



Kenya Agricultural & Livestock Research Institute (KALRO) Food Crops Research Institute (FCRI) Kitale



**Service Charter
KALRO-FCRI**



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Directors Message

KALRO FCRI Kitale is one of the 16 Research Institutes with Seven Research centres mandated to carry out research on Food crops in Kenya. The centre also houses other Institutes Research activities/programmes.

The history of KALRO Kitale dating from 1930 and client diversity have given us capacity to meet the research obligations. This charter informs our clients of our vision, mission, mandate, core values and functions. It also provides information on available services and products while highlighting client expectations and our commitment to service delivery.

Our clients are encouraged to give feedback on the products and services we offer and the delivery mechanism to help improvement as necessary. The center is committed to serve the clients timely with respect and integrity as enshrined in our core values.

Joyce N B. Malinga (PhD. Crop Protection; Post doc Plant Biotechnology and Biosafety)

Institute Director.
FCRI-Kitale

The Objective

The purpose of this charter is to inform our clients on our mandate, enhance our standard of service delivery and empower our clients to make informed choices about the services and products offered by the Institute.

What we do

Develop and disseminate appropriate agricultural technologies in collaboration with stakeholders to contribute to sustainable improvement in the livelihoods of Kenyan citizens by increasing agricultural productivity, post harvest value of agricultural crop and livestock products and conserving the environment.

The Mandate

KALRO Food Crops Research Institute the mandate to develop and promote staple food crops technologies in 47 counties of Kenya. To undertake this task seven FCRI centres are responsible that is KALRO ECRI Kitale, KALRO FCRI Njoro, KALRO FCRI Embu, KALRO FCRI Alupe, KALRO FCRI Kisii, KALRO FCRI Muguga, KALRO FCRI Kabete

Technology development & adaptation of:

- Cereal crops
- Root & Tuber
- Legume crops
- Natural resources management
- Crop protection
- Food science
- Socio-economics
- Technology transfer
- Analytical Soil Laboratory services
- Analytical Pathology Services
- Analytical Insect identification
- Analytical mycotoxin assessment

Additional satellite services

- Livestock management
- Vegetable management
- Fruit tree production



Visi

To be a global competitive agricultural Institute in Food Crops Research

Mission

To contribute to generation and dissemination Food Crops knowledge, innovative technologies and services that respond to clientele demands, for sustainable livelihoods

Core values

- Scientific Excellence
- Collaboration
- Creativity and innovation
- Self respect and discipline
- Transparency and accountability

- Integrity
- Impact performance and service delivery oriented
- Consultativeness
- Respect for client confidentiality
- Implementation of e platforms

Core functions

- Basic and Strategic research on cereal crops, grain legumes and root and tuber crops, biotechnological approaches natural resource management socioeconomics and research methods and postharvest and food nutrition and processing
- Technology development, adaptation and promotion
- Partnerships with other agricultural sector ministries and relevant partners
- Dissemination of research findings

Organizational structure

- KALRO FCRI-Kitale operates under Institute Director. The Institute Director is supported by seven Centre Directors Centre who oversee various Programmes cereal crops, grain legumes and root and tuber crops, natural resource management, socioeconomics and research methods and postharvest and food nutrition and processing

FCRI Institute Programmes objectives

To develop, disseminate and promote cereal crops (maize, wheat, sorghum millets and grain amaranth) varieties, their seed production and attendant integrated crop management packages suitable all ecozones of Kenya.

To develop, disseminate and promote root and tuber crop (sweetpotato, cassava, potato, yam, arrow root) varieties, their seed conservation and attendant integrated crop management packages suitable all ecozones of Kenya.

To develop, disseminate and promote legume grain crops (beans, peas, soyabean) varieties and attendant integrated crop management packages suitable all ecozones of Kenya.

To develop, validate, disseminate and catalyze the adoption of postharvest and food nutrition technologies suitable for enhancing the health of households of various ecozones.

To develop, validate, disseminate and catalyze the adoption of sustainable Natural resource management technologies (carbon credits, minimum and zero tillage, rotational

agriculture, soil and water management, suitability mapping) in the different ecozones of Kenya.

To develop, validate, disseminate and catalyze the adoption of improved crop protection technologies responding to dynamic surges of invasive and emergent insect (millipede epidemics, army worms, locusts), disease (MLN, wheat stem rust), birds (quelea quelea) and weed (pests vibrantly, innovatively through monitoring and surveillance and affective and action based approaches.

To link biophysical research to stakeholders for socio-economic understanding of farming systems, prioritization of constraints and documentation of impacts.

To catalyse, disseminate and promote FCRI developed technologies in partnership with stakeholders.



Services and Time lines

- Avail knowledge information and technologies quality seed and crop varieties and management packages on cereal crops varieties on demand to farmers within 14 days of request
- Avail knowledge information and technologies quality seed and crop varieties and management packages on legume crops varieties on demand to farmers within 10 days of request
- Avail knowledge information and technologies quality seed and crop varieties and management packages on root and tuber crops varieties on demand to farmers within 4 days of request
- Avail quality heifers and goats and poultry to farmers within 6 months of request by linking to other relevant institutes
- Avail quality hay and forage pasture and forage varieties (napier, bracharia and accompanying management strategies, seed production and conservation within three days of request when in season and if available at its centres
- Avail quality seed and suitable varieties of vegetables, fruits flowers and oil crops through adaptive evaluation and management strategies within five days of request when available at its centres or sister institute.



- Avail soil sampling services within 7 days of request and results within 60 days of soil sampling
- Avail suitability mapping results within 6 months of contract signing
- Avail pest identification within 7-14 days of lab delivery of specimen for known pests and six months for unknown pests
- Notify State department of agriculture of any new emergent or invasive pests within 30 days of first surveillance report submitted to KALRO FCRI office

Institute clients

Farmers, traders, agrochemicals companies, Schools colleges, Universities, Seed Companies, farmers of neighboring counties, Uganda, Tanzania, Ethiopia other KALRO Institutes and International Research centers, International farmers and other communities.

Institute partners / Stakeholders/ Collaborators

- Govt. Ministries: MoAL&F, MoE&WR, Ministry of Education, Science and Technology, Ministry of Labour, Social Security and Services, AFFA
- NGOs, FBOs (FiPs, Leldet, AGRA)
- Seed Companies: Kenya Seed, Unga Ltd, FRESHCO, EASEED, SEEDCO, NASECO, Monsanto, Western Seed, ROTAM, Bubayi Seed, Dryland Seed, Western Seed company)
- Parastatals: KEPHIS, Kenya seed company, ADC, Moi University, JKUAT University, University of Eldoret, Mount Kenya University and Kenyatta University
- CGIAR/other Research Institutions: CIMMYT, CIAT, ICRISAT, ICIPE, CIP, ASARECA,
- International Research Organization (AGRA),

Clients' Expectations

KALRO Kitale clients should expect:

- Courtesy, respect and integrity
- Confidentiality
- Promptness
- Transparency and accountability
- Timeliness in service delivery
- Quality product
- Quality service

Clients Obligations

- To treat staff with respect, courtesy and integrity
- Make requests for information with clarity
- Demand high quality service
- Give feedback on our services
- Comply with user guidelines provided for our services and products
- Abide with legal and institutional requirements

Commitments to Service Delivery

KALRO Kitale is committed to:

- Quality.
- Timeliness.
- Respect and confidentiality

Feedback mechanisms

- Through letters and emails
- Telephone calls
- Customer satisfaction questionnaires.
- Customer care desk
- Visiting the centre
- Centre visits
- During ASK Shows
- During Field Days
- Through Stakeholders For a
- Informal interactions

Corruption prevention

The centre practices zero tolerance to corruption. Staff is encouraged to observe this policy and report any cases of corruption.

Review of the Charter

The Institute will review the service charter from time to time as the service needs of clients change



**Kenya Agricultural & Livestock Research Organization (KALRO)
Food Crops Research Institute (FCRI Hq)**



- KALRO FCRI-Alupe
- KALRO FCRI-Embu
- KALRO FCRI-Kabete
- KALRO FCRI - Muguga
- KALRO FCRI-Kisii
- KALRO FCRI -Njoro

