



REPUBLIC OF KENYA

OFFICE OF THE ATTORNEY-GENERAL AND DEPARTMENT OF JUSTICE

**ACCOUNTS DEPARTMENT**

# **CUSTOMER SERVICE DELIVERY CHARTER**

**Revised July, 2018**

## **INTRODUCTION**

This is a declaration of our commitment to providing quality services. This Charter outlines the services rendered, requirements to obtain the services, costs and timelines within which the Accounts Department provides its services.

## **MANDATE**

To process the Ministry's financial transactions, maintain accurate records, prepare Appropriation Accounts and respond to Audit Queries.

## **VISION**

An efficient and effective Accounting Unit in the Ministry.

## **MISSION**

To ensure strict adherence to Financial Regulations through application of sound accounting principles for enhanced transparency and accountability.

## **CORE FUNCTIONS**

- Compilation of accurate financial reports;
- Ensuring compliance with voted budgetary provisions;
- Management of the Ministry's cash flow;
- Providing accounting advice to the Accounting Officer and other Departments in the Ministry; and
- Preparing responses to Audit queries.

## **CORE VALUES**

The Accounts Unit upholds the following values:

- Professionalism
- Transparency and Accountability
- Integrity
- Confidentiality
- Efficiency and effectiveness
- Team Work
- Equity and Fairness
- Courtesy
- Patriotism

## **OUR STANDARDS**

- Quality results;
- Promptly processing the Ministry's financial transactions;
- Prompt, effective, adequate, accurate and relevant financial reporting.

## **COMMITMENTS AND OBLIGATIONS OF THE CUSTOMERS**

To enable us provide you with quality services, we request you to:

- Provide necessary co-operation and accurate information;
- Be respectful and courteous;
- Provide effective feedback;
- Refrain from offering inducement, gifts and favors in return for services rendered.

## SERVICES OFFERED BY THE ACCOUNTS DEPARTMENT

NO.	SERVICES RENDERED	REQUIREMENT TO OBTAIN SERVICES	COSTS	TIMELINE
1.	Definition of Suppliers and employees in the IFMIS System	Definition forms, bank details, employee and merchant personal details. i.e. names, date of birth, ID Numbers, Pin Numbers	NIL	3 working days
2.	Preparation of payment Vouchers both Personal and Merchants	Necessary documentation and approvals	NIL	3 working days
3.	Examination of payment vouchers both Personal and Merchants	Necessary documentation and approvals	NIL	3 working days
4.	Invoicing and validation of payment vouchers through (IFMIS System)	Necessary documentation and approvals	NIL	3 working days
5.	Authorization of payment vouchers Personal and Merchants	Necessary documentation and approvals	NIL	2 working day
6.	Issuing of imprest to Employees	Approved requisition memos	NIL	3 working day
7.	Processing of imprest surrender issued to employees	<ul style="list-style-type: none"> <li>▪ Duly filled surrender form</li> <li>▪ Triplicate of imprest warrant,</li> <li>▪ Copy of approved requisition memos</li> <li>▪ Valid supporting documents of expenditure</li> </ul>	NIL	3 working day
8.	Preparation of expenditure returns	<ul style="list-style-type: none"> <li>▪ Financial orders and regulation</li> <li>▪ Circulars</li> </ul>	NIL	Monthly
9.	Preparation of cash flow projections	<ul style="list-style-type: none"> <li>▪ Financial orders and regulation</li> <li>▪ Circulars</li> <li>▪ Work plans from departments</li> </ul>	NIL	Bi-annually
10.	Preparation of Bank reconciliation statements	<ul style="list-style-type: none"> <li>▪ Bank Statements</li> </ul>	NIL	Monthly
11.	Preparation and Submission of Bi-Annual (Half year) Accounts	<ul style="list-style-type: none"> <li>▪ Ledger Statements</li> <li>▪ Expenditure returns</li> <li>▪ Printed Estimates</li> </ul>	NIL	By 31st March of every year
12.	Preparation and Submission of Appropriation Accounts	<ul style="list-style-type: none"> <li>▪ Ledger Statements</li> <li>▪ Expenditure returns</li> <li>▪ Printed Estimates</li> </ul>	NIL	By 30th Sept. of every year
13.	Preparation and Submission of Ledger Statements	None	NIL	Quarterly
14.	Payment of Salaries	By-products from Human Resource Management payroll .II.	NIL	2 working days
15.	Preparation and Submission of Responses to Audit Queries	<ul style="list-style-type: none"> <li>▪ Reference sheet from Kenya National Audit Office (KENAO)</li> <li>▪ Memos from Internal Audit</li> </ul>	NIL	5 Working days
16.	Remittance of Statutory Deductions	By-products for HRM payroll	NIL	2 Working days
17.	Receipt of AIA	Cash	NIL	Immediate
18.	Verification and Approval of payments for Goods and Services rendered (G-PAY)	Exchequer	NIL	Immediately

The Office of the Attorney-General and Department of Justice is a corruption free zone. It is an offense to compromise or give a bribe to a public servant for delivery of services.

### COMMITMENT TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service that does not conform to the above standards or any officer who does not live up to the commitments to courtesy and excellence in service delivery should be reported to:

<p><b>The Solicitor-General/Accounting Officer,</b> Office of the Attorney-General and Department of Justice, Sheria House, Harambee Avenue, P. O. Box: 40112-00200, Nairobi, Tel. No.: 254 20 2227461/ 254 20 2251355 Cellphone: 254 700 072 929/ 254 732 529995 E-mail: ag@ag.go.ke/ info@ag.go.ke Website: www.statelaw.go.ke.</p>	<p><b>The Commission Secretary/Chief Executive Officer,</b> Commission on Administrative Justice, West End Towers, 2nd floor, P. O. Box 20414-00200, Nairobi. Tel. No.: 254 2 2270000 E-mail: complain@ombudsman.go.ke Website: www.ombudsman.go.ke</p>
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