



KENYA INDUSTRIAL RESEARCH AND DEVELOPMENT INSTITUTE

CITIZEN SERVICE DELIVERY CHARTER - COMMON SERVICES

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 on findings



Our Core Values

Integrity | Sustainability | Teamwork
Creativity | Customer Focus

NO.	CUSTOMER SUPPORT SERVICE	CUSTOMER REQUIREMENT(S)	COST OF SERVICE	TIMELINE
1.	Response to phone calls (landline or any other official line)	Phone call	Free	Fifteen (15) seconds
2.	Response to enquiries by walk-in clients	Walk-in and make an enquiry	Free	One (1) minute
3.	Response to correspondence	Written correspondence (letters)	Free	Five (5) working days
		Email and social media {X (formerly Twitter), Facebook & YouTube}	Free	One (1) working day
4.	Response to public complaints and grievances	Make a complaint	Free	One (1) working day
5.	Resolution of public complaints and grievances	Make verbal or written complaint(s)	Free	Fourteen (14) working days
6.	Registration of Suppliers	i. Duly filled application form ii. Company profile iii. Certificate of Incorporation/ Registration iv. PIN Certificate v. Valid Tax Compliance Certificate vi. Original Bank Statement vii. Copy of Certificate of registration with relevant regulatory bodies viii. Non-refundable fee payment receipt ix. Copies of annual return forms filed by company registry x. National ID/ Passport	Free	Fourteen (14) working days
7.	Processing of Tenders	Submit bids for goods and services	Free	Ninety (90) days
8.	Notification of successful and unsuccessful bidders	Access e-portal for notification	Free	One (1) working day
9.	Payment for goods and services	L.P.O/ Invoice /Certificate of Completion/ Goods and/or Services Received	Free	Sixty (60) days from date of receipt of the Invoice
10.	Disposal of Obsolete Stores	Submission of Bids	Free	Sixty (60) days from date of advertisement
11.	Public participation in policy making process	Familiarization with issues and active participation	Free	One (1) day
12.	Recruitment of Staff	Make formal application based on advert	Free	Ninety (90) days
13.	Processing of request for information	Make a request for information	Free	Twenty-one (21) days

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
 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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