



The **KENYA INSTITUTE** for **PUBLIC POLICY RESEARCH** and **ANALYSIS**

KIPPRA 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.

SERVICES RENDERED	CLIENTS REQUIREMENTS	USER CHARGES	TIME LINES
1. Research and policy analysis on relevant policy issues	Written request to the Executive Director	Subject to Contract Agreement	Continuous
2. Capacity building for policy analysis, policy formulation, implementation, monitoring or evaluation	Written request to the Executive Director	Subject to Contract Agreement	Continuous
3. Policy engagement through involvement in taskforces, and technical working groups	Written request to the Executive Director	Free but subject to nature of policy issue and availability of technical expertise at the Institute	Continuous
4. Access to available data or databases	Register with Information Resource Centre	Often free, but a small fee may be charged to cover packaging costs	Continuous
5. Use of KIPPRA Information Resource Centre for research purposes	Register with the Information Resource Centre	Free service subject to availability of space, and adherence to the Rules and Regulation for Use of the Resource Centre	Resource Centre open 8am to 1pm, and from 2pm to 5pm working days only
6. Distribution of research publications to stakeholders	Sale to individuals, free to MDAs	Mostly at Ksh 200 per copy, but prices may vary depending on the type (series) of publication, and the production cost	Continuous
7. Access to the website downloads	Online registration	Free downloads of most research outputs	Continuous

Any service that does not confirm to the above standard should be reported to:

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OR

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