



# KENYA INDUSTRIAL RESEARCH AND DEVELOPMENT INSTITUTE

## CITIZEN SERVICE DELIVERY CHARTER

### Our Motto

Research | Innovate | Commercialize



### Our Vision

Quality industrial research for competitive and sustainable industries



### Our Mission

Provide innovative technologies for industry through research and dissemination of findings



### Our Core Values

Integrity | Sustainability | Teamwork  
Creativity | Customer Focus

NO.	CUSTOMER SUPPORT SERVICE	CUSTOMER REQUIREMENT(S)	COST OF SERVICE	TIMELINE
1.	Response to correspondence	Clear and concise communication	Nil	Five <b>(5)</b> working days
2.	Resolution of complaints	Make verbal or written complaints	Nil	Fourteen <b>(14)</b> working days with exception of complaints that require further investigation
3.	Admission to Product Development, Training, Business Incubation and Common Manufacturing Facilities Programs	i. Make an application ii. Sign and adhere to contract agreement iii. Pay the requisite fees	As per quotation	Five <b>(5)</b> working days after payment of the requisite fees
4.	Laboratory Testing Services	i. Fill a sample submission form ii. Submit adequate samples iii. Pay the requisite fees	As per respective test charges	Ten <b>(10)</b> working days with exception of tests procedures that require more days
5.	Payments	Timely submission of accurate and complete payment documents	Nil	Within sixty <b>(60)</b> days from the date of receipt of claim documents

### WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

"Any service that does not conform to the above standards or any officer who does not live up to the commitment of courtesy and excellence in service delivery should be reported to:

**The Director-General** Kenya Industrial Research and Development Institute, KIRDI Popo Road Off Mombasa Road South C: P.O. Box 30650-00100, Nairobi, Kenya  
Tel: +254(0)202388216/2393466: Email: [directorgeneral@kirdi.go.ke](mailto:directorgeneral@kirdi.go.ke)

**Commission Secretary / Chief Executive Officer** Commission on Administrative Justice  
2<sup>nd</sup> Floor, West End Towers, Waiyaki Way, Nairobi. P.O. Box 20414-00200 Nairobi, Kenya  
Tel: +254(0)202270000/2303000 Email: [complain@ombudsman.go.ke](mailto:complain@ombudsman.go.ke)

HUDUMA BORA NI HAKI YAKO

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