

SERVICE CHARTER

NO.	Services	Customer Obligations	Charges	Duration	Responsible/ Functional Units
1.	Enquiries	Call/Voluntary visit	Nil	10 minutes	All Functional Units
2.	Respond to correspondences	Written correspondence	Nil	10 working days	All Functional Units
3.	Payment for goods, services and works	Delivery note claims/Invoice	Nil	30 days	Accounting/ Procurement
4.	Advertising for grants' application	Complete applications	Nil	60 days	Grants Management Department
5.	Review Applications	Complete proposals	Nil	30 days	Grants Management Department
6.	Issue contracts and award letters	Correct address	Nil	30 days	CEO/Legal officer
7.	Disbursement of Grants	Signed research grant Contract	Nil	30 days	CEO/Legal/Accounts
8.	Collaborations and partnerships in research funding	Negotiations, Exchange of letters, Approved MoUs	Nil	90 days	CEO/Legal/ Partnerships Division



Report any issues on the delivery of services to;

CHIEF EXECUTIVE OFFICER

NACOSTI Building, 3rd Floor, Upper Kabete
P.O Box 26036-00100,
Nairobi, Kenya

T: +254 20-4403386

E: info@nrf.go.ke

W: www.nrf.go.ke

COMMISSION FOR ADMINISTRATIVE JUSTICE

(Office of the Ombudsman)

2nd Floor, West End Towers

Opposite Aga Khan High School off Waiyaki Way - Westlands

P.O. Box 20414 – 00200, NAIROBI.

Tel: +254-20-2270000

Or



MKATABA WA HUDUMA

NO.	Huduma	Matakwa ya Mteja	Malipo	Muda	Kitengo/Idara husika
1.	Maswali ya kijumla	Maswali yaliyo	Hakuna Malipo	Dakika kumi	Idara zote husika
2.	Majibu ya Burua	Barua	Hakuna Malipo	Siku kumi	Idara zote husika
3.	Kulipa bidhaa, huduma na kazi	Stakabathi za kuwasilishwa kwa bidhaa au madai ya malipo	Hakuna Malipo	Siku thelathini	Uhasibu/ununuzi
4.	Matangazo ya maombi ya misaada ya utafiti na ubunifu	Kujaza fomu za maombi	Hakuna Malipo	Siku sitini	Idara ya usimamizi wa misaada ya utafiti
5.	Ukaguzi wa maombi ya misaada ya Utafiti	Maombi kamili ya misaada ya Utafiti	Hakuna Malipo	Siku thelathini	Idara ya usimamizi wa misaada ya utafiti
6.	Kutoa mikataba na barua za misaada ya utafiti	Anwani kamili	Hakuna Malipo	Siku thelathini	Afisa Mkuu mtendaji / Kitengo cha Sheria
7.	Utoaji wa misaada ya utafiti	Mikataba iliyoosainiwa ya misaada ya utafiti	Hakuna Malipo	Siku thelathini	Afisa Mkuu mtendaji / Kitengo cha Sheria / Uhasibu
8.	Ushirikiano katika ufadhili wa utafiti	Makubaliano na barua za maelewano zilizoidhinishwa	Hakuna Malipo	Siku tisini	Afisa Mkuu mtendaji/ Kitengo cha Sheria/ Idara ya Ushirikiano



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