



REPUBLIC OF KENYA

KENYA MEDICAL RESEARCH INSTITUTE

SERVICE DELIVERY CHARTER



In Search of Better Health

Our Vision

Global Leader in Research for Human Health

Our Mission

To improve the quality of human health through research, innovation, capacity development and service delivery

Our Motto

The motto of the Institute is *"In Search of Better Health"* towards the realization of the above stated mission.

CORE VALUES

- P- Partnerships** - We build and nurture relationships with stakeholders to achieve common goals.
- R- Rectitude** - We uphold moral integrity and honesty in all actions and decisions.
- I- Inclusivity** - We value and incorporate diverse perspectives ensuring equal opportunities for all.
- C- Creativity** - We encourage innovative thinking and development of new ideas and solutions in health research
- E- Excellence** - We strive to achieve highest standards of quality and performance in all our research endeavors.

INTRODUCTION

The Kenya Medical Research Institute (KEMRI) is a State Corporation established under The State Corporations Act, Legal Notice No. 35 as a Research Institute under Section 16 (2) and Section 53 as read with the Fourth Schedule of the Science, Technology and Innovation Act, 2013 as the national body responsible for carrying out health research, innovation, capacity -building and service delivery for the improvement of human health and quality of life, and advice the Government on matters related thereto.

S/No.	SERVICE /GOOD	CUSTOMER REQUIREMENTS TO OBTAIN SERVICE / GOOD	COST OF SERVICE / GOOD IF ANY	TIMELINE
1	KEMRI HUMAN DNA IDENTIFICATION LABORATORY <ul style="list-style-type: none"> DNA Paternity & Maternity Testing Forensic DNA testing Identity DNA testing Training and Capacity forensic serology and DNA Analysis 	<ul style="list-style-type: none"> Samples Required 	<ul style="list-style-type: none"> Fee (depending on the sample requested) 	5-10 Working days
2	Specialized Biomedical Clinical Research and laboratory services required	<ul style="list-style-type: none"> Public Health needs client cooperation and participation Visit to KEMRI 	<ul style="list-style-type: none"> Fee 	Up to one week (for laboratory services) As per agreed contract period for research services)
3	Confidentiality in Handling Client Information and concern	<ul style="list-style-type: none"> Client information details 	<ul style="list-style-type: none"> Free 	Immediate
4	Response to enquiry by walk in clients	<ul style="list-style-type: none"> Walk in and make the inquiry 	<ul style="list-style-type: none"> Free 	1 minute
5	Provision of accurate verbal information as and when required Provision of accurate written information	<ul style="list-style-type: none"> Public interest in health issues and easy access of information Public interest in health issues and easy access of information 	<ul style="list-style-type: none"> Free Free 	<ul style="list-style-type: none"> Up to 10 minutes 10 Days
6	Response to phone calls (Landline or any other official line)	<ul style="list-style-type: none"> Phone call 	<ul style="list-style-type: none"> Free 	Up to 15 seconds
7	Registration of Suppliers	<ul style="list-style-type: none"> Duly filled application form Company profile Certificate of Incorporation/Registration Pin Certificate Valid Tax Compliance Certificate/Exemptions Original Bank Statements Copy of certificate of registration with relevant regulatory bodies Non-refundable fee payment receipt Copies of annual return forms filed by company registry National ID/passport 	<ul style="list-style-type: none"> Free 	14 working days
8	Processing of tenders	<ul style="list-style-type: none"> Submit bids for goods and services 	<ul style="list-style-type: none"> Free 	90 days
9	Notification of successful and unsuccessful bidders	<ul style="list-style-type: none"> Access e- procurement portal for notification 	<ul style="list-style-type: none"> Free 	1 working day
10	Payment for products and services received	<ul style="list-style-type: none"> L.P.O/Invoice Certificate of completion/Goods/Services received 	<ul style="list-style-type: none"> Fee 	60 days from the date of receipt of the invoice
11	Disposal of obsolete stores	<ul style="list-style-type: none"> Submission of bids 	<ul style="list-style-type: none"> Free 	60 days from the date of advertisement
12	Response to correspondence of all nature	<ul style="list-style-type: none"> Written correspondence (letters) Email and social media (Twitter, Facebook & YouTube) 	<ul style="list-style-type: none"> Free Free 	<ul style="list-style-type: none"> 5 working days 1 working day
13	Response to public complaints and grievances	<ul style="list-style-type: none"> Make a complaint 	<ul style="list-style-type: none"> Free 	1 working day
14	Resolution of complaints	<ul style="list-style-type: none"> Make a verbal or written complaint 	<ul style="list-style-type: none"> Free 	14 working days
15	KEMRI Graduate School (KGS)	<ul style="list-style-type: none"> Request for services and application by clients/ student 	<ul style="list-style-type: none"> Fee 	Up to 2 days
16	Recruitment of staff	<ul style="list-style-type: none"> Make formal application based on the advert 	<ul style="list-style-type: none"> Free 	90 days
17	Public participation in policy making process	<ul style="list-style-type: none"> Familiarization with issues and active participation 	<ul style="list-style-type: none"> Free 	1 day
18	Conference facilities	<ul style="list-style-type: none"> Request for services by clients 	<ul style="list-style-type: none"> Fee 	Up to 30 minutes
19	Incineration facilities	<ul style="list-style-type: none"> Request for services by clients 	<ul style="list-style-type: none"> Fee 	Up to 30 minutes
20	Processing of request for information	<ul style="list-style-type: none"> Make a request for the information 	<ul style="list-style-type: none"> Free 	21 days
21	Rapid emergency response and disease surveillance	<ul style="list-style-type: none"> Public Health needs and client's cooperation participation 	<ul style="list-style-type: none"> Free 	Immediate

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 commitment to courtesy and excellence in Service Delivery should be reported to:

The Director General,
Kenya Medical Research Institute (KEMRI)
P.O. Box 54840 - 00200, Nairobi, Kenya,
Tel: +254 (020) 2722541, 2713349/ 0722 205 901
Email: director@kemri.go.ke, Website: www.kemri.go.ke



ISO 9001 : 2015 Certified

HUDUMA BORA NI HAKI YAKO

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WORKING HOURS: Monday to Friday

8:00am - 5:00 pm

(Except Public Holidays)

The 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

Prof. Elijah Songok, PhD
ACTING DIRECTOR GENERAL / CEO,
KENYA MEDICAL RESEARCH INSTITUTE

