



REPUBLIC OF KENYA

KENYA MEDICAL RESEARCH INSTITUTE

SERVICE DELIVERY CHARTER



In Search of Better Health

Our Vision

To be a leading center of excellence in research for human health.

Our Mission

To improve human health and quality of life through research, capacity building, innovation, 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

Purity: we uphold purity/sanctity of life

Innovativeness: we are committed to promoting and supporting creativity and innovation

Customer focus: we value our customers, and we endeavor to be customer focused

Teamwork: we believe there is strength in teamwork and therefore, we encourage team spirit in what we do.

Uprightness/Integrity: we uphold zero tolerance to corruption

Respect and fairness: we uphold the philosophy of respect and fairness to all

Excellence: we are committed to excellence and highest standards of professionalism

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	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 	. Samples Required	. Fee (depending on the sample requested)	5-10 Working days
2	Best practices in Biomedical Clinical Research and Laboratory Services. <ul style="list-style-type: none"> Practical development and tracking Scientific and bioethics approval of protocol Monitoring and evaluation Evidence based briefs to inform policy formulation and implementation Histology Laboratory Endoscopy Services TB Laboratory HIV P3 Laboratory Microbiology Laboratory Diagnostic radiology (x-ray) COVID-19 Testing 	. Public Health needs client cooperation and participation . Visit to KEMRI	. Fee	Up to one week (for laboratory services) As per agreed contract period (for research services)
3	Attendance, Communication and Customer Care desk/ enquiries: - <ul style="list-style-type: none"> To listen and communicate effectively. To handle clients with dignity, courtesy, and respect. To attend to all visitors within ten minutes of arrival. To provide prompt and accurate information on all requests. To place the common goods of the institute, clients and the general public above self-interest. To set clear standards of service that our clients expect. 	. Client request and cooperation from clients	. Free	Up to 10 minutes
4	Confidentiality in Handling Client Information and concern	. Cooperation from client	. Free	Immediate
5	Courtesy, timely and accurate Response to client verbal requests	. Request and cooperation from client	. Free	Up to 10 minutes
6	Well maintained and clean, working environment.	. Cooperation from the client e.g Use of dustbins provided to avoid littering	. Free	Hourly
7	Provision of accurate information (verbal) Provision of accurate written information	. Public interest in health issues and easy access of information . Public interest in health issues and easy access of information	. Free Free	Up to 10 minutes 10 Days
8	Provision of verbal feedback as and when required	. Cooperation from clients	. Free	Up to 10 minutes
9	Prompt payments for products and services	. Cooperation from clients	. Fee	Up to 14 days
10	To answer phone calls within ten seconds or third ring.	. Cooperation from clients	. Free	Up to 10 seconds
11	To reply to correspondence of all nature	. Cooperation from clients	. Free	Up to 1 week
12	KEMRI Graduate School of Health Sciences (KGSHS)	. Request for services and application by clients/student	. Fee	Up to 2 days
13	The Wellness Programme	. Request for services	. Fee	1 day
14	Conference facilities	. Request for services by clients	. Fee	Up to 30 minutes
15	Incineration facilities	. Request for services by clients	. Fee	Up to 30 minutes
16	Cancer Registry (one-stop cancer clinic)	. Request for services by clients	. Fee	Up to 30 minutes
17	Rapid emergency response and disease surveillance	. Public Health needs and client's cooperation participation	. 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 KEMRI,
P.O. Box 54840 - 00200, Nairobi, Kenya,
Tel: +254 (020) 2722541, 2713349/ 0722 205 901
Fax: + 254 (020) 2720030,
Email: director@kemri.org, Website: www.kemri.go.ke

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. Sam Kariuki, PhD
ACTING DIRECTOR GENERAL,
KENYA MEDICAL RESEARCH INSTITUTE



ISO 9001 : 2015 Certified



HUDUMA BORA NI HAKI YAKO

Revised in August 2021

