

COM								
	MITMENT	TIME	FRAME	TPAT:		EHC	DLDER	COST
-	Process and	-	7 workir	ng days	-		nplete and	Free of charge
	issue membership					арр	mit dication form	
	cards		1 workir		-	filla	application ms clearly	
-	Issue urgent cards	_				and	laccurately	
-	Issue company and sponsor	-	14 work days	ing	-		vide all cified	
	codes						uments	
-	Issue membership	-	immedia	ately				
	number	PAYME	NITS					
	Acknowledge	-	Immedia	ately	Emp	love	<u> </u>	As per gazetted
	receipt of					Dec	duct monthly	deduction
	contributions					con	tributions propriately	schedule
-	Update individual	-	immedia	ately	-	Upl	oad by-	
	account				-	Pay	duct at our	
						des poi	ignated pay nts	
			G	-11	-	Pro	vide correct ployee	
						info	rmation	
			0	_	-	Obs	serve ment	
						dea	idlines fore the 9 <sup>th</sup> of	
		O				eve	ry month)	
		W	<b>—</b>		Self	emp Ren	loyed	
			/			con	tributions	
					-	pay	serve ment (before	
			<b>-</b>			the	9 <sup>th</sup> of every nth.	
			\			HOV	wever, to ess benefits,	
			Λ.			pay	ments for	
						mo	current nth must be	
						full	y paid)	l .
			CLAIM	S PROCE	SSING			
•	Acknowledge	•	Immedia		Emplo	yer		Free of charge
	claims submission				-	Pre	pare and ument claim	
•	Process and pay	-	14 work	ing			eument claim Der NHIF	VIIIII V V VIIIII
	claims		days			gui	delines	
					-		mit all	
							uired and d documents	
					-		mit claims	
							hin 90 days	
						from	m the date of ient	
							harge	
					-	Res	ubmit	
4			0.0.0.0				ected claims hin 30 days	
	-						not falsify	
						clai		
		ARING			NG OF		LTHCARE PRO	
•	Acknowledge applications for	_	Immedia	ately	_		tract	Free of charge
	declaration and					Ma	intain high	
_	contracting	_	14 work	ing		qua	ality service	
-	Issue inspection	-	14 work	ing		qua stai	ndards	23
•	Issue inspection reports of health facilities	•	14 work days	ing	-	qua star Pay dec	ndards the laration fee	23
•	Issue inspection reports of health facilities for declaration	-		ing		qua star Pay dec as p	ndards the laration fee prescribed	23
-	Issue inspection reports of health facilities	-		ing	-	qua stai Pay dec as p Not	ndards the laration fee prescribed lify visits,	
•	Issue inspection reports of health facilities for declaration			ing		qua star Pay dec as p Not adn	ndards  the  the  tlaration fee  brescribed  tify visits,  nissions and  charges	83
•	Issue inspection reports of health facilities for declaration	•	days	Л		qua star Pay dec as p Not adn	ndards the laration fee orescribed lify visits, nissions and	
-	Issue inspection reports of health facilities for declaration and contracting	NHII	days F <b>TENAN</b>	rs		qua star Pay dec as p Not adn disc imn	ndards  the  the  that  the  the  the  the  th	Free of charge
•	Issue inspection reports of health facilities for declaration and contracting  Acknowledge and document	NHII	days	rs		qua star Pay dec as p Not adn disc imn	ndards  the  the  tlaration fee  brescribed  tify visits,  nissions and  charges	Free of charge
•	Issue inspection reports of health facilities for declaration and contracting	NHII	days F <b>TENAN</b>	rs		qua star Pay dec as p Not adn disc imr	ndards the claration fee prescribed diffy visits, nissions and charges nediately rent as cified in the stract	Free of charge
•	Issue inspection reports of health facilities for declaration and contracting  Acknowledge and document	NHII	days F <b>TENAN</b>	rs		Pay dec as p Not adn disc imr	ndards  the claration fee claration fee claration fee claration fee claration fee claration clarately  rent as clified in the ctract serve	Free of charge
•	Issue inspection reports of health facilities for declaration and contracting  Acknowledge and document problems	•	days F <b>TENAN</b>	TS.	· ·	Pay spe con	ndards  the  claration fee  crescribed  cr	Free of charge
•	Issue inspection reports of health facilities for declaration and contracting  Acknowledge and document problems  SUPF	•	F TENAN 24 hour: 0F GOOD 14 Days	S,SERVIC	· ·	qua stai Payy dec as r Not adm disc imr Pay spe con Obs Con	ndards  the claration fee prescribed clify visits, missions and charges mediately  rent as cified in the stract serve current terms  ORKS  re the right	Maximum Ksh
•	Issue inspection reports of health facilities for declaration and contracting  Acknowledge and document problems  SUPF Advertise tenders for	•	F TENAN 24 hours 0F GOOD 14 Days to tende	S,SERVIC	· ·	Payspe con Obscon	ndards  the claration fee prescribed  iffy visits, nissions and charges nediately  rent as cified in the ttract serve ttract terms  ORKS	Maximum Ksh 1000 Per
-	Issue inspection reports of health facilities for declaration and contracting  Acknowledge and document problems  SUPF	•	F TENAN 24 hour: 0F GOOD 14 Days	S,SERVIC	· ·	Payson D We field	rdards  the claration fee charges clarately  rent as clified in the ctract cserve ctract terms  ORKS  we the right d of	Maximum Ksh 1000 Per tender
