



REPUBLIC OF KENYA

**OFFICE OF THE ATTORNEY-GENERAL AND DEPARTMENT OF JUSTICE**  
**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.

**GENERAL ADMINISTRATION**

<b>SERVICES RENDERED</b>	<b>REQUIREMENTS TO OBTAIN SERVICES</b>	<b>COSTS</b>	<b>TIMELINES</b>
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

**TRANSPORT**

<b>SERVICES RENDERED</b>	<b>REQUIREMENTS TO OBTAIN SERVICES</b>	<b>COSTS</b>	<b>TIMELINES</b>
Provision of transport	Duly filled requisition	Nil	Working day
Servicing and minor repairs of a vehicle	Driver's report	Nil	1 Working day
Maintenance and major repairs of a vehicle	Driver's and Mechanical inspection reports	Nil	28 working days
Fueling of vehicles	Request by drivers	Nil	15 minutes
Issuance of authority to use a vehicle out of Nairobi	Relevant approvals by the Accounting Officer	Nil	1 working day

**RECORDS MANAGEMENT**

<b>SERVICES RENDERED</b>	<b>REQUIREMENTS TO OBTAIN SERVICES</b>	<b>COSTS</b>	<b>TIMELINES</b>
Custody and preservation of records and documents	None	Nil	Continuous
Collection of mails from the Post Office	None	Nil	Twice daily
Sorting, filing and dispatch of mails to the Marking Officer (Accounting Officer)	None	Nil	1 hour
Dispatch of Mails	Submission of Mails by departments	Nil	Twice daily
File tracing	None	Nil	Daily
File census	None	Nil	Fortnightly
Disposal of records	Request from departments	Nil	As per requirements of Cap 14 and Cap 19 Laws of Kenya
Availing of files to the Action Officers	Requisition by the Action Officer	Nil	30 minutes
Develop and review file classification scheme	None	Nil	Continuous

**TELEPHONE SERVICES**

<b>SERVICES RENDERED</b>	<b>REQUIREMENTS TO OBTAIN SERVICES</b>	<b>COSTS</b>	<b>TIMELINES</b>
Prompt response to telephone calls	Incoming calls	Nil	Second ring
Dialing and directing booked calls	Calls particulars	Nil	Immediate
Minor Maintenance and repair of telephone equipment and accessories	Requests from users	Nil	1 working day
Major Maintenance and servicing of telephone equipment and accessories	None	Nil	Annually
Facilitation of payment of telephone bills	Invoices from service providers	Nil	5 days
Provision of national telephone directories	None	Nil	Annual
Facilitate provision of airtime	Request from departments	Nil	Monthly/ Quarterly

## LIBRARY SERVICES

SERVICES RENDERED	REQUIREMENTS TO OBTAIN SERVICES	COSTS	TIMELINES
Coordinating requisition of books and periodicals	Request by customers	Nil	2 weeks
Issuance of books to library users	Requests by library users	Nil	10 min
Guidance of library users on location of books and periodicals	Details of the book and or periodicals	Nil	5 minutes
Recovery of overdue or lost library books	None	Nil	Two weeks
Weeding and donation of non-current publications	None	Nil	Annually
Cataloguing and classification of books	None	Nil	Continuous
Awareness creation on new books and periodicals available	New books and periodicals	Nil	Continuous
Undertake stock-taking of library books	None	Nil	Annually

## RECEPTION SERVICES

SERVICES RENDERED	REQUIREMENTS TO OBTAIN SERVICES	COSTS	TIMELINES
Receiving a visitor to OAG&DOJ	Visitors details	Nil	2 Minutes
Attending to a visitor	Inputs from the visitors	Nil	3 Minutes
Directing a visitor to respective office	Confirmation from the concerned office	Nil	5 Minutes
Maintaining of Visitors' Register	Details of the office	Nil	Continuous
Receiving and directing Complainants/Petitioners	Petitioners/ complainants details	Nil	5 Minutes
Coordination and facilitation of reception services for OAG&DOJ activities	Request from departments	Nil	Continuous
Protocol services	Notification from the departments	Nil	Continuous

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:

<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.	<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
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