



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 (5) working days |
| 2. | Resolution of complaints | Make verbal or written complaints | Nil | Fourteen (14) 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 (5) 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 (10) working days with exception of tests procedures that require more days |
| 5. | Payments | Timely submission of accurate and complete payment documents | Nil | Within sixty (60) 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 P.O. Box 30650-00100, Nairobi, Kenya
Road Off Mombasa Road South C: P.O. Box 30650-00100, Nairobi, Kenya
Tel: +254(0)202388216/2393466; Email: directorgeneral@kirdi.go.ke

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

HUDUMA BORA NI HAKI YAKO

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