIVERY CHARTER**

In this Service Delivery Charter, University Health Services declares and undertakes to provide health services in a humane manner, respecting human dignity and maintaining the highest standards.

SERVICES OFFERED	REQUIREMENTS	COST	TIMELINE
Outpatient care for staff and dependants	As per terms of service (TOS)	Nil	Offered 24 hours
Outpatient care for students	Bona fide University of Nairobi student in session. Dully filled and submitted Form J1/3	Nil	Offered 24 hours
Inpatient care for staff and dependants	Referral by clinician as per TOS. Letter of undertaking from Chief Medical Officer	As per TOS	Offered 24 hours
Inpatient care for students	Bona fide University of Nairobi students in session Referred by clinician charge Sheet to Referral Hospital	Nil	Offered 24 hours
Laboratory	Dully filled clinician form from clinician	Nil	Offered 24 hours
Pharmacy	Valid university prescription authorized by university clinician	Nil	Offered 24 hours
Ambulance	Authorization by Chief Medical Officer	Nil	Offered 24 hours
Theatre	Booking by Clinician	Nil	Offered 8 am – 5 pm working days
Counseling and psycho-social support	Referrals or voluntary presentation	Nil	Offered 8 am – 5 pm working days
Comprehensive HIV and AIDS Prevention and Support	Referrals or voluntary presentation	Nil	Offered 8 am – 5 pm working days
Prevention and management of alcohol and drug abuse	Referrals or voluntary presentation	Nil	Offered 8 am – 5 pm working days
Processing of payments	Dully filled supporting documents as per TOS/Contract	Nil	Offered 8 am – 5 pm working days

**Compliments, complaints and suggestions should be forwarded to:**

The Chief Medical Officer (CMO) and appeals to the Deputy Vice Chancellor Human Resource & Administration (DVC HR&A)

CMO contacts: 020-4913301

email: [cmo-uhs@uonbi.ac.ke](mailto:cmo-uhs@uonbi.ac.ke)

UHS Website: [healthservices.uonbi.ac.ke](http://healthservices.uonbi.ac.ke)

UoN Website: [www.uonbi.ac.ke](http://www.uonbi.ac.ke)

**Chief Medical Officer (UoN)**

**Complaints may also be submitted to the commission for Administrative Justice, Office of Ombudsman**

The Commission Secretary/ Chief Executive Officer, Commission for Administrative Justice, West End Towers, 2<sup>nd</sup> floor, Waiyaki Way, Westlands, P.O. Box 20414-00200. Nairobi, Kenya. Tel: +254 020 2270000, Toll free line: 0800 221349 SMS: 15700 Email: [complain@ombudsman.go.ke](mailto:complain@ombudsman.go.ke) Website: [www.ombudsman.go.ke](http://www.ombudsman.go.ke)



**CHUO KIKUU CHA NAIROBI**

**IDARA YA UTOAJI HUDUMA ZA AFYA**

**HATI YA UTOAJI HUDUMA KWA UMMA**

Katika Hati hii ya utoaji Huduma za Afya, Idara ya utoaji Huduma za Afya katika Chuo Kikuu cha Nairobi inatangaza na kuahidi kujitolea kwake katika utoaji huduma za afya kwa umma ianyozingatia utu, inayoheshimu hadhi ya mwanadamu na kudumisha viwango vya juu kabisa.

