



An ISO 9001:2015 Certified Hospital



MOI TEACHING AND REFERRAL HOSPITAL

DENTAL DIRECTORATE 2021-2022 SERVICE DELIVERY CHARTER

S.NO	SERVICE	REQUIREMENTS	COST (KSHS)	TIME LINES
1	Consultation / Filtering	Payment receipt	300	25 Mins
2	Dental extraction	Consent, payment receipt, investigation results	500-600	45Mins
3	Full Mouth Scaling	Consent, payment receipt, investigation results	1100 - 1700	45Mins
4	Orthodontic therapy advice (braces)	Consent, payment receipt, investigation results	300	1 hr

In case of any difficulty and/or poor services offered don't hesitate to contact:

Chief Executive Officer, MTRH P.O Box 3-30100 ELDORET Tel:053-203347/2/3 Email:directorsofficemtrh@gmail.com OR ceo@mtrh.go.ke	The Commission Secretary /Chief Executive Officer Commission on Administrative Justice West End Towers 2 nd Floor Waiyaki Way Westlands Box 20414-00200 Nairobi Tel +254(0)20227000/2303000 Email:complaints@ombudsman.go.ke
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Prepared by:

Name... Dr. GEORGE MWAI

Designation... Director, Dental

Signature... [Signature]

Date... 25th JUNE 2021

Approved by:

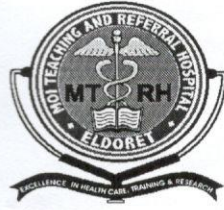
Name... Stanley Umer

Designation... Regional manager Pro

Signature... [Signature]

Date... 25/06/2021

HUDUMA BORA NI HAKI YAKO



An ISO 9001:2015 Certified Hospital



HOSPITALI YA RUFAA YA MOI

MKATABA WA HUDUMA ZA MENO 2021-2022

NAMBARI	HUDUMA	MAHITAJI	BEI (KSHS)	MUDA (DAKIKA)
1	Mashauriano	Risiti	300	25
2	Kung'oa jino	Idhini, Risiti, matokeo ya uchunguzi	500-600	45
3	Kuosha meno	Idhini, Risiti, matokeo ya uchunguzi	1100-1700	45
4	Mashauriano kuhusu matibabu ya Orthodontic (braces)	Idhini, Risiti, matokeo ya uchunguzi	300	60

Ukipata shida au Huduma usio bora tafadhali wasiliana na wafuatao kupitia anwani au simu zifuatazo

Mkurugenzi Mkuu, Hospitali Ya Rufaa Ya Moi S.L.P 3-30100 ELDORET Simu:053-203347/2/3 BaruaPepe:directorsofficemtrh@gmail. AU ceo@mtrh.go.ke	The Commission Secretary /Chief Executive Officer Commission on Administrative Justice West End Towers 2 nd Floor Waiyaki Way Westlands Box 20414-00200 Nairobi Tel +254(0)20227000/2303000 Email:complaints@ombudsman.go.ke
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Imetayarishwa na:

Jina... *Dr. GEORGE MWAI*

Cheo... *Director, Dental*

Sahihi... *[Signature]*

Tarehe... *25 JUNI 2021*

Imeidhinishwa na:

Jina... *Stanley Klenz*

Cheo... *Dr. Pme*

Sahihi... *[Signature]*

Tarehe... *25/06/2021*

HUDUMA BORA NI HAKI YAKO