-	Issue inspection reports of health facilities for declaration and contracting  Acknowledge and document problems  SUPF Advertise tenders for goods, services and works on print media	•	F TENAN 24 hours 14 Days to tende awards	S,SERVIO	· ·	Payses Con Observation Con Con Con Con Con Con Con Con Con C	rdards  the claration fee prescribed cify visits, nissions and charges mediately  rent as cified in the stract serve tract terms DRKS //e the right tification in d of ply goods	Maximum Ksh     1000 Per     tender     document     Downloaded
-	Issue inspection reports of health facilities for declaration and contracting  Acknowledge and document problems  SUPF Advertise tenders for goods, services and works on print media Notify bidders	•	F TENAN 24 hours 0F GOOD 14 Days to tende	S,SERVIO	· ·	Payy spee con Obs con Field ope Sup and	redards  to the claration fee crescribed cre	Maximum Ksh     1000 Per     tender     document     Downloaded     tender
-	Issue inspection reports of health facilities for declaration and contracting  Acknowledge and document problems  SUPF Advertise tenders for goods, services and works on print media  Notify bidders of tendering	•	F TENAN 24 hours 14 Days to tende awards	S,SERVIC	· ·	Payson D We Haw correspond to the corresponding to	reaction in dof eration in dof eration in per ly goods  I or services per ly the ly goods  I or services per large ly goo	Maximum Ksh     1000 Per     tender     document     Downloaded
-	Issue inspection reports of health facilities for declaration and contracting  Acknowledge and document problems  SUPF Advertise tenders for goods, services and works on print media Notify bidders	•	F TENAN 24 hours 14 Days to tende awards	S,SERVIC	· ·	Payson D Well on the state of t	ndards  the claration fee prescribed diffy visits, nissions and charges nediately  rent as cified in the ttract terms  ORKS  ve the right tification in d of prescribed prescribes per services per cifications I on time	Maximum Ksh     1000 Per     tender     document     Downloaded     tender     documents are
•	Issue inspection reports of health facilities for declaration and contracting  Acknowledge and document problems  SUPF Advertise tenders for goods, services and works on print media  Notify bidders of tendering process results	•	F TENAN 24 hours 14 Days to tende awards Within 1	S,SERVIC	· ·	Payses and as per and	readerds  of the claration fee claration fee crescribed cify visits, nissions and charges mediately  rent as cified in the ctract cerve ctract terms  ORKS  ve the right tification in d of cration ply goods I or services per cifications I on time ward	Maximum Ksh     1000 Per     tender     document     Downloaded     tender     documents are
-	Issue inspection reports of health facilities for declaration and contracting  Acknowledge and document problems  SUPF Advertise tenders for goods, services and works on print media  Notify bidders of tendering process results	•	F TENAN 24 hours 14 Days to tende awards Within 1	S,SERVIC	· ·	Payses one of the control of the con	ndards  the claration fee prescribed diffy visits, nissions and charges nediately  rent as cified in the ttract terms  ORKS  ve the right tification in d of prescribed prescribes per services per cifications I on time	Maximum Ksh     1000 Per     tender     document     Downloaded     tender     documents are
-	Issue inspection reports of health facilities for declaration and contracting  Acknowledge and document problems  SUPF Advertise tenders for goods, services and works on print media  Notify bidders of tendering process results	•	F TENAN 24 hours 14 Days to tende awards Within 1	S,SERVIC	· ·	Payses on the state of the stat	reduction fee or services per cifications in time ward on time ward on time ward of the cife of the ci	Maximum Ksh     1000 Per     tender     document     Downloaded     tender     documents are
•	Issue inspection reports of health facilities for declaration and contracting  Acknowledge and document problems  SUPF Advertise tenders for goods, services and works on print media Notify bidders of tendering process results Process invoices	PLIERS O	PF GOOD  14 Days to tende awards  Within 1  30 work days	S,SERVIC prior er 4 days	CES AN	Payer Supplied as and a state of the state o	redards  the claration fee prescribed clify visits, nissions and charges mediately  rent as cified in the stract terms  ORKS  ve the right tification in d of eration ply goods  I or services per cifications I on time ward poice(s) for vices dered or ods delivered	Maximum Ksh     1000 Per     tender     document     Downloaded     tender     documents are
•	Issue inspection reports of health facilities for declaration and contracting  Acknowledge and document problems  SUPF Advertise tenders for goods, services and works on print media Notify bidders of tendering process results Process invoices	PLIERS O	F TENAN 24 hours 14 Days to tende awards Within 1 30 work days	S,SERVIC prior prior d days ing	CES AN	Payson Control of the	redards  the claration fee prescribed cifty visits, nissions and charges mediately  rent as cified in the stract terms  ORKS  ve the right tification in d of pration ply goods  I or services per cifications I on time ward bice(s) for vices dered or ods delivered  RESPONSES	Maximum Ksh     1000 Per     tender     document     Downloaded     tender     documents are     free
-	Issue inspection reports of health facilities for declaration and contracting  Acknowledge and document problems  SUPF Advertise tenders for goods, services and works on print media  Notify bidders of tendering process results Process invoices  Attend to customers at	PLIERS O	PF GOOD  14 Days to tende awards  Within 1  30 work days	S,SERVIC prior prior d days ing	CES AN	Payses on the state of the stat	redards  the claration fee prescribed clify visits, nissions and charges mediately  rent as cified in the stract terms  ORKS  ve the right tification in d of eration ply goods  I or services per cifications I on time ward poice(s) for vices dered or ods delivered	Maximum Ksh     1000 Per     tender     document     Downloaded     tender     documents are
-	Issue inspection reports of health facilities for declaration and contracting  Acknowledge and document problems  SUPF Advertise tenders for goods, services and works on print media Notify bidders of tendering process results Process invoices  Attend to customers at the counter	PLIERS O	F TENAN 24 hours 14 Days to tende awards Within 1 30 work days	S,SERVIC prior prior at days ing	CES AN	Payses on Observing ODs	ndards  the claration fee prescribed diffy visits, nissions and charges mediately  rent as cified in the ttract serve ttract terms  ORKS  re the right tification in d of eration ply goods I or services per cifications I on time ward pice(s) for vices dered or ods delivered ORESPONSES Serve NHIF es and ulations	Maximum Ksh     1000 Per     tender     document     Downloaded     tender     documents are     free
-	Issue inspection reports of health facilities for declaration and contracting  Acknowledge and document problems  SUPF Advertise tenders for goods, services and works on print media Notify bidders of tendering process results Process invoices  Attend to customers at the counter Respond to	PLIERS O	F TENAN: 24 hours 14 Days to tende awards Within 1 30 work days  ING PRO	S,SERVIC prior at days ing	CES AN	Payer of the control	redards  the claration fee prescribed clify visits, nissions and charges mediately  rent as cified in the stract terms  ORKS  re the right tification in d of eration ply goods I or services per cifications I on time ward bice(s) for vices dered or ods delivered  ORESPONSES es and ulations courteous	Maximum Ksh     1000 Per     tender     document     Downloaded     tender     documents are     free
-	Issue inspection reports of health facilities for declaration and contracting  Acknowledge and document problems  SUPF Advertise tenders for goods, services and works on print media Notify bidders of tendering process results Process invoices  Attend to customers at the counter	PLIERS O	F TENAN 24 hours 14 Days to tende awards Within 1 30 work days	S,SERVIC prior at days ing	CES AN	Payson Constitution of the	reduction fee or services per coifications on time ward of the coife or serve the right of the coife or services per coifications on time ward of the coife or serve the right of the coife or services per coifications on time ward objects for serve the coife or serve the coife or services or serve the coife or services or serve the coife or services or	Maximum Ksh     1000 Per     tender     document     Downloaded     tender     documents are     free
	Issue inspection reports of health facilities for declaration and contracting  Acknowledge and document problems  SUPF Advertise tenders for goods, services and works on print media Notify bidders of tendering process results Process invoices  Attend to customers at the counter Respond to	PLIERS O	F TENAN: 24 hours 14 Days to tende awards Within 1 30 work days  ING PRO	S,SERVIC prior r 4 days ing	CES AN	Payer control of the	redards  the claration fee prescribed clify visits, nissions and charges mediately  rent as cified in the stract terms  ORKS  re the right tification in d of eration ply goods I or services per cifications I on time ward bice(s) for vices dered or ods delivered  ORESPONSES es and ulations courteous	Maximum Ksh     1000 Per     tender     document     Downloaded     tender     documents are     free
