



# KENYA INDUSTRIAL RESEARCH AND DEVELOPMENT INSTITUTE (KIRDI)

## CITIZEN SERVICE DELIVERY CHARTER

NO.	SERVICES/GOODS	REQUIREMENT TO OBTAIN SERVICES/GOODS	COST	TIMELINE
1	Response to correspondence	Clear and concise communication	Nil	Five (5) working days
2	Attending visitors	Visit to any of our centres	Nil	Immediate
3	Resolution of complaints	Make verbal or written complaints	Nil	Ten (10) working days with exception of complaints that require further investigation
4	Product Development	i. Make an application ii. Sign and adhere to contract agreement iii. Pay the requisite fees	As per contract agreement	As per contract agreement
5	Machinery / Equipment design, assembly, installation testing and commissioning	i. Make an application ii. Sign and adhere to contract agreement iii. Pay the requisite fees	As per contract agreement	As per contract agreement
6	Training and Capacity Building	i. Make an application ii. Sign and adhere to contract agreement iii. Pay the requisite fees	As per contract agreement	As per contract agreement
7	Business Incubation Services	i. Make an application ii. Sign and adhere to contract agreement iii. Pay the requisite fees	As per contract agreement	As per contract agreement
8	Common Manufacturing Facilities	i. Make an application ii. Sign and adhere to contract agreement iii. Pay the requisite fees	As per contract agreement	As per contract agreement
9	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
10	Opportunities to supply goods and services	i. Respond to request for quotation and tender bidding within stipulated timelines ii. Meet all the necessary requirements as per the request for quotation and tender documents iii. Compete fairly with other qualified suppliers	Free with request for quotation; or as per tender advertisement	As stipulated in the LPO; or as per contract agreement
11	Payments	Timely submission of accurate and complete payment documents	Nil	Within thirty (30) days from the date of receipt of claim documents

**“ We endeavour to be courteous and excellent in service delivery”** Any service that does not conform to above standards or any officer who does not live up to courtesy and excellence in service delivery should be reported to:

**a) The Director/ CEO,**  
Kenya Industrial Research and Development Institute (KIRDI)  
KIRDI Headquarters Popo Road off Mombasa Road South C,  
P.O. Box 30650 - 00100, NAIROBI, KENYA  
TELEPHONE +254 20 2388216/ 2393466, Web: www.kirdi.go.ke  
Email: dir@kirdi.go.ke/directorkirdi@gmail.com

**b) The Commission Secretary/CEO,**  
Commission on Administrative Justice (OMBUDSMAN)  
West End Towers, 2nd Floor Waiyaki Way, Westlands,  
P.O. Box 20414 - 00200, NAIROBI, KENYA  
TELEPHONE: +254 20 2270000/ 2303000 Web: www.ombudsman.go.ke  
Email: complain@ombudsman.go.ke

REVISED 2022

*Huduma Bora ni Haki Yako 2022*

