



NATIONAL COMMISSION FOR SCIENCE AND TECHNOLOGY

CUSTOMER SERVICES CHARTER

SERVICES RENDERED	REQUIREMENTS	CHARGES	TIME TO ACCESS THE SERVICE
1 GENERAL SERVICES			
1.1 Enquires	None	Free	10–30 Minutes
1.2 Issuance of receipts	Cash/bank deposit/bank transfer	Free	10–30 Minutes upon receipt of cash / confirmation of payment
2 RESEARCH SERVICES			
2.1 Small Grants			
a Review and approval of applications	Submission of application	Free	Within 3 months of receipt of application
b Notification to applicant about the review outcome	Decision of the review	Free	Within 5 days upon decision
c Contract signing	Approval of the application	Free	Within 5 days upon approval

SERVICES RENDERED	REQUIREMENTS	CHARGES	TIME TO ACCESS THE SERVICE
2.2 Ethical Review			
a Review of applications	Submission of proposal/ protocol	UD\$150 application fee or its MK equivalent	Within 3 months of receipt of application
b Notification of applicants about Review outcome	Decision of the Review	Free	Within 5 days upon decision
c Issuance of Research Permit	Approval of the application	10% of Research Budget	Within 5 days upon approval
2.3 Access and Collection of Genetic Resources in Malawi			
a Review of applications	Submission of applications/proposals	Foreign Researchers: -Research & Training Institutions (RTI) US\$450 -Non-profit institutions US\$900 -Commercial public/private institution US\$2,500 Malawian Researchers: -RTI MK10,000 -Non-profit institutions MK30,000 -Commercial public/private institution	30 days after submission of application

SERVICES RENDERED		REQUIREMENTS	CHARGES	TIME TO ACCESS THE SERVICE
			MK150,000	
b	Notification of applicants about Review outcome	Decision of the Review	Free	Within 5 days upon decision
c	Issuance of Permit	Approval of the application	Free	Within 5 days upon approval
2.4 Capacity Building				
a	Training in proposal writing and writing for publishing	Request by predetermined institutions	Cost sharing	Any agreed time
b	Establishment and training of Research Ethics Committees	Request by predetermined institutions	Cost sharing	Any agreed time
c	Ethics compliance inspection of approved research protocols	List of approved protocols	Free	Quarterly
3 TECHNOLOGY TRANSFER SERVICES				

SERVICES RENDERED		REQUIREMENTS	CHARGES	TIME TO ACCESS THE SERVICE
3.1	Provision of Technology and Innovation Support Centre (TISC) services	Appointment	Free	Within working days
3.2	Organising National Dissemination Conference	Submission of abstracts in response to a call; By invitation	Cost sharing	Every two years
4 SCIENCE, TECHNOLOGY, ENGINEERING AND MATHEMATICS (STEM) SERVICES				
4.1	Organising Career Talks for female students	Being a student of targeted secondary schools	Free	Twice a year
4.2	Organising National Schools Science Fair	Expression of interest by secondary schools	Cost sharing	Once a year
4.3	Supporting the Malawi University of Science and Technology (MUST) Science Camp for Secondary school girls	Expression of interest by MUST	Cost sharing	Once a year
5 DOCUMENTATION AND INFORMATION SERVICES				
5.1	Database creation and professional support	Expression of interest	Negotiable	Anytime
5.2	Website development	Expression of interest	Negotiable	Anytime
5.3	Hosting of website/portal	Expression of interest	Negotiable	Anytime
5.4	Provision of Library Services	Request	Free	Within working days
6 PLANNING SERVICES				
6.1	Provision of the State of Science and Technology Report	Request	Free	Every 2 years

SERVICES RENDERED	REQUIREMENTS	CHARGES	TIME TO ACCESS THE SERVICE
6.2 Monitoring and evaluation of priority research and development programs, plans and projects of research and development institutions	Receipt of project document	Cost sharing/negotiable	Quarterly
Opening Hours: 7.30-12.00, 13:00-14:30			

For Further information, please contact:
The Director General, National Commission for Science and Technology, P/Bag B303, Lilongwe 3, Telephone:
+265 1771550 Email: directorgeneral@ncst.mw.