



REPUBLIC OF KENYA

OFFICE OF THE ATTORNEY-GENERAL AND DEPARTMENT OF JUSTICE
GENERAL ADMINISTRATION DEPARTMENT
CUSTOMER SERVICE DELIVERY CHARTER

Revised August, 2018

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

MANDATE

Coordination and stewardship of Government business and responding to emerging policy and development initiatives at the Office of the Attorney General and Department of Justice (OAG & DOJ).

VISION

To be a lead Department in coordination and facilitation of Government Business in The Office of the Attorney General and Department of Justice.

MISSION

To provide a conducive working environment for improved service delivery through quality leadership and policy direction.

OUR STANDARDS

Customers should expect the following standards:

- Quality services for all;
- Prompt, accurate and relevant information;
- Efficient and effective coordination;
- Courteous service and;
- Results Oriented.

CORE FUNCTIONS

Our functions are to co-ordinate and facilitate the provision of:

- General Administrative Services;
- General office Services;
- Transport Services;
- Telephone Services;
- Library Services;
- Records Management services;
- Resolution of Public Complaints.
- Security Services.
- Customer Care

CORE VALUES

Our core values include:

- Professionalism;
- Transparency and Accountability;
- Efficiency and Effectiveness;
- Equity and fairness;
- Integrity;
- Teamwork;
- Courtesy and Customer focus and;
- Non-discrimination.

OUR CUSTOMERS

Our customer includes:

- Government Ministries, Departments and Agencies;
- The public;
- The civil society;
- The Private sector and;
- OAG&DOJ staff.

CUSTOMERS' OBLIGATIONS

To provide quality services to our customers we expect them to:

- Be respectful and courteous;
- Provide accurate and timely information;
- Provide feedback and;
- Refrain from offering inducement, gifts or favors in return for services rendered or to be rendered.

SERVICES RENDERED	REQUIREMENTS TO OBTAIN SERVICES	COSTS	TIMELINES
Communication of government policies to departments	None	Nil	1 working day
Authorization of expenditure	Written requests	Nil	1 working day
Travel clearance	Relevant approvals by the Accounting Officer	Nil	1 working day
Consideration for approval of requisitions	Written requisition from departments	Nil	1 working day
Implementation of Alcohol Drugs and substance abuse HIV/AIDS workplace policy	Active participation in ADA/ACU activities	Nil	Continuous
Development and implementation of Corruption Prevention measures	Active participation in Corruption Prevention activities	Nil	Continuous
Responding to public complaints and petitions	Complaints and petitions from customers	Nil	Continuous
Acknowledgement of correspondence	Communication from customers	Nil	1 working day
Response to correspondence	Communication from customers	Nil	5 working days from date of receipt
Monitoring implementation of contracted and non-contracted activities	Reports from the departments	Nil	Quarterly
Acquisition of rental office space	Requests from departments Approval by the Accounting Officer	Nil	90 working days
Allocation of available office space	Requests from departments Approval by the Accounting Officer	Nil	5 working days from date of receipt
Maintenance and repairs of office furniture and equipment	Requests from departments	Nil	2 working days from date of receipt
Response to security and safety issues	Accurate and timely information	Nil	Immediate
Coordination of cleaning services	None	Nil	Continuous
Coordination of and facilitation of seminars and workshops	Requests from departments	Nil	2 working days from date of receipt of request

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:

The Solicitor-General/Accounting officer, 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.	The Commission Secretary/Chief Executive Officer, 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
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