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Foreword

The Kenya Agricultural and Livestock Research Organization (KALRO) was established through the Kenya Agricultural and Livestock Research Act of 2013 and given the mandate to conduct agricultural and Livestock research of strategic national importance and produce improved technologies, information, knowledge and approaches to support the agricultural and livestock sector as outlined in the part two, section 5(1,2) of the Act.

We believe that the scope and diversity of our mandate allows us to contribute significantly to the national development agenda through provision of scientific innovation that is key to Kenya’s economic growth. Further, we believe that our clients are crucial to the success of our endeavours.

This service charter therefore underpins the importance KALRO bestows in improving service delivery to clients. The charter informs KALRO clients, stakeholders, development partners and the public about the organization, her vision, mission, mandate, core values and functions. It also informs KALRO clients about the services and products offered, highlights expectations of KALRO clients and commitment to a timely, efficient, and cost-effective service delivery. KALRO clients are urged to give feedback on its products, services and delivery mechanisms so that they can be served better. KALRO is committed to providing clients with the highest quality service and products as available resources will permit.

The efforts to ensure ISO 9001:2008 and ISO 17025:2005 certification is further proof that KALRO has fully embraced the Quality Management System and was committed to quality service delivery to our clients.

Eliud K. Kireger, PhD,
Director General, KALRO
1.0
Introduction
1.0 Introduction

The purpose of this Service Charter is to inform our clients of our deliberate intention to deliver our mandate, achieve our vision and mission, maintain and enhance our standards of service delivery, and our commitment to continuously improve our services and products to satisfy their needs. It provides information on the services offered, the standards we set to uphold and what our clients should expect. The charter aims at improving our clients’ satisfaction and achieving excellence in our services through empowering our clients to make more informed choices from the wide range of services and products on offer.

KALRO clients are urged to give feedback on its products, services and delivery mechanisms so that they can be served better. Such feedback will be treated with utter confidentiality.

Whereas this charter is not a legal document, it will be used to ensure that we have an improved service delivery system that our clients are aware of.

1.1 Mandate

KALRO is a corporate body created under the Kenya Agricultural and Livestock Research Act of 2013 to establish suitable legal and institutional frameworks for coordination of agricultural research in Kenya with the following objectives:

1.2 Our Strategic Objectives

i) To generate and promote technologies and innovations for demand-driven agricultural and livestock product value chains.

ii) To develop and promote markets and marketing strategies for agricultural and livestock product value chains.

iii) To undertake policy analysis and advocate policy option for enhancing demand-driven agricultural and livestock product value-chains.

iv) To strengthen the capacity for implementing agricultural and livestock product value chains

v) To enhance availability of knowledge, information, and technologies on agricultural and livestock product value chain

vi) To enhance good corporate governance
1.3 Vision
A globally competitive agricultural and livestock research organisation.

1.4 Mission
To generate and disseminate agricultural and livestock knowledge, innovative technologies and services that respond to clientele demands for sustainable livelihoods.

1.5 Our Core values
The following cardinal core values are the guiding principles towards delivery of quality service:

1. Innovativeness
2. Efficiency
3. Equity
4. Competitiveness
5. Professionalism
6. Teamwork
7. Integrity
8. Partnerships
9. Environmental consciousness

1.6 Core functions
a) Formulate policy and make policy recommendations to the Cabinet Secretary on agricultural research.

b) Prioritize areas for, and co-ordinate, agricultural research in Kenya in line with the national policy on agriculture.

c) Determine and advise the Government on the resource requirements for agricultural research in Kenya both at the national and county level.

d) Regulate, monitor and ensure that all agricultural research undertaken by research institutes and other institutions or persons undertaking agricultural research is consistent with the national priorities specified in the relevant policy documents.

e) Establish and exercise control over the research institutes, committees and research centres established pursuant to this Act.
f) Formulate or approve medium and long term research plans, strategies and budgets of research institutes, committees and organization’s established pursuant to this Act.

g) Provide grants to research institutes and persons desirous of carrying out research and training programs which are consistent with the national research priorities and plans of the Organization.

h) Support and promote the training and capacity building in relation to agricultural research.

i) Promote the dissemination and application of research findings in the field of agriculture and the establishment of a Science Park.

j) Liaise with and ensure the co-ordination of institutions, agencies and persons involved in agricultural research.

k) Establish platforms for the purposes sharing of research information, advancing research and transfer of technology and dissemination of information relating to advancements made in agricultural research.

l) Ensure continuance of performance improvement in the field of agricultural research.

m) Perform such other functions as may be conferred on it by this Act or any other written law.

1.7 Organizational structure
KALRO operates under a Board of Directors. The Director General is the Chief Executive Officer (CEO) and is supported by two (2) Deputy Director Generals and sixteen (16) Institute Directors. KALRO has 16 Institutes and 51 centres strategically spread throughout the country to cater for different disciplines, agro-ecological zones and socio-economic systems.
2.0
KALRO Institutes
2.0 KALRO Institutes

The Kenya Agricultural and Livestock Research Organisation is composed of fourteen (14) semi-autonomous institutes established under the KALR Act of 2013. KALRO develops appropriate technologies for use by its clients through these Institutes. Each Institute conducts research in their respective value chains and disseminate appropriate information and technologies to intended users. Although the key mandate of each institute is restricted, various research centres under the administration of each Institute manage research projects covering multiple value chains and commodities.

The functions of the research institutes under KALRO are to:

1. Advise on, and develop appropriate systems to promote balanced, diversified and sustained agricultural development and to optimize agricultural production through adaptive and investigative research; and

2. Facilitate the use of improved production technology, and to establish adequate feedback systems from agricultural producers in order to achieve and maintain national self sufficiency and export capacities in agricultural products.

The KALRO Institutes are:

1. Food Crops Research Institute
2. Coffee Research Institute
3. Sugar Research Institute
4. Tea Research Institute
5. Apiculture Research Institute
6. Dairy Research Institute
7. Horticulture Research Institute
8. Industrial Crops Research Institute
9. Non-Ruminant Research Institute
10. Arid and Rangelands Research Institute
11. Biotechnology Research Institute
12. Genetic Resource Research Institute
2.1 Food Crops Research Institute

The Institute’s main focus is research on the food crops; cereals (maize, wheat, sorghum, millet, and rice), grain legumes (dry beans, pigeon peas, green grams, dolichos) and root and tuber crops (potatoes, sweet potatoes, cassava, yams and arrow roots). The Institute headquarters is located in Kitale, Trans Nzoia County about 70 km from Eldoret town and 3km from Kitale town towards Kitale-Webuye road. It has centres in Alupe, Embu, Kabete, Katumani, Kisii, Muguga and Njoro.

The Institute’s mandate is to generate and disseminate Food crops’ knowledge, innovative technologies and services that respond to clientele demands for sustainable livelihoods in Kenya. The Institute has the following objectives;

a) To generate and promote technologies and innovations for demand-driven Food crop product value chains

b) To develop and promote markets and marketing strategies for Food crop product value chains.

c) To facilitate and advocate policy option for enhancing demand-driven Food crop product value chains.
d) To strengthen the capacity for implementing Food crop product value chains research

e) To enhance availability of knowledge, information, and technologies on Food crop product value chains research

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2.2 Coffee Research Institute

The Institute’s main focus is research on coffee along the value chain. The Institute headquarters is located in Ruiru, Kiambu County, about 33 km from Nairobi along the Ruiru - Githunguri road. It has centres in Ruiru, Koru, Kitale, Kisii, Mariene, Namwela and Azania.

The Institute’s mandate is to promote research into and investigate all issues relating to coffee and other agricultural and commercial systems as associated with coffee and matters ancillary thereto. The Institute has the following broad objectives:

a) To undertake relevant research in coffee, and other associated agricultural and commercial systems

b) To disseminate appropriate technologies and provide advisory services
c) To promote value addition activities along the coffee value chain

d) To attain a sustainable financing and capital base for the Foundation

e) To attract and retain key competencies for effective delivery of the Foundation’s core mandate

f) To enhance corporate governance, institutional image and visibility

g) Organize, design and carry out on-station and on-farm research for coffee

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2.3 Sugar Research Institute

Sugar Plantations at SRI

The Institute contributes towards making the sugar industry more competitive by conducting research along the entire sugar value chain. In particular, it addresses the challenges facing the sector and spearheads efforts to diversify sources of sweeteners. The Institute headquarters is located along the Kisumu-Miwani Road in Kibos (Kisumu County). It has centres in Kibos, Opapo, Nyando Mumias, Mtwapa and Kikoneni.
The Institute’s mandate is to conduct research and develop appropriate production technologies and services for sustainable and enhanced production of sugar cane, related crops and their derivatives; the milling of such crops and marketing of sugar and its co-products. The Institute has a national mandate with the following objectives:

a) To generate and promote demand driven production technologies and innovations for sugarcane and related crops

b) To generate and promote appropriate sugar processing technologies, products and services

c) To strengthen appropriate policy and market options for enhancing integrated agricultural and sugar processing research

d) To strengthen effective and sustainable institutional capacity for implementing integrated agricultural and sugar processing research

e) To enhance availability of information on integrated agricultural and industrial sugar research

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2.4 Tea Research Institute

The Institute’s main focus is research on development of improved clones, appropriate technologies for improvement of yield (quantity of green tea leaf/made tea per hectare) and quality, tea products diversification, value addition and Tea and health. The Institute is located in Kericho County, about 12 km from Kericho town along Kericho-Nakuru Road. It has centres in Kericho and Kangaita.

The Institute's mandate is to promote research and investigate problems related to tea and such other crops and system of husbandry as are associated with tea throughout country. The Institute has the following broad objectives:

a) To improve and sustain productivity and quality of tea in the smallholder and large estate sub-sector.

b) To enhance quality in processed tea.

c) To promote product diversification and value addition in the Kenyan tea industry.

d) To promote sustainable management and conservation of tea ecosystems.

e) To enhance technology transfer and adoption.

f) To improve the corporate image of the Foundation.

g) To enhance partnerships and linkages.
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2.5 Apiculture Research Institute

An apiary of langstroth beehives

The Institute’s main focus is to support the apiculture sub-sector through use of best practices. Improvement and commercialisation of apiculture contributes towards food and nutrition security and increased income. The Institute is located in Marigat, Baringo County, about 100 km from Nakuru town along Nakuru-Kabarnet road. It has centres in Perkera and Lenana Training Centre, Nairobi.

The mandate of the Institute is to address the challenges affecting the Apiculture sub-sector and promote value addition along its value chain. The institute has the following broad objectives:

a) To generate and promote technologies and innovations for demand-driven Apiculture product value chains

b) To develop and promote markets and marketing strategies for Apiculture product value chains.

c) To facilitate and advocate policy option for enhancing demand-driven Apiculture product value chains
d) To strengthen the capacity for implementing Apiculture product value chains research

e) To enhance availability of knowledge, information, and technologies on Apiculture product value chains research

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2.6 Dairy Research Institute

The Institute focuses on development and dissemination of appropriate sustainable innovations and cost effective technologies to enhance productivity, food security and improved livelihoods. The Institute is located in Naivasha, Nakuru County about 100 km along the Nairobi-Nakuru highway. It has centres in Naivasha, Ol Joro Orok and Msabaha.

The Institute’s mandate is to conduct basic, applied and adaptive dairy research for enhanced productivity, competitiveness and improved livelihoods in the country and the region. The institute has the following broad objectives:

a) To generate and promote technologies and innovations for demand-driven dairy product value chains.
b) To develop and promote markets and marketing strategies for dairy product value chains.

c) To facilitate and advocate policy option for enhancing demand-driven dairy product value-chains.

d) To strengthen the capacity for implementing dairy product value chains research.

e) To enhance availability of knowledge, information, and technologies on dairy product value chains research.

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2.7 Horticulture Research Institute

The Institute’s main focus is research on horticultural crops: vegetables, fruits, flowers and Medicinal Aromatic Plants (garlic, aloes, mushrooms and chillies). The Institute Headquarters is in Kandara, Muranga County, 5km North of Thika town and 43km from Nairobi, off the Nairobi-Nyeri Highway. It has centres in Thika, Tigoni, Kibos and Matuga
The Institute's mandate is to conduct research in horticultural crops and disseminate appropriate information and technologies. The institute has the following broad objectives:

a) To generate and promote technologies and innovations for demand-driven horticultural product value chains

b) To develop and promote markets and marketing strategies for horticultural product value chains

c) To facilitate and advocate policy option for enhancing demand-driven Horticultural product value-chains

d) To strengthen the capacity for implementing horticultural value chains research

e) To enhance availability of knowledge, information, and technologies on horticultural product value chain research

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2.8 Non-Ruminant Research Institute

The Institute's main focus is to develop improved technologies that support the upgrading and commercialization of the various non-ruminant value chains including poultry, pigs and emerging livestock. The Institute is located in Kakamega town, Kakamega County. It has centres in Kakamega and Naivasha.

The Institute has the mandate of generating and disseminating knowledge, innovative technologies and services on non-ruminant livestock for sustainable livelihoods. The Institute has the following broad objectives;

a) Generate knowledge, information and technologies that will enhance the productivity of non-ruminant livestock value chains

b) Develop and promote markets and marketing strategies for non-ruminant livestock product value chains

c) Facilitate and advocate policy option for enhancing demand-driven non-ruminant livestock product value chains

d) Strengthen the capacity for implementing non-ruminant livestock product value chains Research

e) Catalyze the dissemination of knowledge, information, and technologies on non-ruminant livestock product value chains
2.9 Arid and Rangelands Research Institute

Arid land rehabilitation with improved grasses

The Institute focuses in developing, adapting and up-scaling scientific research innovations, information and knowledge geared towards sustainably managing livelihoods of communities living in the arid and semi-arid lands. This entails addressing livestock, dry land crops and alternative livelihood options. The Institute is located at Kiboko in Makindu Sub-County of Makueni County, about 160 km SE of Nairobi, along Mombasa - Nairobi Highway, 6 km south of the Kiboko market, on Mwailu Hill. It has centres in Kiboko, Katumani and Turkana.

a) The mandate of the Institute is to address challenges in dry lands. Its goal is to develop technologies for re-vegetation and restoration of degraded rangelands and enhance dry land farming. The institute has the following broad objectives:

b) Organize, design and conduct on-station and on-farm for arid and range lands in accordance with existing policies and set priorities.

c) Identify production, policy, market, processing and utilization constraints in the in the arid and range lands; plan and execute short and long-term research programmes.
d) Identify and disseminate, in collaboration with partners and stakeholders options to improve production in arid and range lands.

e) Collaborate with the extension services and partner institutions to disseminate research results and technologies.

f) Establish and maintain contact with regional and international agricultural research centres to tap the rapid introduction, evaluation and use of improved arid and range lands technology to the country.

g) Conduct under the direction of the secretariat, annual reviews of research results obtained and modify planned research programmes accordingly.

h) Promote demand-driven participatory arid and range lands research, planning and priority setting.

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2.10 Biotechnology Research Institute

The Institute focuses on laboratory-based biotechnology as a complimentary tool of research for improved food production and processing efficiency. The Institute is situated at Muguga, Kiambu County, approximately 40 km from Nairobi off Nakuru-Nairobi Highway. It has centres in Biotech and NARL Kabete.

The Institute’s mandate is to generate and promote animal, plant and environmental biotechnology knowledge, information and technologies that respond to clients’ demands and opportunities. The Institute has the following broad objectives;

   a) To generate and promote agricultural biotechnologies and innovations for demand driven agricultural product value chain

   b) To develop and promote markets and marketing strategies for agricultural biotechnology product value chains

   c) To facilitate and advocate policy options for enhancing demand-driven agricultural biotechnology value chains research.

   d) To enhance availability of knowledge, information and technologies on agricultural biotechnology product value chain research

   e) To enhance availability of knowledge, information, and technologies on agricultural biotechnology value chain research.

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2.11 Genetic Resources Research Institute

The Institute’s main focus is on conserving plant, animal and microbial genetic resources. The Institute is located at Muguga South, 28 km from Nairobi, in Kiambu County. It has a centre in Muguga.

The mandate of the Institute is to conserve plant, animal and microbial genetic resources through germplasm collection, characterization, evaluation and generation of genetic materials. The Institute has the following broad objectives:

a) To document and disseminate plant genetic resources and data,

b) To build capacity and catalyze the development of policies governing the conservation and use of animal, plant and microbial genetic resources.

c) To generate knowledge, technologies and innovations for effective conservation and utilization of plant, animal and microbial genetic resources.

d) Identify production, policy, market, processing and utilisation constraints in plant, animal and microbial germplasm in Agriculture and Livestock.

e) Identify and disseminate appropriate plant, animal and microbial genetic resources in collaboration with national, regional and international institutions.

f) To raise the profile of plant, animal and microbial genetic resources and their potential in contributing to food security and agricultural resilience in the face of climate change.
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2.12 Veterinary Research Institute

The Institute’s main focus is research on livestock diseases. It also addresses aspects related to development and validation of novel livestock vaccines. The Institute is located at Muguga, Kiambu County, about 30 km North of Nairobi off the Nairobi-Nakuru Highway. It has centres in Alupe and Muguga North.

The Institute’s mandate is to conduct research on livestock disease management for improved level of production and quality of products. The Institute has the following broad objectives:

a) Setting priority research agenda in animal health in the country.

b) Developing technologies that are appropriate to livestock farmers to reduce the ravages of disease.

c) Ensuring the efficient utilisation of the available human and other resources for purposes of research and dissemination of useful and applicable outputs.

d) Ensuring the proper management and implementation of acceptable and planned research activities.
e) Identifying areas of capacity building and conducting appropriate training.

f) Establishing linkages with other research organisations locally and internationally.

g) Strengthening research-extension-farmer linkages for on-farm experiments and feedback on the usefulness or otherwise of our technologies.

h) Assisting KALRO to disseminate knowledge and technologies for wider adoption and impact.

i) Designing commercial initiatives towards increased income generation for the institute.

j) Enhancing demand-driven livestock product value-chains.

k) Creating a positive image of KALRO

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2.13 Beef Research Institute

The Institute’s main focus is research on beef production, marketing and utilisation. The Institute is located in Lanet, Nakuru County, about 9km from Nakuru town, off the Nakuru-Nairobi Highway. It has centres in Garissa, Lanet, Mariakani and Trans Mara.

The Institute’s mandate is to promote demand-driven beef research aimed at improving productivity of beef cattle. The Institute has the following broad objectives:

a) To generate and promote technologies and innovations for demand-driven beef product value chains.

b) To develop and promote markets and marketing strategies for beef product value chains.

c) To facilitate and advocate policy option for enhancing demand-driven beef product value-chains.

d) To strengthen the capacity for implementing beef product value chains research.

e) To enhance availability of knowledge, information, and technologies on beef product value chain research.

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2.14 Sheep & Goat Research Institute

Saanen dairy goats originally from Germany with potential for twinning

The Institute’s main focus is sheep and goat production, marketing and utilisation. The Institute is located in Marsabit County, 600 km from Nairobi along the Isiolo-Moyale Highway. It has centres in Marsabit, Marimanti, Bachuma and Macalder.

The Institute’s mandate is to promote demand-driven sheep and goat research aimed at improving productivity. The Institute has the following broad objectives:

a) To generate and promote technologies and innovations for demand-driven sheep and goat product value chains.

b) To develop and promote markets and marketing strategies sheep and goat product value chains.

c) To facilitate and advocate policy option for enhancing demand-driven sheep and goat product value chains.

d) To strengthen the capacity for implementing crops, livestock and natural resources product value chains research in the Institute’s mandate counties.

e) To enhance availability of knowledge, information, and technologies on crops, livestock and natural resources product value chain research in the Institute’s mandate counties.

