

THE CLINICAL OFFICERS COUNCIL

SERVICE CHARTER

VISION

Competent and Responsive Clinical Officers

MISSION

Ensuring standardized Training, Registration and Licensing of Clinical Officers.

CORE VALUES – (I-CARE)

- 1. Integrity*
- 2. Customer focused.*
- 3. Accountability*
- 4. Respect*
- 5. Ethical*
- 6. Equality*

SERVICES	REQUIREMENTS TO OBTAIN SERVICES	COST	TIMELINE
RESPONSE TO INCOMING CALLS	Specific request for information and service	Free	Within 5 minutes
RESPONSE TO VERBAL INQUIRY	Specific request for information and service	Free	Immediate
RESPONSE TO E-MAIL INQUIRIES	Specific request for information and service	Free	Within 24 hours
RESPONSE TO INQUIRIES , COMPLIANS AND CORRESPONDENCES	Use of appropriate channels: email, letters, social media and telephone calls	Free	Five (5) working days
ATTENDING TO CLIENTS AT SERVICE POINTS	Specify inquiry /request for information	Free	Within 30 minutes of arrival at the service time
APPLICATION OF INSTITUTION ACCREDITATION INSPECTION	Inspection checklist	30,000	21 days
	Core-curriculum.	200,000	
	✓ Pay accreditation fee.	1,000,000	
APPLICATION OF INTERNSHIP CENTRE ACCREDITATION INSPECTION	Purchase inspection checklist.	20,000	21 days

STUDENTS INDEXING	✓ Student indexing fee	5,000	Within 60 days after admission
	✓ Procedure Manual	2,500	
	✓ Student logbooks (4 books)	300 each	
	✓ Late indexing penalty	200 per month	
	✓ For foreigners	20,000	
	✓ Indexing approval	Nil	COC to send the index card within 90 days after indexing
ONLINE PRE-INTERNSHIP ASSESSMENT	✓ Examination fee	7,500	On or before 14 days after closing the application portal
	✓ Examination fee for foreigners	30,000	
CLINICAL ATTACHMENT	If fails 1 st attempt examination and two supplementary examinations. ✓ Attach a clinical attachment logbook and license	2,000	6 months
	✓ Clinical assessment fee	10,000	
INTERNSHIP POSTING	✓ Logbook	1000	1 st & 4 th quarters
	✓ Code of conduct	1000	

	✓ Internship license.	2500	
	✓ Penalty of going for internship without a logbook/internship license	2500	
MENTORSHIP	✓ logbook.	1000	6 months
	✓ Mentorship license	1000	
	✓ Penalty of going for mentorship without a logbook/internship license	2500	
REGISTRATION	✓ Registration fee	8,500	After internship
	✓ Late registration penalty	200 per month	
NEW/ RENEWAL OF PROFESSIONAL PRACTICING LICENCE	✓ License fee	2000	Annually
	✓ CPD diary	1000	
	✓ Code of conduct	1000	
PRIVATE LICENCE FOR FACILITY	✓ New application fee	2000	1 week
	✓ Registration certificate fee (new facility)	10,000	
	✓ License fee	15,000	
	✓ Late renewal fee penalty	50% of the license fee	
CPD PROVIDER	✓ Application for accreditation inspection	20,000	21 days

	✓ Certificate of accreditation	50,000	
SUPPORT SURVEILLANCE INSPECTION	Accredited institution inspection ✓ NB: Each institution will be required to submit a self-evaluation report annually on status of the accreditation standards .	NIL	Quarterly
INSPECTION OF ALL CLINICS	Facility inspection	NIL	Quarterly

Any service that does not conform to the above standards or any officer who does not conform to the or any officer who does not live up to courtesy and excellence in the service delivery should be reported to:

The CEO/Registrar.
Clinical Officers Council, Blue violet Plaza, 2nd Floor
P.O Box 19795 K.N.H
Nairobi
Tel : 0725 705 144 (General inquiries)
Email: info@clinicalofficerscouncil.org

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 (0) 20 2270000/2303000
Email: complain @ombudsman.go.ke

“COMMITMENT TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY”