



REPUBLIC OF KENYA

OFFICE OF THE ATTORNEY-GENERAL AND DEPARTMENT OF JUSTICE

REGISTRAR-GENERAL'S DEPARTMENT

ADOPTION SECTION

CUSTOMER SERVICE DELIVERY CHARTER

This charter provides information about our core functions and range of services that the Department renders, the requirements, timelines and fees and complaint mechanisms where our services fall short of the standards.

MANDATE

To offer registration services in Adoption.

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.

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.

SECTIONS UNDER THE DEPARTMENT

- Marriages and Adoptions section

CORE FUNCTIONS:

- Registration of Adoptions

SERVICES OFFERED

1. MARRIAGES SECTION

NO.	SERVICE OFFERED	CUSTOMER REQUIREMENTS	WHERE SERVICE IS OFFERED	DURATION	FEE (KSH.)
1.	Registration of Adoptions	FOR ABANDONED CHILDREN <ul style="list-style-type: none">▪ Letter of request to register the adoption from the adopter or Advocate▪ Certified copy of the adoption order▪ Certificate Declaring the Child free for Adoption (Copy)▪ Recommendation from the Director of Children Services (Copy)▪ Committal order (Copy)▪ Final letter from police station (Copy) FOR FAMILY ADOPTION <ul style="list-style-type: none">▪ Letter of request to register the adoption from the adopter or Advocate▪ Certified copy of the adoption order▪ Original birth certificate▪ Certificate Declaring the Child free for Adoption (Copy)▪ Recommendation from the Director of Children Services (Copy)	Registrar's Office, Nairobi	10 days	100/=
2.	Verification of Adoptions	<ul style="list-style-type: none">▪ Letter requesting verification of adoptions▪ Copy of Adoption Certificate to be verified	Registrar's Office, Nairobi	7 days	No Fee

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 is not upto 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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“HUDUMA BORA NI HAKI YAKO”

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