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2.15 Agricultural Mechanization Research Institute

The Agricultural Mechanization Research Institute (AMRI) is one of the 16 research institutes under the Kenya Agricultural and Livestock Research Organization (KALRO) that was established in November 2015.

Despite the importance of Agriculture in Kenya there is generally low levels of mechanization both in livestock and crop production. In Kenya 50 % of the land preparation depends on human power, 20 % on animal draught power and 30 % on machines. This has been associated with low productivity and high cost of production which inevitably leads to low profitability in major agricultural enterprises. The main function of AMRI is to generate and disseminate agricultural mechanization technologies /innovations across livestock and crops value chains in Kenya.

To achieve its mandate AMRI works closely with other KALRO research institutes handling different value chains, Ministry of Agriculture, Livestock and Fisheries (MoALF) through Agricultural Technology Development Centers (ATDCs) and the Agricultural Mechanization Services (AMS). Other institutions that collaborate with AMRI include Kenya Industrial Research and Development Research Institute (KIRDI), universities such as Jomo Kenyatta University of Agriculture and Technology (JKUAT) and University of Nairobi and Non-Governmental Organizations (NGOs) and development partners.

Location
The Agricultural Mechanization Research Institute is located at Katumani in Machakos County (1° 35’S and 37° 14’E), 80 km southeast of Nairobi, and 9 km south of Machakos town, along the Machakos – Wote Road at an altitude of 1600 m above sea level.
Mandate
The Institute has the national mandate to carry out research in agricultural mechanization along the livestock and crops value chains for increased productivity, commercialization and competitiveness of the agricultural sector through the following objectives to:

a. Identify research priority areas on agricultural mechanization in collaboration with the county governments and other stakeholders;

b. Undertake research on mechanized soil and water conservation and management;

c. Seek research and innovation advances in mechanized agriculture for improved productivity;

d. Promote international cooperation in agricultural mechanization research and information;

e. Promote linkages between research, extension and farmers for effective adoption of technological packages;

f. Develop user manuals, publications and materials on agricultural mechanization for dissemination; and

g. Promote coordinated and regulated research and technology development for agricultural mechanization sub-sector to gain from emerging knowledge.

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Industrial Crops Research Institute is located at Mtwapo in Kilifi County. The Institute has 4 Centres and one Sub-Centre. Industrial Crops Research Centre (ICRC), Mtwapo serves as the headquarters of the Institute with a two tier Secretariat that runs the Centre and the Institute respectively. ICRC Mtwapo has a Sub-Centre at Kikoneni in Lamu County. The other Centres are ICRC, Mwea located in Kirinyaga County, ICRC Molo located in Nakuru County and ICRC Sericultulture located at Kandara, in Murang’a County. The mandate crops for the Institute are coconut, cashewnuts, bixa, cotton, sisal, kenaf, jute and pyrethrum. The National Sericulture Research Centre is devoted for specialized research in rearing silkworms for production of silk. The Institute is also promoting adoption of palm oil and cocoa.

Institute’s Mission Statement

To generate and disseminate industrial crops based knowledge, innovative technologies and services that respond to clientele demands, for sustainable livelihood.

Objectives

a. To generate and promote technologies and innovations for demand-driven industrial crops product value chains.

b. To develop and promote markets and marketing strategies for industrial crops product value chains.
c. To facilitate and advocate policy option for enhancing demand-driven industrial crops product value-chains.
d. To strengthen the capacity for implementing industrial crops value chains research.
e. To enhance availability of knowledge, information, and technologies on industrial crops product value chain research.