-	Issue inspection reports of health facilities for declaration and contracting  Acknowledge and document problems  SUPF Advertise tenders for goods, services and works on print media Notify bidders of tendering process results Process invoices  Attend to customers at the counter Respond to	PLIERS O	F TENAN: 24 hours 14 Days to tende awards Within 1 30 work days  ING PRO	S,SERVIC prior r 4 days ing	CES AN	Paydeccons of the construction of the construc	reduction fee or serve the restrict terms of	Maximum Ksh 1000 Per tender document     Downloaded tender documents are free
•	Issue inspection reports of health facilities for declaration and contracting  Acknowledge and document problems  SUPF Advertise tenders for goods, services and works on print media Notify bidders of tendering process results Process invoices  Attend to customers at the counter Respond to	PLIERS O	F TENAN: 24 hours 14 Days to tende awards Within 1 30 work days  ING PRO	S,SERVIC prior r 4 days ing	CES AN	Paydes con D We Corn invested as paydes con Corn invested as paydes and	redards  if the claration fee crescribed cre	Maximum Ksh 1000 Per tender document     Downloaded tender documents are free
•	Acknowledge and document problems  Advertise tenders for goods, services and works on print media  Notify bidders of tendering process results Process invoices  Attend to customers at the counter Respond to enquiries	PROVID	F TENAN 24 hours 14 Days to tende awards Within 1 30 work days  ING PRO Immedia Within 1 working	S,SERVIC prior prior er .4 days ing MPT SEF ately	CES AN	Paydes con D We Corn invested as paydes con Corn invested as paydes and	reduction fee or serve the restrict terms of	Maximum Ksh 1000 Per tender document     Downloaded tender documents are free
-	Acknowledge and document problems  Advertise tenders for goods, services and works on print media  Notify bidders of tendering process results Process invoices  Attend to customers at the counter Respond to enquiries	PROVID	F TENAN: 24 hours 14 Days to tende awards Within 1 30 work days  ING PRO	S,SERVIC prior r 4 days ing MPT SER ately day	CES AN	Payer of the control	redards  if the claration fee crescribed cre	Maximum Ksh     1000 Per     tender     document     Downloaded     tender     documents are     free
•	Issue inspection reports of health facilities for declaration and contracting  Acknowledge and document problems  SUPF Advertise tenders for goods, services and works on print media  Notify bidders of tendering process results Process invoices  Attend to customers at the counter Respond to enquiries  Acknowledge and escalate	PROVID	PF GOOD  14 Days to tende awards  Within 1  30 work days	S,SERVIC prior prior at days ing MPT SEF ately day	CES AN	Payer con C	reducts  of the claration fee orsecribed claration fee orsecribed claration fee orsecribed claration fee orsecribed claration sen order or	Maximum Ksh 1000 Per tender document     Downloaded tender documents are free  Free of charge
•	Acknowledge and to customers at the counter Respond to enquiries	PROVID	F TENAN  24 hours  14 Days to tende awards  Within 1  30 work days  Within 1  working	S,SERVIC prior prior days ing  MPT SEF ately  day	CES AN	Paydes con Correct Sup	redards  of the claration fee clarations and charges mediately  rent as clified in the teract terms  ORKS  ve the right terification in d of creation comply goods I or services per clifications I on time ward bice(s) for vices dered or dered o	Maximum Ksh 1000 Per tender document     Downloaded tender documents are free  Free of charge
· · · · · · · · · ·	Issue inspection reports of health facilities for declaration and contracting  Acknowledge and document problems  SUPF Advertise tenders for goods, services and works on print media  Notify bidders of tendering process results Process invoices  Attend to customers at the counter Respond to enquiries  Acknowledge and escalate	PROVID	F TENAN: 24 hours 14 Days to tende awards Within 1 30 work days  Within 1 working Within 1	S,SERVIC prior or A days ing MPT SEF ately day	CES AN	Payer con Corn Sugn	reducts  of the claration fee orsecribed claration fee orsecribed claration fee orsecribed claration fee orsecribed claration sen order or	Maximum Ksh 1000 Per tender document     Downloaded tender documents are free  Free of charge
-	Acknowledge and escalate concerns Determine and	PROVID	F TENAN  24 hours  14 Days to tende awards  Within 1  30 work days  Within 1  working	S,SERVIC prior or A days ing MPT SEF ately day	CES AN	Paydes in the state of the stat	reducts  of the claration fee orsecribed  diffy visits, nissions and charges  mediately  rent as ciffied in the ttract terms  ORKS  re the right tiffication in d of eration poly goods  I or services per ciffications I on time ward poice(s) for vices dered or ods delivered  ORY  ORY  ORY  ORY  ORY  ORY  ORY  OR	Maximum Ksh 1000 Per tender document     Downloaded tender documents are free  Free of charge







