



The KENYA INSTITUTE for PUBLIC
POLICY RESEARCH and ANALYSIS

Thinking Policy Together

KIPPRA CITIZENS SERVICE DELIVERY CHARTER

Our Vision

An international centre of excellence in public policy research and analysis

Our Mission

To provide quality public policy advice to the Government of Kenya by conducting objective research and analysis and through capacity building in order to contribute to the achievement of national development goals

Our Core Values and Principles

Professionalism and ethics in service delivery; Fair competition and merit in appointments and promotion; Good governance, transparency and accountability; Efficiency and effectiveness; Responsive, prompt, impartial and equitable service; Provisioning for diversity; and Upholding of human rights in the public service

KIPPRA MANDATE	SERVICES AND PRODUCTS	REQUIREMENTS TO OBTAIN SERVICES AND PRODUCTS	USER CHARGES	TIMELINES
1. Capacity building for policy research and analysis, policy formulation, implementation, monitoring and evaluation	Capacity building service	Written request to the Executive Director	Subject to Contract Agreement	Respond to capacity building requests within 72 hours
2. Policy research and analysis on relevant development issues	Demand-driven service	Written request to the Executive Director	Subject to Contract Agreement	Respond to request within 72 hours; Delivery as per contract agreement
3. Policy engagement through involvement in taskforces, and technical working groups	Advisory / technical services	Written request to the Executive Director	Subject to nature of the request and availability of technical expertise at the Institute	As per the client request
4. Reservoir of research resources on public policy	Access to policy documents and KIPPRA publications in the repository and website	Visit KIPPRA website and repository to access content; Online registration to download content where required to; Adherence to the rules and regulations for usage of the repository	Some of the content available on the KIPPRA website and repository may be accessed or downloaded free of charge; while other content may require payment of a service / package charge	Realtime
5. Access to available data or databases	KIPPRA research databases	Written request to the Executive Director	Charges to cover packaging cost	Respond to request within 72 hours
6. Use of KIPPRA Information Resource Centre for research purposes	Library services	Register with the Information Resource Centre Access KIPPRA library within opening hours subject to availability of space, and adherence to the rules and regulations for its usage	Charges to cover photocopying, scanning, packaging and delivery costs where applicable	Resource Centre opens 8am to 1pm, and from 2pm to 5pm on Monday - Friday; closed on public holidays
7. Dissemination and communication	Sharing knowledge and information on research findings and policy related issues	Visit KIPPRA events, library, website and repository to access publications / information on research findings and policy related issues	Prices to vary depending on the series and product. A price catalogue is available in the KIPPRA Library and on the Institute's website	Continuous
8. Response to complaints and routine correspondence	Customer feedback	Correspondence or complaints in writing onlinefeedback@kippra.or.ke or complaints@kippra.or.ke	Free	Requests will be responded to within 5 working days depending on their nature

Our service standards

Our customers will be attended to in a professional and courteous way. Calls will be answered at all times and emails will be responded to during official working hours of 8.00 Am to 5.00 Pm.

Our product standards

We commit to produce all our publications in the highest quality standards and as per the ISO 9001:2015 standard

How to make a complaint

Where it is possible to deal with some complaints immediately, we acknowledge your complaint in writing or by telephone to confirm we have understood your concerns.

Depending on the nature of the complaint, we will investigate your complaint and respond within 30 days of receipt.

We will inform you of any actions and endeavor to satisfactorily address your complaint.

If you are not satisfied with our response you shall raise your concerns formally in writing to the Office of the Executive Director.

Our service charter will be reviewed regularly to ensure that it remains relevant and focused to your needs.

Any service or product that does not conform to the above standard may be reported using the following contacts:

Kenya Institute for Public Policy Research and Analysis

Bishops Garden Towers, Bishops Road

P. O. Box 56445-00200 Nairobi, Kenya

Tel: +254 20 2719933/4; Fax: +254 20 2719951 Cell: +254 724 256078; +254 736 712724

Access to information contact: admin@kippra.or.ke

Twitter: @kipprakenya Website: www.kippra.or.ke

OR

Commission on Administrative Justice

West End Towers, 2nd floor

P. O. Box 20414 – 00200 Nairobi

Tel: +254 20 2270000;

Toll free: 0800 221349 SMS code No. 15700



KIPPRA is ISO 9001: 2015 Certified