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3.0

KALRO Clients, Partners, Stakeholders, Collaborators and Services Offered
3.0 KALRO Clients, Partners, Stakeholders, Collaborators and Services Offered

3.1 KALRO clients
Our clients are essential to our success. These include:

- Farmers, farmers associations and community based organizations
- Government Ministries, Departments and State Corporations
- Public and private extension service providers
- Non-governmental organizations (NGOs)
- Universities and other tertiary education institutions
- Church based organizations
- Agricultural private sector players
- The general public
- Media

3.2 KALRO Partners/Stakeholders/Collaborators

- National, regional and international research organizations
- Universities
- Development partners/donors
- Agri-business community
- Government Ministries, Departments and State Corporations
- Farmers, farmers associations and community based/service organizations
- Agricultural and veterinary professional bodies
- Private sector
3.3 Services and Products Offered

1. Improved and high quality crops, livestock and veterinary technologies, information, methodologies and approaches.

2. Advisory services, technical back-stopping and capacity building to the relevant ministries, farmers and other agencies dealing with agricultural research for development.

3. Capacity development of other service providers including extension service providers, NGOs and civil society.

4. Custody of the national germplasm

5. Promotion of commercialization of agricultural research technologies and products, and catalyzing linkage of farmers to markets.

6. Facilitation of effective linkages and partnerships with local, regional and international research organizations.

7. Contribute to national policy formulation.

8. Specialised laboratory, professional, conferencing services and plant and animal products in the indicated Institutes at a cost.
   - Soil, fertilizer, manure and plant tissue analysis at SRI, CRI, TRI, FCRI
   - Livestock feed analysis at FCRI, Muguga South
   - Water analysis for irrigation purposes at SRI, CRI, TRI, FCRI
   - Diagnosis of plant diseases at all Institutes
   - Diagnosis of animal diseases at VRI, DRI, and BioRI, Kabete
   - Pesticide and drug efficacy tests and veterinary drug residues analysis in livestock and livestock products at BioRI and VRI, Muguga
   - Pesticide efficacy tests and residues analysis in plant and plant products at CRI, SRI, TRI and FCRI
   - Planting materials and seeds at SRI, CRI, TRI, FCRI and KALRO Seed Unit (Katumani)
   - Environmental impact assessment at TRI, FCRI (Kabete)
- Contract research at all Institutes
- Consultancy in agriculture and related sciences at all Institutes
- Information bulletins and brochures at all Institutes
- Student attachments all Institutes
- Conference facilities at all Institutes

3.4 Clients’ expectations
KALRO clients should expect:
- To be treated with courtesy, respect and integrity.
- Confidentiality in handling any information provided by them.
- Prompt response to their requests and feedback.
- Sharing of information.
- Transparency and accountability.
- Timely payment for services rendered.

3.5 Clients’ Obligations
In a bid to provide quality services and products, KALRO expects her clients to:
- Treat staff with respect, courtesy and integrity.
- Make requests for information with clarity and allow reasonable time for response.
- Make arrangements for consultations in advance where possible.
- Demand high quality service.
- Give feedback on our services and products and suggestions for improvement.
- Comply with user guidelines provided for our services and products.
- Abide with legal and institutional requirements.
4.0

Service Delivery Process
4.0 Service Delivery Process

4.1 Commitment to Service Delivery
KALRO is committed to:
- Quality and timely delivery of services.
- Serving clients with dignity, courtesy and respect.
- None-discrimination in service delivery.
- Maintaining appropriate confidentiality in dealing with clients.

4.2 Service Evaluation
In order for KALRO to continue providing exemplary service, clients are encouraged to provide feedback which will be used to continually improve the services and products provided through:
- Writing letters or emails
- Telephone calls
- Visits to senior managers of the Institutes and Centres
- Using suggestion boxes located within KALRO Institutes and Centres
- Filling customer satisfaction questionnaires
- Participation in stakeholder meetings, field days, agricultural shows, conferences and agricultural fora

4.3 Corruption Prevention
The Organization practices zero-tolerance to corruption as a policy. Clients are advised to observe this policy and assist by reporting any cases of corruption. Feedback that is received shall be handled in confidence and immediate appropriate corrective action taken.
4.4 Review of this Charter
The Kenya Agricultural and Livestock Research Organisation undertakes to review this Service Charter every three years in consultation with stakeholders.