



KENYA INSTITUTE OF PRIMATE RESEARCH

SERVICE DELIVERY CHARTER

Vision:

Innovative research and conservation efforts for better human health

Mission:

To promote public health through innovative preclinical and biomedical research, training and biodiversity conservation

Core Values:

Research Integrity, Professionalism, Good Corporate Governance, Equity, Customer Focus

	CUSTOMER SUPPORT SERVICE	CUSTOMER REQUIREMENTS	COST OF SERVICE/ PRODUCTS	TIMELINE
OLOOLUA NATURE TRAIL				
1.	Camping	National ID/ Passport	Kshs 5000.00-10000.00	1 Working day
2.	Photoshoots & Filming	Written requests	Mimimum Kshs 7000.00	1 Working day
3.	Nature Trail entry	Walk-in/written requests	Kshs 100.00-600.00	1 Working day
4.	Customer care	Cooperation from clients	Free	Immediate
EDUCATIONAL VISIT				
5.	Laboratory/Animal facilities	Written requests	Kshs 5000.00-60000.00	Within 1 week
6.	Oloolua Nature Trail	Written requests or call	Kshs 100.00-600.00	1 Working day
RESOURCE CENTRE				
7.	Training Hall or Conference hall	Written requests	Minimum Kshs 10000.00	1 Working day
8.	Access to Biomedical Information/ Library	National ID/Passport	Ksh 100.00 per day	1 Working day
ADMINISTRATION				
9.	Research Affiliation Training	Written request -letter	Undergraduate Kshs 3000.00 Postgraduate Kshs 10000.00 PhD Kshs 20000.00	Within 1 week
10.	Walk-in/Customer Service/Inquiries	Cooperation from clients	Free	Immediately
12.	Telephone, Electronic communication, and written communication	Cooperation from clients	Free	Answer telephone within 10 seconds, Letters within 7 days, Email within 24 hours
13.	Response to Public Complaints and Grievances	Verbal or written complaint	Free	Acknowledge within one 24 hours
14.	Resolution of complaints	Verbal or written complaint	Free	Respond within 14 working days
15.	Processing of tenders	Submit bids for Goods, services and works	Free	90 days
16.	Payment to Suppliers for Goods, Works and services	L.P.O/ Invoice/ Certificate of completion	Free	60 days from the date of receipt of the invoice
RESEARCH SERVICES				
17.	Laboratory Diagnostic services	Samples required	Determined by scope of work	Within (7) Working days
18.	Preclinical testing of medical health products	Written Requests	Determined by scope of work	Determined by scope of work
19.	Preclinical testing for Antivenom	Written Request	Determined venom/Antivenom	3 Months
20.	Snake bite victim rescue	Phone calls	Free	Immediate
21.	Training on Management of Snakebite diseases	Written, Phone calls	Determined by scope of work	7 Working days
22.	Community outreach on snake bite	Written Request	Free	Within 14 Working days
23.	Access to Specialized Equipment	Written Request	Determined by scope of work	1 Working day
24.	Consultancy and training services	Written Request	Determined by scope of work	Determined by scope of work
25.	Disaster surveillance / Outbreak / preventive services	Written Request	Determined by scope of work	Determined by scope of work
26.	Community medical camp	Mutual Cooperation	Free	Determined by scope of work

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any Service/good rendered that does not conform to the above standards or any officer who does not live up to the commitment to courtesy and excellence in Service Delivery should be reported to:

Dr. Peter G. Mwethera, PhD, MBS
Director General
Kenya Institute of Primate Research
P.O. Box 24481 - 00502, Karen, Kenya,
Tel: +254 -02- 2606235/6
Email: ceo@primateresearch.org | Website: www.primateresearch.org

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) 20 2270000 / 2303000
Email: complain@ombudsman.go.ke



HUDUMA BORA NI HAKI YAKO