



REPUBLIC OF KENYA

**OFFICE OF THE ATTORNEY-GENERAL AND DEPARTMENT OF JUSTICE**  
**CENTRAL PLANNING AND PROJECT MONITORING UNIT (CPPMU)**  
**CUSTOMER SERVICE DELIVERY CHARTER**

**Revised February, 2019**

**INTRODUCTION**

This charter is a declaration of our commitment to provide quality services to our customers. It outlines the services rendered, requirements to obtain the services, costs and timelines within which the CPPMU provides its services.

**MANDATE**

To facilitate and co-ordinate the OAG & DOJ planning process and provide leadership in policy analysis, monitoring and evaluation.

**VISION**

A well planned, effective and efficient Office of the Attorney-General and Department of Justice.

**MISSION**

To spearhead and enhance efficient planning, policy analysis, monitoring and evaluation of the OAG & DOJ programmes and projects.

**CORE FUNCTIONS**

- To coordinate the preparation, monitoring and evaluation of the OAG & DOJ's annual Performance Contract;
- To spearhead planning, monitoring and evaluation of the OAG & DOJ's programmes and projects and to provide technical support to the OAG & DOJ's Departments, SAGAs and Programmes;
- To provide technical guidance in the preparation of the Medium Term Expenditure Framework (MTEF) budget in the OAG & DOJ;
- To spearhead the development, review and implementation of the OAG & DOJ's Strategic Plan in line with the Medium Term Plan of the Kenya's vision 2030; and
- To facilitate Gender and Youth mainstreaming in the OAG & DOJ.

**CORE VALUES**

- Professionalism
- Transparency and accountability
- Teamwork
- Efficiency and effectiveness
- Confidentiality
- Fairness
- Focus on results
- Courtesy.

**OUR STANDARDS**

- Quality results;
- Timely monitoring and evaluation of performance using prescribed frameworks; and
- Prompt, effective, adequate, accurate and relevant reporting.

**COMMITMENTS AND OBLIGATIONS OF THE CUSTOMERS**

- Timely and adequate submission of required inputs/information to enhance facilitative and coordinative role of the CPPMU's work;
- Provide effective feedback; and
- Refrain from offering inducements, gifts and favours in return for services rendered.

## SERVICES OFFERED

NO.	SERVICES RENDERED	REQUIREMENTS TO OBTAIN SERVICES	COSTS	TIMELINES
1.	Capacity building on Performance Contracting, Work Planning and Strategic Planning	<ul style="list-style-type: none"><li>Request by Departments</li><li>List of nominees from Departments</li></ul>	Nil	Annually
2.	Preparation of OAG & DOJ Annual Work Plan	Departmental inputs by 15th May every year	Nil	By 1st June every Financial Year
3.	Co-ordinate the preparation of the OAG & DOJ's Performance Contract	Departmental inputs by 15th May every year	Nil	By 1st June every year
4.	Co-ordinate the preparation and submission of the quarterly Performance Contract reports to the relevant Authorities	Departmental inputs by the end of each quarter	Nil	By 15th day of the month succeeding the end of each quarter
5.	Co-ordinate the preparation and submission of the Annual Performance Contract reports to the relevant Authorities	Departmental inputs by the end of Financial Year	Nil	By 31st July every year
6.	Co-ordinate the preparation of the Performance Contract evaluation report	Departmental inputs by 15th June every year	Nil	By 31st July every year
7.	Development, monitoring and evaluation of the implementation of the OAG & DOJ's Strategic plan	Departmental inputs by end of each quarter	Nil	Quarterly/Annually
8.	Provide technical advice/briefs to the Accounting Officer in relation to economic issues, policies and strategic issues	<ul style="list-style-type: none"><li>Request by the Accounting Officer</li></ul>	Nil	3 days
9.	Submit to the National Gender and Equality Commission quarterly reports on the level of Gender and Youth mainstreaming	<ul style="list-style-type: none"><li>Departmental inputs at the end of each quarter</li></ul>	Nil	By 15th day of the month succeeding the end of each quarter
10.	Submit to The National Treasury and Planning quarterly reports on the progress of the number of Women, Youth and People Living with Disabilities – led enterprises accessing the 30% public procurement tender opportunities	<ul style="list-style-type: none"><li>Inputs from the Supply Chain Management Unit</li></ul>	Nil	By 15th day of the month succeeding the end of each quarter

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:

<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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**“HUDUMA BORA NI HAKI YAKO”**

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