



# CITIZEN'S SERVICE DELIVERY **CHARTER**

# FOREWORD

It is with immense pride and anticipation that I present to you the Kenya National Innovation Agency's Service Delivery Charter. At KeNIA, we have embarked on a journey to redefine innovation and excellence in service provision, and this charter stands as a testament to our unwavering commitment.

Innovation is the cornerstone of progress, and in a world that is evolving at an unprecedented pace, our ability to adapt, innovate, and deliver is paramount. This charter encapsulates our promise to the people of Kenya – a promise of efficient, transparent, and citizen-centric services that foster an ecosystem of innovation and economic growth.

As a nation, we have witnessed remarkable advancements driven by innovation across various sectors. Now, it is time for us to catalyze these efforts further by ensuring that our services mirror the innovative spirit of our people. This charter outlines our pledge to streamline processes, embrace technological advancements, and uphold the highest standards of accountability.

Through extensive consultations and collaborations, we have crafted this charter to reflect the needs and aspirations of the diverse stakeholders we serve. It is not just a document; it is a reflection of our commitment to a brighter future for Kenya. We are setting new standards in service excellence, and we invite you to hold us accountable to these benchmarks.

I extend my gratitude to every individual and entity that contributed to the development of this charter. Your insights have been invaluable, and your dedication to advancing Kenya's innovation landscape is truly commendable.

Together, let us embark on this journey of transformation. Let us harness the power of innovation to drive positive change, economic prosperity, and an inclusive society. With this Service Delivery Charter as our compass, KeNIA is poised to lead Kenya into a new era of innovation-led growth.



**Dr. Tonny Omwansa**

Chief Executive Officer, Kenya National Innovation Agency (KeNIA)

## THE AGENCY

The **Kenya National Innovation Agency** (KeNIA) is a State Corporation established under the Science, Technology and Innovation (STI) Act, No. 28 of 2013 operating under the Ministry of Youth Affairs, Sports and The Arts.

The core mandate of the Agency is to develop and manage the National Innovation System. Its functions generally focus on developing a multi-disciplinary and multi-sectoral approach for the utilisation of knowledge through commercialisation and development of innovation technologies.

This is essential in achieving a knowledge-based economy as per the sustainable socio-economic development envisioned in Vision 2030. Special attention is given to the need to develop the institutional capacity, create awareness and disseminate information on innovation, strengthen and coordinate the innovation system, harness innovations for transformation of the economy and to mobilise financial resources to support innovation processes in the country.

## QUALITY POLICY STATEMENT

In carrying out our duties, we intend to put all our efforts towards contributing effectively and efficiently to the achievement of the national development agenda as espoused in the Kenya Vision 2030 and Bottom-Up Economic Transformation Agenda, keeping in mind the specific priorities of the Kenya National Innovation Agency



## MISSION

To develop and manage a dynamic national innovation system that catalyses jobs and wealth creation.



## VISION

To be a key enabler of socio-economic development through innovation



## CORE VALUES

**Integrity:** We show impartiality, fairness and honesty while upholding the highest ethical standards. We seek to remain accountable and transparent in all our dealings as we deliver services to stakeholders.

**Professionalism:** We provide quality services that always exceed expectations of stakeholders as we endeavor to exemplify the highest standards of excellence in service delivery.

**Equity and Equality:** We ensure stakeholders have equal opportunities as they access services regardless of their social and economic status.

**Innovativeness:** Foster a culture to continually nurture and implement new ideas that add value in the form of increased competitiveness and sustainability.

**Teamwork:** Embrace collaboration both within the Agency and with all partners in the provision of services

## OBJECTIVES OF THE SERVICE CHARTER

- Provide clients with complete, timely and accurate information on services offered by KeNIA.
- Outline your rights and responsibilities as our client.
- Explain how our clients can lodge complaints and make suggestions about our service provision.
- Respond quickly, efficiently, and professionally.
- Treat our clients with courtesy and respect.
- Provide clear and concise information about our mandate.

## OUR COMMITMENT TO YOU

The Agency pledges the following to our customers.

- To be ethical and professional in our service delivery.
- To resolve and offer services as stipulated in the Corporate Service Charter.
- Provide access to information upon request on issues about the Agency.
- To treat information given with utmost confidentiality

## YOUR RESPONSIBILITY AS OUR CUSTOMER

- As a Customer of the Agency, you will be required to.
- Ensure you are acquainted with our Service Charter.
- Provide the Council with accurate and timely information.
- Submit, complete and relevant documentation and provide requirements needed for the service sought.
- Treat the staff with courtesy and respect.
- Be honest, ethical and professional in your dealing with us.
- Provide us with clear feedback about our services within reasonable time frames.
- Ensure that correspondences to us are correctly addressed and that you provide us with complete contact information to enable us to respond to you promptly.

## OUR SERVICES

S/NO	SERVICE	YOUR OBLIGATIONS	CHARGES	TIMELINE	RESPONSIBILITY
1	Response to verbal enquiries at the office reception	Visit the office voluntarily	Nil	<p><b>Immediately:</b> If the requested information is available.</p> <p><b>Five minutes:</b> Referred to a relevant officer if more details are required.</p>	All Units
2	Response to phone calls	Make a phone call	Nil	<b>Immediately</b>	Corporate communications department
3	Response to written correspondence	Send an email	Nil	<p><b>24 hours:</b> Email acknowledgment response.</p> <p><b>7 working days:</b> If the requested information needs more analysis.</p>	All units
4	Payment for goods services and works	Submit claim/invoice and delivery note	Nil	<b>30 days</b>	Accounts Department
5	To be attended to by an officer	Visit the office voluntarily	Nil	<b>5 minutes</b>	All Units
6	Handling and response to written complaints	Communicate and disclose details of complaint	Nil	<b>21 working days</b>	Corporate communications department
7	Capacity building on innovation issues and entrepreneurship	Submit application	30,000	<b>3 working days</b>	Technical department

## OUR SERVICES

S/NO	SERVICE	YOUR OBLIGATIONS	CHARGES	TIMELINE	RESPONSIBILITY
8	Recognising and awarding innovators	Respond to call for applications on the awards website	Nil	<b>60 working days</b>	Technical department
9	Uploading innovations on the National innovation database	Submit innovation records on the KIB platform	Nil	<b>2 working days</b>	Technical department
10	Recommending partnerships and financial assistance to develop innovations	Submit records	Nil	<b>7 working days</b>	Technical department
11	Identifying and supporting institutions to roll out their Research To Commercialisation (R2C) accelerator	Submit application	Nil	<b>60 working days</b>	Technical department
12	Supporting institutions to establish innovation commercialisation ecosystems	Submit application	Nil	<b>60 working days</b>	Technical department

## SERVICE STANDARDS

In conformity with the STI Act, No. 28 of 2013 and KeNIA Regulations, we are committed to provide services in accordance with the following standards.

- Acknowledge correspondences within 7 days.
- Respond to enquiries as outlined in this Charter.
- Available to serve clients from Monday to Friday from 8am to 5pm

If you contact us by telephone or e-mail, we shall:

- Answer your call promptly.
- Be accessible and respond professionally.
- Give you our name and our area of work when we answer your call.
- Be always courteous and helpful.
- Respond to your inquiries where possible and if we cannot do so immediately, we will take your details and give feedback.

## YOUR RIGHTS AS A CUSTOMER

- 1.As our customer you have the right to.
- 2.Be treated with courtesy, fairness and dignity in all your interactions without any discrimination.
- 3.Issued with complete and accurate information about our services.
- 4.You have the right to quality services in a timely manner, have access to our facilities and information without offering inducements by way of gifts and other offers to staff, or to solicit the same in return for services.
- 5.Privacy and confidentiality with respect to personal, business, contractual and financial information in written or oral.
- 6.File in writing complaint when aggrieved by services received from us.

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## HOW TO CONTACT US

### Our Location

Our head office is located at the Ground Floor, NACOSTI Building,  
Off Waiyaki Way

### Working hours

8.00 am. to 1:00 pm

2:00 pm to 5.00 p.m.

Monday to Friday except on public holidays.

### Postal Address

P.O. Box 22269-00100, Nairobi, Kenya

Email [Info@innovationagency.go.ke](mailto:Info@innovationagency.go.ke)

**Website:** [innovationagency.go.ke](http://innovationagency.go.ke)

### Social media



@KENIAupdates



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