Republic of Kenya

Ministry of Health

National Quality Control Laboratory

A WHO Prequalified and an ISO/IEC 17025:2017 Accredited Testing Facility

CITIZENS' SERVICE DELIVERY CHARTER

We are committed to providing timely, accurate, reliable and impartial laboratory services for safer medicines, health products and improved public health.

VISION

"To be an internationally recognized centre of excellence for the quality control of health products, vaccines and technologies"

MISSION

"To ensure safe and efficacious health products and technologies through quality control testing, research and partnerships".

CORE VALUES

- Professionalism
- Integrity
- Innovative
- Teamwork
- Environmental concern

OUR MOTTO

"Your partner in quality health products"

CUSTOMER SUPPORT SERVICES	CUSTOMER REQUIREMENT(S)	COST OF SERVICE	TIMELINE
Response to phone calls (Landline or any other official line)	Phone Call	Free	15 Seconds
Response to enquiry by Walk-in clients	Walk-in and make the enquiry	Free	1 Minute
Response to correspondence	Written Correspondence (letters)	Free	5 working days
	Email and Social media (Twitter & LinkedIn)	Free	1 working day
Response to public complaints and grievances	Make a complaint	Free	7 Working days
Resolution of complaints	Make a verbal or written complaint	Free	30 Working days
Registration of Suppliers	▪ Dully filled application form; ▪ Company profile; ▪ Certificate of incorporation/Registration; ▪ Pin Certificate; ▪ Valid Tax Compliance Certificate/Exemptions; ▪ Original Bank Statement; ▪ Copy of certificate of registration with relevant regulatory bodies; ▪ Non-refundable fee payment receipt; ▪ Copies of annual return forms filed by company registry; ▪ National ID/Passport	Free	14 working days
Processing of tenders	Submit bids for goods and services	Free	90 days
Notification of successful and unsuccessful bidders	Access e-procurement portal for notification	Free	1 working day
Payments for goods and services received	L.P.O/ Invoice Certificate of Completion/Goods/Services Received	Free	60 days from the date of receipt of the invoice
Disposal of obsolete stores	Submission of bids/ Formal Asset Transfer Agreement (for G-to-G transfer)	Free	60 working days from the date of advertisement
Public participation in policy-making process	Familiarization with issues and active participation	Free	1 day
Recruitment of staff	Make formal application based on the advert	Free	90 days
Processing of request for information	Make a request for information	Free	21 days
Testing of health products and technologies.	▪ Duly filled Sample Submission Form ▪ Official cover/authorization letter ▪ Applicable regulatory documents ▪ Adequate sample quantity as per guidelines	Charges based on test type and product. (See current fee schedule on our website or at our customer care desk)	42 days from date of receipt of acceptable sample
Issuance of official test reports for analyzed samples	▪ Sample submission ▪ Payment of applicable fees	Included in analysis fee.	42 days after receipt of acceptable sample

SERVICE COMMITMENT

We are committed to safeguarding public health by ensuring that all medicines, vaccines, medical devices, and other health products in Kenya meet the highest standards of quality, safety, and efficacy.

We will deliver services within the stated timelines, continuously improve our services, and use client feedback to enhance service quality.

SERVICE COMMITMENT

For comments/complements/complaints, reach us on:
Customer Care: 0703311563/ 0203544525
Email: info@nqcl.go.ke
Website: https://nqcl.go.ke/
Address: Hospital Road, KNH Complex
University of Nairobi, School of Pharmacy Building, 2nd Floor
P. O. Box 29726–00200, **Nairobi,** Kenya

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HATI YA HUDUMA KWA WANANCHI

Tumejitolea kutoa huduma za maabara kwa wakati, kwa usahihi, kwa kuaminika na bila upendeleo, kwa ajili ya usalama wa dawa, bidhaa za afya na kuboresha afya ya umma.

DIRA

"Kuwa kituo cha ubora kinachotambulika kimataifa katika udhibiti wa ubora wa bidhaa za afya, chanjo na teknolojia"

DHAMIRA

"Kuhakikisha bidhaa na teknolojia za afya ni salama na zenye ufanisi kupitia upimaji wa udhibiti wa ubora, utafiti na ushirikiano".

