

Service Standards

The Ministry shall maintain 97% stock levels of all vital medicines at Government Hospitals.

The Ministry shall pay all invoices within 10 days from the day of receiving the invoice.

The Ministry shall maintain 80% stock levels of all essential medicines at Government Hospitals.

The Ministry shall be prompt in provision of updates and guidance on public health matters during outbreaks of diseases.

The Ministry shall maintain 80% stock levels of all non-essential medicines at Government Hospitals.

The Ministry shall establish frontline desks for customer service.

Waiting period for specialist medical care shall be two months or less.

Switchboard and direct lines shall be answered within four rings.

The Ministry shall respond to all correspondence within 10 days from date of receipt.

**For feedback please call
363 2766/363 2527
TOLL FREE: 0800 600 740**



MINISTRY *of* HEALTH
REPUBLIC OF BOTSWANA