

Write up for Complaints for the KEMSA website

A Complaint is an expression of dissatisfaction by a person, group, institution or organization about an unsatisfactory or unacceptable situation, including an act or omission or about the standard of service, whether the action was taken or the service was provided by the person(s), the institution itself or body acting on behalf of the public institution.

KEMSA will investigate all complaints cases lodged; promote good governance and efficient public service delivery by following the laid down policy, procedures and operation systems.

Lodging of complaints: The complaints handled by KEMSA emanate from both internal and external customers. A person(s) can lodge a complaint on his or her own name or on behalf of another person.

A group, organization or institution can also lodge a complaint using the laid down mechanisms. Apart from the complaints lodged through the modes stated above, the KEMSA will also take up the following complaints:

i. Own motion matters

KEMSA will pick up own motion matters that are relevant to its mandate, for instance issues exposed through the media, parliament among others.

ii. Anonymous complaints

iii. Complaints originating from reports, including social audits

Access to Information

Access to Information is one of the fundamental socio-economic development tools. It is not uncommon to hear a person say "Information is powerful". Whether the person says that cautiously or incautiously, it is obvious that without information there is ignorance. But for the information to be powerful it must be timely and accurate. The process with which information is handled or given will therefore affect the power of the information.

In 2016 the Government passed an Access to Information Act to give the right of access to information by citizens under Article 35 of the Constitution. The implementation of the ISO 9001:2015 Certified Act was conferred on the Commission on Administrative Justice (CAJ) to oversight and enforce its functions and connected purpose.

Process of application for information

- i) Any person may make a request to access information in writing in English
- ii) The applicant should provide detailed and sufficient particulars for KEMSA to understand what information is requested.

iii) Should the applicant be unable to make a written request for access to information in accordance with subsection (i) because of illiteracy or disability, the information officer shall take the necessary steps to ensure that the applicant makes a request in manner that meets their needs.

Communication channels through which complaints can be launched:

- 1) KEMSA website (www.kemsa.co.ke)
- 2) Writing letters to the Ag. Chief Executive Officer,
Kenya Medical Supplies Authority
P. O. Box 47715-00100 Nairobi
- 3) Telephone call; -+254 719033000/ +254 726618520/1
- 4) E-mail: info@kemsa.co.ke