



KENYATTA UNIVERSITY TEACHING, REFERRAL AND RESEARCH HOSPITAL



CITIZENS' SERVICE DELIVERY CHARTER

Vision

A regional leader renowned for excellent patient experience, transformative clinical outcomes, training, cutting edge research and innovation.

Mission

To enhance the health and wellbeing of Kenyans and global citizens through provision of patient-centred and evidence-based healthcare.

No.	Services	Requirements to obtain Service	Cost of Services/Goods (if any)	Timelines
1.	Body Admission	- Police letter with an OB number/burial permit. - Admission contract. - ID cards/passport from relatives or next of kin.	Free	Within 25 minutes.
2.	Body preservation	Service request form.	a. Bodies on transit (0 - to - 24hrs) - Adults & children over 10 yrs - Ksh. 5,500 - Infants & children below 10 yrs - Ksh. 3,500 b. Day 1 to day 10 - Adults & children over 10yrs - Ksh. 10,000 - Infants & children below 10 yrs - Ksh. 6,000 Infectious bodies 0 to 10 days -ksh.15,000 c. From day 11 onwards - Adults & children over 10 yrs - Ksh. 1,000 per day - Infacts & children below 10 yrs - Ksh. 700 per day	Within 25 minutes of admission.
3.	Post- mortems	- Signed request form. - Next of kin's ID card. - Available family members. - Police Officer (for post - mortems arising out of a police case).	Ksh. 22, 000	1 day upon booking
	a. Performed by KUTRRH Pathologist.			
	b. Theatre facility when post-mortem is performed by private Pathologist or govt. Pathologist	Payment receipt	Ksh. 7,000 (Theatre fee only)	1 day upon booking
	c. Reconstruction	Payment receipt	Depending on nature of reconstruction	24 hours upon request
	d. Postmortem cancellation	Postmortem booking sheet	Ksh.1000	6 hrs before the postmortem
4.	Cosmetology services	Payment receipt	Depending on requested service	1 hour upon request
5.	Body dressing	- Clothes - Coffin	Free	One day before dispatch by 4pm
6.	Viewing	- Inform the Funeral Home at least 2 hrs in advance. - Original admission documents/receipts.	Ksh. 500 per visit/per group	Within 15 minutes of reporting to the Funeral Home
7.	Sale of coffins	Admission documents.	Applicable as per Funeral Home price list.	Within 3 days of order
8.	Body repatriation	- Air Waybill number. - Flight itinerary. - Email correspondence from consigner.	- Funeral home as consignee-ksh.25,000 - To all counties local repatriation-ksh.50,000 - To all other countries depending on country of destination	Varies
9.	Hearse Services (Lowering gear gazebo tent, Church trolley and public address system)	- Admission documents. - Proof of payment	Varies depending on distance covered	As per requested timelines
10.	Use of chapel	Admission documents	Free	Within 15 mins of request
11.	Clearance for dispatch	- Original admission form. - Payment of bills - Burial permit - Copy of IDs of next of kin	Free	Within 25 mins of signing the clearance form
12.	Private mortician services	Payment receipts	Ksh.15,000 per day per mortician	Within a day before the intended service
13.	Chaplaincy and counselling services	Request from the family	Free	Within 20 minutes upon request.

Disclaimer: All payments shall be made through Credit Cards or MPESA paybill numbers at the specific service points.

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

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

The Chief Executive Officer
Kenyatta University Teaching, Referral & Research Hospital,
P.O. Box 7674-00100
NAIROBI
Tel: (+254) 794 589851
Email : info@kutrrh.go.ke

The Commission Secretary/ Chief Executive officer Commission of Administrative Justice
2nd Floor, West End Towers, Waiyaki way, Nairobi.
P.O. Box 20414-00200 Nairobi
Tel: (+254) (0) 020 2270000/2303000
Email: complain@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO