

KENYA FORESTRY RESEARCH INSTITUTE

SERVICE CHARTER



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Purpose

The purpose of this charter is to create awareness of the role of the Kenya Forestry Research Institute (KEFRI) as a public research institution, explain our mandate, core values, organizational structure, research facilities and services, research programmes and activities, show our main clients, our commitments and ways through which services are provided.

Mandate

The Kenya Forestry Research Institute (KEFRI) is a public research institution established in 1986 under the Science and Technology Act Cap 250 of Laws of Kenya. The functions of the Institute are to conduct research in forestry and disseminate research findings, establish partnership with other organizations and institutions of higher learning in training and on matters of forestry research, and co-operate with other research bodies within and outside Kenya.

Vision

To be a centre of excellence in forestry research, technology and dissemination of information for development.

Mission

To conduct research and provide information and technologies for sustainable development of forests and allied natural resources.

Core Values and Principles

KEFRI embraces the following core values and principles in carrying out its mandate:

- (i) **Team Work**
Promotes collective participation of its staff in implementation of its mandate to achieve its goals
- (ii) **Integrity**
Upholds firmness, openness, transparency and accountability within the Institute and in provision of services to clients
- (iii) **Collaboration**
Builds strong synergistic linkages with stakeholders and partners

(iv) **Financial Justification and Impacts**

Remains sensitive to costs and benefits of all activities by the Institute

(v) **Maintaining Clean Environment**

Upholds maintenance of clean environment in KEFRI premises and resources, and promotes the same with partners and clients

Programmes

KEFRI has the following Research & Development (R&D) programmes:

- Farm Forestry
- Natural Forests
- Drylands Forestry
- Plantation Forests
- Service Programme
- Networks and Partnership



Melia volkensii (Mukau) Plantation in Kitui

Organizational Structure

The Institute is a state corporation under the Ministry of Environment and Natural Resources. It operates under a Board of Management. The Chief Executive Officer/ Director of KEFRI provides leadership in developing policies, strategies and plans for approval by the Board, implement decisions of the Board, coordinate implementation of research programmes and management of resources, facilitate dissemination of technologies and promote linkages with stakeholders and partners among other responsibilities.

The Institute has two Departments headed by Deputy Directors. The Departments are Research and Development (R&D) and the Finance and Administration. Research and development is the core function of the Institute. R&D is undertaken through multidisciplinary approach within four Core Research Programmes. The Programmes are managed by National Programme Co-ordinators/Assistant Directors who report directly to the Deputy Director (R&D).

Two other programmes, namely, the Service Programme and Networks and Partnership, support the core research programmes. The Service Programme is headed by an Assistant Director responsible for outreach training, tree seed production and information documentation and dissemination. The Networks and Partnership Programme is co-ordinated by a National Coordinator/Assistant Director.



Farmer training on handling and raising mukau seed and seedlings

The Institute research programmes are implemented through five Regional Centres located in representative major ecological zones of Kenya. These centers are:

| | | |
|----------|---|-----------------------------------|
| Gede | - | Coastal zone |
| Kitui | - | Drylands |
| Muguga | - | Highlands East of the Rift Valley |
| Londiani | - | Highlands West of the Rift Valley |
| Maseno | - | Lake Victoria Region |

KEFRI also has a Forest Products Research Centre located in Karura Forest next to the Forest Department headquarters.



Varieties of fancy items produced from left-over wood
at Karura Forest Products Research Centre

The Centres are managed by Centre Directors who report to the Deputy Director (R&D).

Within the programmes, research projects are developed and implemented through multi-disciplinary teams of scientists based at Regional Centres. The Regional Centres are responsible for implementation of research projects through field centres and collaborators, particularly those within their localities.



Improved maize production using integrated soil
fertility enhancing tree species

Through four Divisions (Finance, Supplies, Human Resources and Administration), the Finance and Administration Department provides support services to the core programmes of the Institute. There is also a Corporate and Public Relations Unit under the Director's office which is headed by a Corporate Manager. The unit handles publicity and corporate image building, public relations and communication, liaison, consultancy and fund raising. An Internal Audit Unit also works under the Office of the Director.

Professional Capacity

- Research scientists, 87
- Foresters (with diploma), 24
- Technologists, 37
- Technicians, 73

Our Clients

- Ministries and Government Departments
- Farmers
- Wood-based industries
- State Corporations and Statutory Boards
- Extension agents
- General public
- Development partners
- Students
- Non governmental Organizations
- Community Based Organisations

Our Main Collaborators/Partners

The Institute's collaborators and partners largely come from the above sets of clients.

Facilities and Services

KEFRI has a wide range of facilities to serve its clients better. These include:

- A conference hall with a sitting capacity of more than 250 persons, one lecture room, and three meeting rooms. These are available for hire for meetings and conferences at reasonable rates
- Two Board Meeting Rooms
- Hostel facilities at Muguga and Kitui for 30 people respectively and catering facilities. Services are available to members of the public and other clients at a fee
- Catering facilities at Maseno
- Fully equipped laboratories at Muguga, Kitui, and Maseno to serve a wide range of needs and analytical work

- A National Tree Seed Centre that provides services such as seed testing, storage, and distribution. The Centre also provides training in seed collection and handling
- A well-equipped furniture and timber workshop, and a timber treatment plant at Karura
- Demonstration plots and plantations at centres and sub-centres to provide training and act as live exhibitions



Social Forestry meeting auditorium at KEFRI headquarters, Muguga

Contractual Services

- Contract research
- Training in:
 - ◆ Social forestry
 - ◆ Land scaping
 - ◆ Participatory forest management
 - ◆ Tree nursery management
 - ◆ Forest management
 - ◆ Furniture and fancy items production
 - ◆ Tree pest management
 - ◆ Seed collection and handling





Participants of 2003 Regional Social Forestry Training group

Contract in:

- ◆ Land scaping
- ◆ Nursery management
- ◆ Soil analysis
- ◆ Forest management
- ◆ Furniture and fancy item production



Soil chemical analysis at Muguga Regional Research Centre laboratory

Commitment

The Institute is committed to:

Service Delivery

- Serve you with courtesy, honesty, integrity and fairness
- Attend to you promptly
- Acknowledge receipt of technical questions and inquiries promptly and handle issues raised within 30 days except for researchable issues requiring a structured approach
- Treat your concern with confidentiality
- Provide fair and equitable treatment
- Observe transparency and accountability while serving you
- Provide you with technologies to improve ways of managing forests and trees
- Provide you with publications which are easy to read

Policy and Strategies

- Influencing policies on forest resource management
- Participating in preparation of key forest development strategies

Millennium Development Goals

- Contributing to poverty reduction in undertaking research and development activities
- Contributing to environmental stability by integrating the principles of sustainable development in KEFRI's research policies, strategies and plans



A well conserved natural forest

Corruption

Zero-tolerance to corruption

Your Rights

Our services are free to all Kenyans except under contractual research and services, and training activities. In the event of experiencing any difficulty in obtaining service in a division, centre, or subcentre, please contact the Head of Division/Centre, Manager/Corporate Affairs and Public Relations, Deputy Directors or the Director.

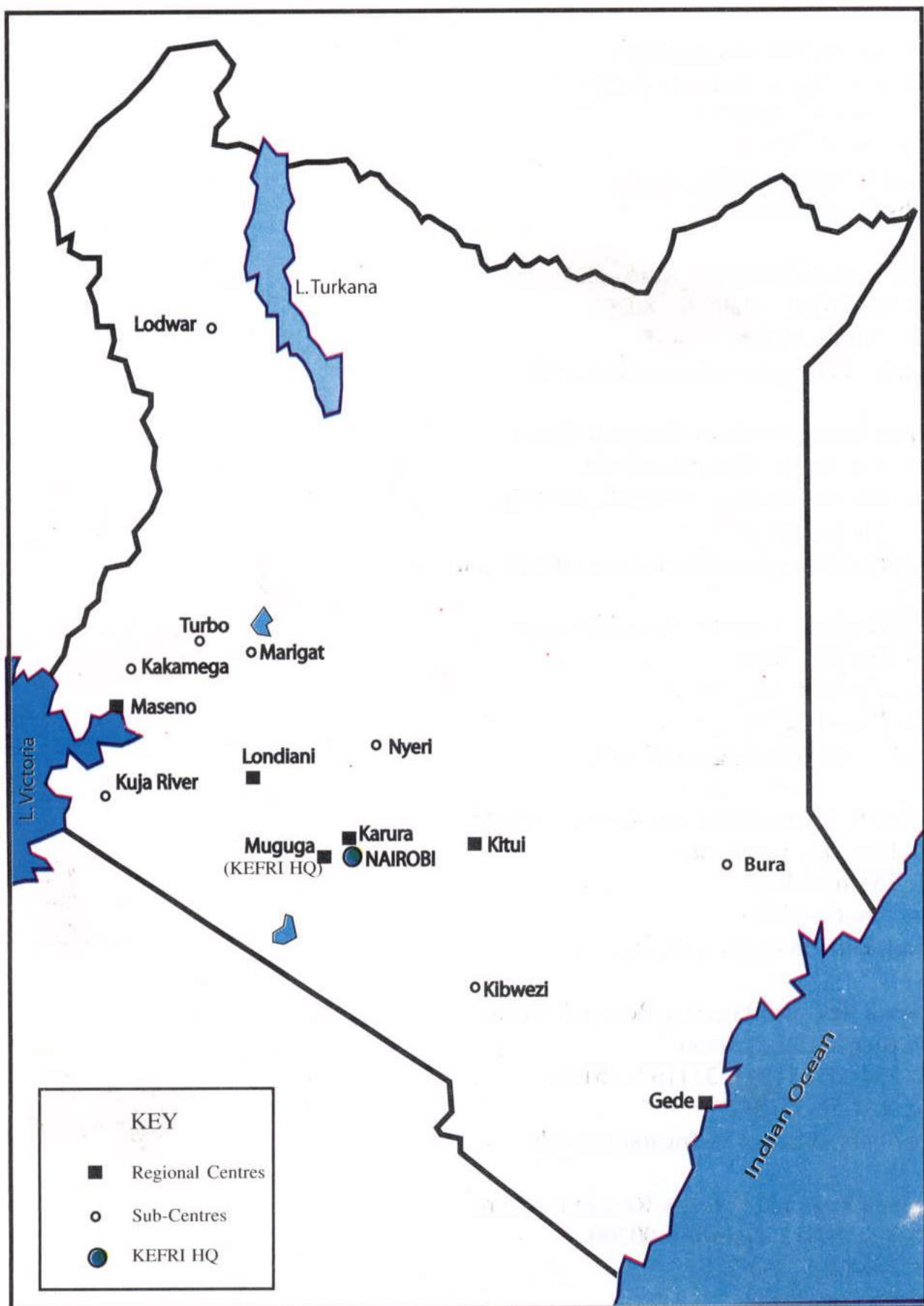
Clients' Responsibilities

The Institute expects its clients to:

- Treat staff with respect and courtesy
- Respond to requests for information with clarity in a timely manner
- Book well in advance for visits
- Make clear concise requests
- Appreciate that KEFRI works with extension services to disseminate research findings

Amendment to the Charter

In our desire to improve on our mandate and roles in forestry research, this charter will be subject to changes in order to remain relevant to both national goals and international standards. This will be done after wide consultation with our stakeholders and clients. Suggestions for change from all relevant institutions and individuals will be collected and collated continuously for use at a forum for change of the charter.



Location of KEFRI Research Centres

Our Contacts

Director, KEFRI Headquarters
P.O. Box 20412, Nairobi - 00200
Tel: 254-66-32891/2/3
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Email: kefri@nbi.ispkenya.com
Website: www.kefri.org

Gede Regional Forestry Research Centre
P.O. Box 1078, Malindi - 80200
Tel: 254-42-32022
Email: kefrigede@africaonline.co.ke

Karura Forest Products Research Center
P.O. Box 30241, Nairobi - 00100
Tel: 254-20-3761063, 3761246, 3764726
Fax: 254-66-32844
Email: kefri@wananchi.com, karura@kefri.com

Kitui Regional Forestry Research Centre
P.O. Box 892, Kitui
Tel: 254-44-22311, 22626
Fax: 254-44-22761
Email: kefrikiti@wananchi.com

Londiani Regional Forestry Research Centre
P.O. Box 382, Londiani
Tel: 254-61-64028
Fax: 254-61-64028
Email: kefri-ln@africaonline.co.ke

Maseno Regional Forestry Research Centre
P.O. Box 25199, Kisumu
Tel: 254-57-351245, 351163, 351164
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