



# NATIONAL MEDICAL STORES Customer Charter

Approved by the Board of Directors at its 90<sup>th</sup>  
scheduled meeting held on 13<sup>th</sup> December 2012

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Signed:

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Dr. P.B Byaruhanga  
Board Chairman

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Moses Kamabare  
General Manager

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Apollo Mwesigye  
Secretary to the Board



# NATIONAL MEDICAL STORES Customer Charter



**NMS**  
MEDICAL LOGISTICS  
Passionate about your Life

# Foreword

National Medical Stores (NMS) was established in 1993 as an act of Parliament to procure, store and distribute essential medicines and health supplies, primarily to Government health facilities in Uganda.

In the past, NMS has been focusing and concentrating more on the product (medicines and health supplies) than the consumers. NMS is now focused on people. The essential medicines and health supplies are only vehicles with which to reach people. This has seen the change of NMS' motto from the previous one "Quality for our health and wealth" to the current one , "Passionate about your Life".

This Charter is more than just a document - it is a guide for NMS' Customers on our standards and on the delivery of our products and services. It also indicates what to do if Customers feel that we have failed to provide a satisfactory service and explains how we deal with Customer concerns.

This Charter's success hinges on positive partnerships with Key Stakeholders who include NMS Customers, Ministry of Health, National Drug Authority and Development Partners. Ultimately, the professionalism and integrity of all NMS' staff in their interactions with our Customers will determine whether or not the overall Charter will succeed.

Moses Kamabare

**General Manager**

# What is the Customer Charter?

This charter is about NMS' relationship with its Customers. It sets out to ensure that:

- (a) We create and maintain a Customer focus
- (b) We have effective communication between NMS' Staff and all our Customers
- (c) We maintain a level of service above certain pre-determined limits
- (d) We ensure that our services to Customers remain relevant

It defines an ongoing process whereby contact between NMS' Staff and Customers contributes towards continuous improvement of our service offering to Customers.

It sets out what we will do for Customers, how we propose to do it and the time-scales within which we will do the activities.

It also indicates what we expect from our Customers to enable us to meet our commitments.

The Charter is a statement of what we consider to be best practice.

## Our Vision

A Population with Adequate & Accessible Quality Medicines & Medical Supplies.

## Our Mission

To Effectively & Efficiently supply Essential Medicines & Medical Supplies to Public Health Facilities in Uganda.

## Our Customers

We primarily serve Public Health Facilities but also serve, under auspices of Ministry of Health, Private-For-Profit, Private-Not-For-Profit facilities at all levels of care in Uganda.

# Our Core Values

- (a) Customer Focus
- (b) Operational Excellence
- (c) Teamwork
- (d) Transparency and Accountability
- (e) Integrity
- (f) Leadership by Example
- (g) Equity

# Our Service Standards

Our service standards cover the following major areas:

- (a) Products and services
- (b) Customer satisfaction
- (c) Communication
- (d) Complaint management

# Products and Services Standards

In delivering our products and services, we will:

- (a) Provide Customers access to quality Essential Medicines and Health Supplies
- (b) Deliver Essential Medicines and Health Supplies to the doorstep of all our Customers
- (c) Deliver Essential Medicines and Health Supplies according to the published delivery schedule by level of care
- (d) Deliver Essential Medicines and Health Supplies according to Customer orders in line with individual facility procurement plans and prevailing Ministry of Health guidelines
- (e) Keep the NMS stock list updated and relevant in line with the prevailing Ministry of Health guidelines.

# Customer Satisfaction Standards

In delivering our services, we will ensure Customer satisfaction by being in regular contact, professional, empathetic, courteous, available and reliable.

- (a) We will aim to jointly plan and review procurement plans at least once every financial year for HCII, HCIII, HCIV and General Hospitals levels of care
- (b) We will aim to jointly plan and review service standards quarterly and procurement plans half-yearly each financial year for all Referral Hospitals and Institutes
- (c) We will aim to physically visit each facility at least once per year where our Customer Service Staff will interact with Customers with the goal of improving service delivery
- (d) We will aim to continually listen to the voice of the Customer by continuously tracking and improving on our service delivery
- (e) We will aim to publish and circulate information that is relevant to Customers.

# Complaint Management

Complaints, for the purposes of this Charter, are defined as any expression of dissatisfaction received from a Customer, either verbally or in writing, about any service or product for which NMS is responsible whether or not the complainant is seeking a specific resolution that requires action to be taken by NMS to address the “complaint”.

- (a) We will ensure that all complaints received are urgently and equitably handled
- (b) We will ensure that the information gathered through complaints is utilized to make service improvements including systemic issues and prevent recurring complaints.
- (c) We will use complaints to support the provision of the highest possible quality services or products to Customers

## Complaint Management Standards

When Customers complain to NMS:

We aim to respond to complaints within 7 working days and close out and communicate the resolution to all complaints within 14 working days.

# Communication

In delivering our services, we will communicate to Customers:

- (a) By regularly or when necessary, providing documented information pertaining to available funds, products and related services
- (b) By interacting with Customers at different forums (trainings/workshops and Client Service Visits) to share information vital to effective and efficient service delivery
- (c) By providing Customers with all relevant information to facilitate access to products and services available

## Communication Standards

When Customers telephone NMS during working hours:

We aim to respond to the query or take the Customer details and arrange for the appropriate person to return Customer calls as soon as possible.

When Customers email NMS:

We aim to acknowledge receipt within 1 working day and respond to queries within 7 working days.



# Help us to help you

## We request that Customers:

- (a) Utilize official channels of communication. Official channels of communication are generated or are channelled through and signed off by the institution's Accounting Officer
- (b) Will observe the policy and guidelines in place for ordering and receipt of products
- (c) Will treat NMS' communication with courtesy and respond appropriately
- (d) Will be fair and honest in their dealings with NMS

## Customers can help us improve services by:

- (a) Reporting to us promptly, any issues or area of dissatisfaction as they arise
- (b) Giving us information that is relevant towards facilitating enhanced service delivery and availability of Essential Medicines and Health Supplies

# Our Contacts

## CUSTOMER CARE CONTACTS:

### HEAD OFFICE ENTEBBE

Plot 4-12 Nsamizi Rd

P.O Box 16, Entebbe

Phone: +256 414 320089/320566/320542/320507

Toll free: 0800 12221 (Uganda Telecom) 0800 200015 (MTN)

Fax: +256 414 321323

Email: [sales@nms.go.ug](mailto:sales@nms.go.ug)

### REGIONAL OFFICES

OFFICE	TELEPHONE	EMAIL
GULU REGIONAL OFFICE	0776141409/0776141411	<a href="mailto:gulu@nms.go.ug">gulu@nms.go.ug</a>
SOROTI REGIONAL OFFICE	0776141407/0776141408	<a href="mailto:soroti@nms.go.ug">soroti@nms.go.ug</a>
MBALE REGIONAL OFFICE	0776141404/0776141406	<a href="mailto:mbale@nms.go.ug">mbale@nms.go.ug</a>
MBARARA REGIONAL OFFICE	0776141400/0776141401	<a href="mailto:mbarara@nms.go.ug">mbarara@nms.go.ug</a>
KABAROLE REGIONAL OFFICE	0776141432/0776141433	<a href="mailto:kabarole@nms.go.ug">kabarole@nms.go.ug</a>
HOIMA REGIONAL OFFICE	0776141402/0776141403	<a href="mailto:hoima@nms.go.ug">hoima@nms.go.ug</a>
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Website: [www.nms.go.ug](http://www.nms.go.ug)



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