



## INSTITUTIONAL SCIENTIFIC AND ETHICAL REVIEW COMMITTEE (ISERC) SERVICE DELIVERY CHARTER

The ISERC is committed to providing high-quality scientific and ethical review services in a timely, transparent, and efficient manner.

S/No	Service	Requirements to Obtain Service	Cost of Service (if any)	Timeline
1	General Enquiries	Clear request with full details	No Payment	Verbal: 1 day; Email: 2 days
2	Submission of Research Proposal	Complete application form, proposal, consent forms, CVs, proof of payment	As per fee schedule	Open
3	Administrative Screening	Complete documents	No Payment	Within 1 day
4	Full Committee Review	Complete application and payment	As per fee schedule	Within 30 days
5	Expedited Review	Minimal risk, written request, payment	As per fee schedule	Within 14 days
6	Communication of Outcomes	Completed review	No Payment	Within 5 days
7	Amendments Review	Revised proposal, cover letter	No Payment	Within 30 days
8	Annual Review	Annual report, renewal docs	As applicable	Within 12 months
9	Final Report	Final report	No Payment	End of the study period
10	Protocol Deviations	Written report	No Payment	Within 30 days
11	Sample Shipment Approval	Complete application	No Payment	Within 30 days
12	Animal Studies Review	Protocol, approvals, CVs	As per fee	Within 30 days
13	Clearance letter	Approved proposal	No Payment	Within 1 day
14	Complaints Handling	Formal complaint	No Payment	Within 30 days
<b>Working Hours</b> Monday to Friday: 8:00 AM - 5:00 PM Closed on weekends and public holidays <b>Commitment to Service Quality</b> Transparency, accountability, confidentiality, and protection of research participants.		<b>Client Responsibilities</b> Submit complete documents, adhere to protocols, and comply with ethical standards. <b>Feedback and Complaints</b> ISERC Secretariat, Tom Mboya University <b>Motto</b> Excellence, Integrity, and Accountability in Ethical Research Review.		