CUSTOMER SERVICE CHARTER

Services Rendered	Requirements	Charges	Time to Access Service
General enquiries	Walk in and through Phone Email Social media pages Flyers	Free Free Free Free	10 to 20 minutes 2 days 2 days MCM Offices
Registration of Health Practitioners • Local • International • Medical Camps • Students • Pre-Internship Examinations	Refer to relevant registration procedures guide: • Letter from the Hosting Institution • Application Letter • Application and Statutory Declaration Forms • Certified Copies of Professional Certificates • Translated Copies of Certificates if not in English	Refer to approved Fee Schedule	30 days
Issuance of Renewal of Registration and licensure	• Proof of payment • Name • Registration number • License number	Refer to approved Fee Schedule	Physical- 30 min Collection at source-42 days Online- 21 days
Issuance of Certificate of Good Standing	• Proof of payment • Name • Registration number • License number	Refer to approved Fee Schedule	5 days
Licensing of Health Facilities	• Application letter • Completed Application Form • Premise Minimum Requirements • Application and Issue Fees • Inspection Related Costs • Initial Inspection report	Refer to approved Fee Schedule	30 days
Licensing of Health Practitioners	• Application letter • Eligibility Criteria (Refer to minimum requirement) • Completed Application Form • Eligibility Criteria • Application and proof of payment for Issue Fees • Letter of Authority from current /previous employer, or, retirement or resignation letter	Refer to approved Fee Schedule	30 days
Issuance of annual renewal practitioner's license	• Proof of payment • Name of practitioner • License number	Refer to approved Fee Schedule	42 days
Inspection of health facilities and medical, dental & allied health training institutions: • Routine/Annual	• Minimum Requirements	Free	Minimum of every three years
Compliance Follow Up Inspection: Routine	• Inspection Report and Recommendations	Free	As per recommendations
Compliance Follow Up Inspection: Initial	• Inspection Report and Recommendations	Inspection related costs	As per recommendations
Investigative Inspection and Closure of Illegal Clinics	• Problem reported	Free	21 days
Investigation of complaints Disciplinary Committee hearing proceedings Communication of disciplinary outcomes	• Complaint Letter/Email • Invitation letter • Charge Sheet • Investigation report • Disciplinary committee proceedings	Free Free Free	Quarterly Quarterly Quarterly
Initial inspection of CPD Centers Routine Inspection of CPD Providers	• Application Letter • Assessment on suitability • Certification • CPD Diary • CPD Booklet • CPD Guidelines • Inspection Related Costs Initial Inspection report • Minimum Requirements	Inspection related costs Free	21 days Annually
Accreditation of health programs and medical, dental and allied health training institutions	• Application Letter • Minimum Requirements (SOPs & Guidelines) • Submission of Curriculum • Vetting of the Curriculum • Initial Inspection of the training Institution	Application Fees Committee Costs Initial Inspection Related Costs	Quarterly
Monitoring of health programs training Implementation	• Minimum Requirements (SOPs, Guidelines and checklists)	Free	Annually
Payment of goods & Services	• LPO • Invoice • Delivery Note • Statement of Account	Free	30 calendar days
Acknowledgement and issuance of receipts for • Online payments • Bulk payments	• Proof of payment • Proof of payment	Free Free	5 days 5 days