

**TEGEMEO INSTITUTE OF AGRICULTURAL
POLICY AND DEVELOPMENT**

SERVICE DELIVERY CHARTER

Tegemeo Institute is committed to conducting proactive policy research and advocacy that enhance food security, create wealth and sustain the environment

SERVICE	REQUIREMENTS	USER CHARGES	TIME LINE
Research	<ul style="list-style-type: none"> ◆ Submission of proposals ◆ Provision of quality research products ◆ Timely delivery of outputs ◆ Contracts signed between the Institute and sponsor or donor 	Costs vary with the nature of projects Administrative cost of 10-15%	Continuous
Consultancy	<ul style="list-style-type: none"> ◆ Request by client ◆ Contracts signed ◆ Provision of quality products ◆ Timely delivery of products 	Costs vary with the nature of request Administrative cost of 15%	Continuous
Outreach and Advocacy	<ul style="list-style-type: none"> ◆ Identification of policy needs/gap ◆ Involvement of relevant stakeholders ◆ Proactive engagement ◆ Participation in relevant working groups 	Free	Continuous
Partnerships & Collaborations	<ul style="list-style-type: none"> ◆ MOUs and Agreements 	Free	Continuous
Training & Capacity Building	<ul style="list-style-type: none"> ◆ Internships ◆ Field attachment ◆ Short-term training on data management and policy analysis ◆ Submission of requests by individuals and clients 	Free Costs vary with the nature of training	Continuous
Payment for Works, Goods Supplied & Services	<ul style="list-style-type: none"> ◆ Local purchase order ◆ Delivery note ◆ Goods received note ◆ Invoice 	Free	30days
Publications	<ul style="list-style-type: none"> ◆ Provided to stakeholders during seminars/conferences ◆ Provided on request (subject to availability) ◆ Available online (www.tegemeo.org) 	Free	Continuous

Tegemeo is committed to delivery of quality research products and services to all its partners and stakeholders