



REPUBLIC OF KENYA

**OFFICE OF THE ATTORNEY-GENERAL AND DEPARTMENT OF JUSTICE**  
**CIVIL LITIGATION DEPARTMENT**  
**CUSTOMER SERVICE DELIVERY CHARTER**

**Revised May, 2018**

The Civil Litigation Department represents the national government in all civil matters or in any other legal proceedings to which the national government is a party to such as arbitrations and other alternative dispute resolution (ADR) mechanisms. The Department also provides legal advice to government Ministries, Departments and State agencies.

<b>NO.</b>	<b>SERVICE OFFERED</b>	<b>REQUIREMENTS FROM MDAs</b>	<b>CHARGES</b>	<b>TIME LINE</b>
1.	Representation of government in court	<ul style="list-style-type: none"><li>Provision of clear and comprehensive instructions.</li><li>Statement(s) by an officer(s) with knowledge of the matter and who may be called as a witness in Court.</li><li>Copies of all relevant documents and correspondence.</li><li>Availing witnesses.</li><li>Compliance with Court rulings, judgments and Arbitral awards.</li><li>Timely settlement of all judgments.</li></ul>	None	As per governing procedural rules and Court directions
2.	Representation in Arbitration and Alternative Dispute Resolution (ADR)	<ul style="list-style-type: none"><li>Notice to refer dispute to Arbitration.</li><li>Availing a copy of the contract.</li><li>Clear instructions including all documents, expert reports and correspondence exchanged by the parties.</li><li>Statement(s) by an officer(s) with knowledge of the matter and who may be called as a witness in Court.</li><li>Availing of witnesses on time.</li><li>Effecting deposit for Arbitral costs and other costs as may be directed by the Arbitral Tribunal.</li><li>Settlement of awards on time,</li></ul>	None by the Department  Other costs as may be directed by the Arbitral Tribunal	As per Tribunals Directions
3.	Demand for government liabilities and filing recovery proceedings	<ul style="list-style-type: none"><li>Provision of clear and comprehensive instructions and documents for claims based on Torts within 3 years and 6 years for contracts,</li><li>Availing contact details (physical and postal address) of debtors.</li><li>Statement(s) by an officer(s) with sufficient knowledge of the matter and who may be called as a witness in Court,</li><li>Availing of witnesses on time.</li></ul>	None	Issue demand letter in 10 days  File recovery proceedings after 45 days after issuing demand letter
4.	Legal advice to MDAs and Government institutions in ongoing cases and upon request by MDAs	<ul style="list-style-type: none"><li>Timely requests.</li><li>Submission of relevant information and supporting documents.</li><li>Feedback upon receipt of request.</li></ul>	None	Within 7 working days upon receipt of all requisite supporting documentation in both ongoing cases and MDA requests.

**Our services can be accessed at any of the following offices:**

<b>HEAD OFFICE</b> Civil Litigation Department Sheria House, 7th Floor P.O. Box 40112-00100 Nairobi +254 20 2227461 +254 711 944 555, +254 732 529995 Email: <a href="mailto:cl@ag.go.ke">cl@ag.go.ke</a> ; <a href="mailto:info@ag.go.ke">info@ag.go.ke</a> Website: <a href="http://www.statelaw.go.ke">www.statelaw.go.ke</a>	<b>REGIONAL OFFICES</b>  <b>MOMBASA</b> NSSF Building, 9th Floor Wing A, Nkurumah Road P. O. Box 82427 - 80100 MOMBASA. Tel.+254 041 2313195  <b>KISUMU</b> Nyanza Government Provincial Office Building 6th Floor, Wing A P. O. Box 1902-40100 KISUMU. Tel. +254 057 2025654  <b>MERU</b> Miringa Mieru, Building Meru - Nanyuki Road P. O. Box 51 - 60200 MERU. Tel. +254 0643131032	<b>ELDORET</b> KVDA Building 9th Floor P. O. Box 4024 - 30100 ELDORET. Tel. 053 2062023  <b>KAKAMEGA</b> P.C's Building, Block A, 2nd Floor P.O. BOX 1731 - 50100 KAKAMEGA. Tel. 0777131799  <b>NYERI</b> Advocates Plaza P. O. Box 1738 - 10100 NYERI. Tel. 061-2034908  <b>NAKURU</b> PC Building Block A, 1st Floor P.O. BOX 17588 - 20100 NAKURU Tel. 0778009157	<b>KISII</b> Attorney General's Chambers Ground Floor Kisii - Kilgoris Road P.O. BOX 2084 - 40200 KISII.  <b>EMBU</b> Attorney Generals Chambers Faith House, 1st Floor Near Embu Law Courts Along Embu - Meru Highway P.O. Box 1379- 60100 EMBU. Tel. 068 2231610  <b>MALINDI</b> Attorney General's Chambers Malindi Complex, 1st Floor Along Malindi - Lamu Road P.O. Box 111- 80200 MALINDI. Tel. 042 – 21118
---	--	---	---

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

**“COMMITMENT TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY”**

In the event our services do not conform to the standards above, please direct your complaint or query through the Chief Litigation Counsel who is the Head of Department or the Officer-In-Charge of the respective Regional Office. Your complaints or queries can further be reported to:

<b>The Solicitor-General/Accounting officer,</b> State Law Office and Department of Justice, Sheria House, Harambee Avenue, P. O. Box: 40112 - 00200, Nairobi, Tel. No: 254 20 2227461/ 254 20 2251355 Mobile: 254 711 944555/ 254 732 529995 Email: <a href="mailto:ag@ag.go.ke">ag@ag.go.ke</a> , <a href="mailto:info@ag.go.ke">info@ag.go.ke</a> , <a href="mailto:cl@ag.go.ke">cl@ag.go.ke</a> Website: <a href="http://www.statelaw.go.ke">www.statelaw.go.ke</a> .	<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 Email: <a href="mailto:complain@ombudsman.go.ke">complain@ombudsman.go.ke</a> Website: <a href="https://www.ombudsman.go.ke">https://www.ombudsman.go.ke</a>
--	---

**“HUDUMA BORA NI HAKI YAKO”**

© 2019 PUBLISHED BY THE OFFICE OF THE ATTORNEY-GENERAL AND DEPARTMENT OF JUSTICE

PRINTED BY THE GOVERNMENT PRINTER, NAIROBI