<b>HUDUMA INAYOTOLEWA</b>	<b>MAHITAJI</b>	<b>GHARAMA</b>	<b>MUDA</b>
Kuwahudumua wagonjwa wasiolazwa amabao ni wafanyi kazi na jamaa zao	Kulingana na masharti ya kuajiriwa	Hakuna	Masaa 24 kwa siku
Kuwahudumia wagonjwa wasiolazwa amabao ni wanafunzi	Mwanafunzi halali wa Chuo Kikuu cha Nairobi anayefaa kuwa chuoni. Jaza na kuwasilisha fomu J1/3	Hakuna	Masaa 24 kwa siku
Kuwahudumia wagonjwa wa kulazwa ambaoni wafanyikazi na jamaa zao	Barua kutoka kwa daktari inayomtuma mgonjwa hospitalini kulingana na masharti ya kuajiriwa, Barua ya dhamana kutoka kwa Afisa Mkuu wa Afya	Kulingana na masharti ya kuajiriwa	Masaa 24 kwa siku
Kuwahudumia wagonjwa wa kulazwa amabao ni wanafunzi	Mwanafunzi halali wa Chuo Kikuu cha Nairobi anayefaa kuwa chuoni. Barua kutoka kwa daktari inayomtuma mgonjwa hospitalini. Barua ya maelekezo kwa hospitali atakapolazwa.	Hakuna	Masaa 24 kwa siku
Kuchunguzwa katika mahabara	Fomu ya uchunguzi iliyochazwa na daktari	Hakuna	Masaa 24 kwa siku
Kupewa madawa	Barua ya kuagiza madawa iliyoidhinishwa na daktari wa Chuo Kikuu cha Nairobi	Hakuna	Masaa 24 kwa siku

Kusafirishwa kwa ambulansi (gari la wagonjwa)	Idhini kutoka kwa afisa Mkuu wa Afya	Hakuna	Masaa 24 kwa siku
Kufanyiwa upasuaji	Hupangwa na daktari anayehusika	Hakuna	Saa 2 hadi saa 11 Jumatatu hadi Ijumaa
Kupewa ushauri na huduma za kisaikolojia na kijamii	Barua ya kuagiza huduma hizo au mgonjwa kujitolea	Hakuna	Saa 2 hadi saa 11 Jumatatu hadi Ijumaa
Huduma kamilifu juu ya virusi vya UKIMWI, kinga, matibabu na usaidizi kuhusu UKIMWI	Barua ya kuagiza huduma hizo au mgonjwa kujitolea	Hakuna	Saa 2 hadi saa 11 Jumatatu hadi Ijumaa
Kinga na matibabu ya matumizi mabaya ya pombe na mihadarati	Barua ya kuagiza huduma hizo au mgonjwa kujitolea	Hakuna	Saa 2 hadi saa 11 Jumatatu hadi Ijumaa
Kuandaa malipo	Jaza fomu zinazohitajika pamoja na hati husika kulingana na masharti ya kuajiriwa/ mkataba	Hakuna	Saa 2 hadi saa 11 Jumatatu hadi Ijumaa

**Ripoti za kusifu, kulalamka nakutoa maoni zipelekwe kwa:**

Afisa Mkuu wa Afya na ripoti za rufaa zipelekwe kwa Mkuu Mwandamizi wa Chuo Kikuu, Maswala ya Wafanyikazi, Usimamizi na Utawala.

Nambari ya simu ya Afisa Mkuu wa Afya: 020-4913301

Barua pepe: [cmo-uhs@uonbi.ac.ke](mailto:cmo-uhs@uonbi.ac.ke)

Mtandao: [healthservices.uonbi.ac.ke](http://healthservices.uonbi.ac.ke)

Nambari ya Simu ya Mkuu Mwandamizi wa Chuo Kikuu, Maswala ya Utawala na Fedha: 020-318262

<http://www.uonbi.ac.ke>

**Afisa Mkuu wa Afya (UoN)**

<http://healthservices.uonbi.ac.ke>

**Malalamiko yanaweza kuwasilishwa kwa Tume ya Utawala wa Kisheria, Ofisi ya Mtetezi wa Umaa:**

Katibu wa Tume/ Ofisa Mkuu Mtendaji, Tume ya Utawala wa Kisheria, Jumba la West End Towers, Ghorofa ya pili, Barabara ya Waiyaki, Westlands, S.LP. 20414-00200. Nairobi, Kenya. Simu: +2540202270000, simu ya bure: 0800 221349 Ujumbe mfupi: 15700 Barua pepe: [complain@ombudsman.go.ke](mailto:complain@ombudsman.go.ke) Mtandao: [www.ombudsman.go.ke](http://www.ombudsman.go.ke)