

## Our Services

Other frequently requested services:

Service	Requirements	User charges (Ksh)	Timelines
1. Research and policy analysis on relevant policy issues	Written request to the Executive Director	Subject to contract agreements	Continuous
2. Capacity building for policy analysis, implementation, monitoring and evaluation	Written request to the Executive Director	Subject to contract agreements	Continuous
3. Policy advice through technical policy working groups and taskforces	Written request to the Executive Director	Free, but subject to nature of policy issue and availability of technical expertise at the Institute	Continuous
4. Compilation and dissemination of relevant data/databases	Register with library and documentation services	Often free, but a small fee may be charged to cover packaging costs	Continuous
5. Use of library and information documentation services	Research should be of policy relevance; Register with Librarian	Free use but subject to availability of space, and adherence to rules of library use	Library open 8 am to 1 pm, and 2 pm to 5 pm working days only
6. Distribution of Publications	Sale to individuals, free to Government ministries, departments, and agencies (send request to be put on mailing list)	Most at Ksh 200, but prices may vary for a few others	Continuous
7. Website downloads	Online registration	Free but policy is under review	Continuous

officer with whom you have been dealing; alternatively senior management in the relevant Division. General feedback should be forwarded to KIPPRA enquiries [admin@kippra.or.ke](mailto:admin@kippra.or.ke)

If you think a decision on your application or request is wrong:

- You can ask us to look at the decision again; or
- You can file an official complaint to the Executive Director by post, fax, or e-mail.

If you complain about our services, we will:

- Acknowledge your complaint within 2 working days;
- Aim to reply within 10 working days; and
- Learn from your complaint to improve our service.

## Our Targets and Performance

We have targets that deal with public policy research, analysis and capacity building issues. You can find out if we are meeting our targets each year from our annual reports, performance contract or by contacting us. We will display information about our performance on our website.

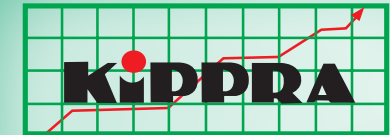
## Review of the Charter

In view of the changing expectations of our clients, we undertake to review this Service Charter once a year in full consultation with our clients and other relevant stakeholders, and taking into consideration the feedback received. This will be done so as to ensure continued improvement of service delivery to our customers.



## Our Contacts

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

# KIPPRA SERVICE CHARTER

## Our Vision

To be the leading institute in public policy research and analysis; an international centre of excellence

## Our Mission

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

## About KIPPRA

KIPPRA is an autonomous public institute, established in May 1997 through a Legal Notice, and commenced operations in June 1999. In January 2007, His Excellency the President signed the KIPPRA Bill into law and the KIPPRA Act No. 15 of 2006 commenced on 1st February 2007.

The purpose of this Service Charter is to set out publicly our mandate, the services we provide to our clients, how these services can be accessed, and express our commitment to ensuring that our set standards are maintained in the provision of services

## Mandate

The mandate of KIPPRA is to:

- Conduct objective research and analysis on public policy issues with the goal of providing advice to policy makers.
- Provide advisory and technical services on public policy issues to the government, government agencies, and other stakeholders.
- Collect and analyse relevant data on public policy and disseminate research findings to a wide range of stakeholders through workshops/conferences, internal seminars, research papers, policy briefs, newsletter, and the Kenya Economic Report.
- Develop and maintain research resources and databases on public policy and related issues, and avail these to the government, the private sector and academic institutions.
- Undertake contracted public policy research and analysis for the government and clients from the private sector.
- Undertake capacity building activities for government and private sector officers.
- Serve as a point of contact and encourage exchange of views between the government, private sector and other stakeholders.

## Clients

- General public
- Government ministries, departments and agencies
- Other stakeholders such as the private sector, international organizations, and development partners
- Media

## Quality Policy

It is the policy of KIPPRA to provide quality public policy advice to the Government of Kenya and clients in private and public sectors by conducting objective public policy research and analysis and capacity building programmes that meet contractual requirements, and applicable legal and statutory requirements. Our service standards are benchmarked against international best practices and modeled on similar offerings of other public policy institutes worldwide. With our well-trained and experienced staff, our quest for timely provision of quality policy advice is guided by objectivity, professionalism, integrity and sensitivity to stakeholder interests. Through management review of our Quality Management Systems, we seek to continually improve quality objectives, processes, products and services and suitability of this Quality Policy. KIPPRA ensures that this Quality Policy and associated procedures are understood by KIPPRA employees.

## Core Values

In our quest for provision of quality service, we shall be guided by the following core values:

- Commitment
- Excellence
- Professionalism
- Teamwork
- Integrity

## Standards

KIPPRA service standards are benchmarked against international best practice and modeled on similar offerings of other public policy institutes worldwide.

### Identification

Whenever you contact us, the person you deal with will give you his or her name. When you meet a member of our staff, they will either wear a name badge or be in possession of KIPPRA identification.

### When you phone us

We aim to answer calls and enquiry lines within three (3) rings. If we cannot deal with your enquiry immediately, we will arrange to return your call at an agreed time.

### When you visit the office

When you visit our offices we will ask you how we can help. If you call without an appointment, we will try to see you within 30 minutes. If you have an appointment, we aim to see you within 10 minutes of your appointed time. If you will need to wait longer, we will keep you informed.

### Other arrangements

If you cannot come to our offices, in certain circumstances, we can arrange to meet with you at your convenient place and time.

### When you write to us

When you contact us by letter, fax or e-mail, we will reply to any request for information within 3 working days from the date we receive your communication. If we cannot deal with your letter, fax or e-mail fully within 3 working days, we will let you know how much longer it will be before we can give you a full answer. It may be that we require further information from you with regard to your request.

## Responsibilities

We will:

- Uphold your right as a stakeholder in the public policy development process;
- Treat you with respect and courtesy and be helpful in all our dealings with you;
- Treat you fairly, professionally and in line with current law, irrespective of your religious belief, sex, political opinion, race, age, marital status or any other discriminatory factor;
- Hire and retain staff who are fully trained to carry out their duties effectively and efficiently;
- Keep any information you provide to us confidential and only pass on information where necessary;
- Provide a welcoming and pleasant environment for face-to-face discourse on public policy issues;
- Consult clients regularly and take account of their comments and suggestions; and
- Aspire to continuously improve services for our clients.

In return, we request you to:

- Be polite and considerate to our staff;
- Be polite and considerate to other clients;
- Give us relevant and honest information when we ask for it, including information about our services and any suggestions for improvement; and,
- Make requests well in advance to facilitate proper planning

We will not tolerate violent or abusive behavior towards our staff or our property.

## Feedback, Decision Making, and Complaints

KIPPRA greatly welcomes feedback on our performance. After we have completed our service delivery, we will use customer review tools, such as our Client Survey, to seek feedback from our customer base on our performance. Should you wish to contact us in this regard, the first port of call would normally be the KIPPRA