MAADILI YA MSINGI

- Utaalamu
- Uadilifu
- Ubunifu
- Kazi ya Timu
- Kuzingatia Mazingira

KAULI MBIU YETU

"Mshirika wako katika bidhaa bora za afya"

HUDUMA ZA USAIDIZI KWA WATEJA	MAHITAJI YA MTEJA	GHARAMA YA HUDUMA	MUDA WA HUDUMA
Majibu kwa simu (simu ya mezani au laini nyingine rasmi)	Simu	Bila malipo	Sekunde 15
Majibu kwa maswali ya wateja wanaofika moja kwa moja	Fika moja kwa moja na uwasilishe swali	Bila malipo	Dakika 1
Majibu kwa mawasiliano ya maandishi	Mawasiliano ya maandishi (barua)	Bila malipo	Siku 5 za kazi
	Barua pepe na mitandao ya kijamii (Twitter na LinkedIn)	Bila malipo	Siku 1 ya kazi
Majibu kwa malalamiko na kero za umma	Wasilisha malalamiko	Bila malipo	Siku 7 za kazi
Utatuzi wa malalamiko	Wasilisha malalamiko kwa mdomo au kwa maandishi	Bila malipo	Siku 30 za kazi
Usajili wa Wasambazaji	▪ Fomu ya maombi iliyojazwa kikamilifu; ▪ Wasifu wa kampuni; ▪ Cheti cha kuanzishwa/usajili wa kampuni; ▪ Cheti cha PIN; ▪ Cheti halali cha uzingatiaji wa masharti ya kodi/msamaha wa kodi; ▪ Taarifa ya awali ya benki; ▪ Nakala ya cheti cha usajili kutoka kwa mamlaka husika za udhibiti; ▪ Risiti ya malipo ya ada isiyorejeshwa; ▪ Nakala za fomu za marejesho ya mwaka zilizowasilishwa katika sajili ya kampuni; ▪ Kitambulisho cha Taifa/Pasipoti	Bila malipo	Siku 14 za kazi
Uchakataji wa zabuni	Wasilisha zabuni za bidhaa na huduma	Bila malipo	Siku 90
Taarifa kwa wazabuni waliofaulu na ambao hawakufaulu	Fikia mfumo wa ununuzi wa kielektroniki kwa taarifa	Bila malipo	Siku 1 ya kazi
Malipo ya bidhaa na huduma zilizopokelewa	L.P.O/ Ankara, Cheti cha Kukamilika/Kupokelewa kwa Bidhaa/Huduma	Bila malipo	Siku 60 kutoka tarehe ya kupokea ankara
Uondoshaji wa vifaa vilivyopitwa na wakati	Uwasilishaji wa zabuni/Mkataba Rasmi wa Uhamishaji wa Mali (kwa uhamishaji wa Serikali kwa Serikali)	Bila malipo	Siku 60 za kazi kutoka tarehe ya kutangazwa
Ushiriki wa umma katika mchakato wa utungaji wa sera	Kufahamu masuala na kushiriki kikamilifu	FBila maliporee	Siku 1
Ajira ya wafanyakazi	Wasilisha maombi rasmi kulingana na tangazo	Bila malipo	Siku 90
Uchakataji wa maombi ya taarifa	Wasilisha ombi la taarifa	Bila malipo	Siku 21
Upimaji wa bidhaa na teknolojia za afya.	▪ Fomu ya Uwasilishaji wa Sampuli iliyojazwa ikamilifu ▪ Barua rasmi ya utambulisho/idhini ▪ Nyaraka husika za udhibiti ▪ Kiasi cha kutosha cha sampuli kulingana na miongozo	Malipo hutegemea aina ya kipimo na bidhaa. (Tazama ratiba ya ada ya sasa kwenye tovuti yetu au dawati letu la huduma kwa wateja)	Siku 42 kutoka tarehe ya kupokea sampuli inayokubalika
Utoaji wa ripoti rasmi za vipimo kwa sampuli zilizochanganuliwa	▪ Uwasilishaji wa sampuli ▪ Malipo ya ada husika	Imejumuishwa katika ada ya uchanganuzi.	Siku 42 baada ya kupokea sampuli inayokubalika

AHADI YA HUDUMA

Tumejitolea kulinda afya ya umma kwa kuhakikisha kuwa dawa, chanjo, vifaa tiba na bidhaa nyingine zote za afya nchini Kenya zinakidhi viwango vya juu zaidi vya ubora, usalama na ufanisi.

Tutatoa huduma ndani ya muda uliowekwa, tutaendelea kuboresha huduma zetu, na tutatumia mrejesho wa wateja kuimarisha ubora wa huduma

MAONI

Kwa maoni/pongezi/malalamiko, wasiliana nasi kupitia:
Huduma kwa Wateja: 0703311563/ 0203544525
Barua pepe: info@nqcl.go.ke
Tovuti: https://nqcl.go.ke/
Anwani: Hospital Road, KNH Complex
Chuo Kikuu cha Nairobi, Jengo la School of Pharmacy, Ghorofa ya 2
S.L.P. 29726–00200, **Nairobi,** Kenya