NATIONAL COMMISSION FOR SCIENCE, TECHNOLOGY AND INNOVATION
(NACOSTI)

CITIZEN SERVICE DELIVERY CHARTER

Vision

A Dynamic and Transformational Science, Technology, and Innovation System/Sector.

Mission

To regulate and assure quality in the science, technology and innovation sector and advise the Government in matters related thereto.

Core Values

Core values The Commission upholds Professionalism, Integrity, Teamwork, Customer Focus, Responsiveness and Fairness in the discharge of its mandate.

Our Service Commitment

- We shall provide services professionally, fairly and without discrimination.
- We shall provide clear information on service requirements, applicable charges and service standards.
- We shall progressively improve customer experience and access to services.
- We shall promote awareness of available grievance and complaints-handling mechanisms.
- We shall use digital solutions to make services easier, faster and more convenient to access.
- We shall monitor compliance with the commitments in this Charter and use the findings to improve service delivery.

COMMON SERVICES

No.	SERVICE	CUSTOMER REQUIREMENT	COST	SERVICE STANDARD
1.	Response to telephone enquiries	Make a telephone enquiry through an official line.	Free	Within 2 minutes
2.	Response to walk-in enquiries	Visit the relevant NACOSTI service point and make an enquiry.	Free	Within 10 minutes
3.	Response to written correspondence	Submit a signed letter or other official correspondence.	Free	Within 5 working days
4.	Response to enquiries through electronic/social channels	Send an enquiry through the Commission's designated electronic or social communication channels.	Free	Within 1 working day
5.	Receipt of complaints and grievances	Lodge a verbal or written complaint through the designated complaints channel.	Free	Within 1 working day
6.	Resolution of complaints	Provide sufficient details and supporting information for the complaint to be investigated.	Free	Within 14 working days, where the matter falls within NACOSTI's mandate
7.	Registration of suppliers	Submit a duly completed application and supporting registration documents as prescribed.	Free	Two (2) months
8.	Processing of tenders	Submit bids in accordance with the tender requirements.	Free	Within the period prescribed in the tender
9.	Notification of tender	Use the designated e-procurement channel to access notifications.	Free	Within one (1) working day of notification
10.	Payment for goods and services	Submit the relevant LPO/invoice and supporting completion or goods/services received	Free	Within sixty (60) days from receipt of a valid invoice
11.	Public participation	Familiarize yourself with the subject matter and participate through the prescribed engagement mechanism.	Free	As specified in the participation notice
12.	Request for information not requiring approval	Submit a formal request for the information sought.	Free	Within 2 working days
13.	Request for information requiring	Submit a formal request for information requiring institutional approval.	Free	Within 14 days

NACOSTI CORE SERVICES AND COMMITMENTS

No.	SERVICE	CUSTOMER OBLIGATION	CHARGES	DURATION	RESPONSIBILITY
14.	Advisory Research, Science, Technology and Innovation	Verbal or written request	Nil	Five (5) days	Coordination and advisory Directorate
15.	Establish Collaborations	Negotiations Provision of documents through E-citizen	Nil	3 months	All Directorates
16.	Licensing of Research	Online applications through E-citizen Read the Guidelines i. Complete the online application. ii. Attach required documents iii. Pay the applicable fee Refer to https://research-portal.nacosti.go.ke	Service Cost to: **EAC Countries** **Category** / **Standard (KES)** / **Expedited (KES)** Diploma 1000 1500 Bachelors 2000 3000 Post Graduate 3000 5000 Masters 6000 8000 PhD 10000 15000 Post Doctoral 15000 20000 Companies 50000 70000 Research 30000 50000 **Non EAC Countries** **Category** / **Standard (USD)** / **Expedited (USD)** Diploma 200 300 Bachelor 300 400 Post Graduate Diploma 350 450 Masters 400 500 PhD 500 600 Post Doctoral 750 850 Clinical Trials 1000 -	Standard: Thirty (30) days Expedited: Ten (10) days	Regulation and compliance Directorate
17	Registration of Research Institutions	Online applications through E-citizen Read the Guidelines i. Complete the application form. ii. Attach required documents iii. Pay the applicable fee https://www.nacosti.go.ke/registration-of-research-institutions-in-kenya/	Two Hundred and Fifty Thousand Shillings only (250,000/=)	Three (3) months	Regulation and compliance Directorate
18.	Accreditation of Institutional Scientific and Ethics Review Committee (ISERC)	Online applications through E-citizen Read the Guidelines i. Complete the application form. ii. Attach required documents iii. Pay the applicable fee Refer to https://www.nacosti.go.ke/accreditation-of-institutional-ethics-review-committees-iercs/	Two Hundred and Fifty Thousand Shillings only (250,000/=)	Three (3) months	Regulation and compliance Directorate

WE ARE COMMITTED TO EXCELLENT SERVICE DELIVERY

Any service rendered that does not conform to the above standards should be reported to the addresses below

Director General/Chief Executive Officer

National Commission for Science, Technology and Innovation (NACOSTI)
Upper Kabete, Off Waiyaki Way,
P. O. Box 30623 – 00100, Nairobi, Kenya

TEL: 020 400 70000

Email: info@nacosti.go.ke
Website: www.nacosti.go.ke

Commission Secretary/Chief Executive Officer

Commission on Administrative Justice
2nd Floor, West End Towers, Waiyaki Way
P. O. Box 20414 – 00200, Nairobi, Kenya

TEL: (0)20 2270000 | (0)20 2303000

Email: feedback@ombudsman.go.ke