



REPUBLIC OF KENYA

OFFICE OF THE ATTORNEY-GENERAL AND DEPARTMENT OF JUSTICE

REGISTRAR-GENERAL'S DEPARTMENT

**COAT OF ARMS SECTION**

**CUSTOMER SERVICE DELIVERY CHARTER**

**Revised July, 2018**

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 Legal services in the Registration of Coat of Arms and other Arms

**CORE VALUES**

- Professionalism
- Teamwork
- Transparency and accountability
- Integrity
- Efficiency and effectiveness
- Commitment and dedication

**CORE FUNCTION:**

- Registration of Coat of Arms

## SERVICES OFFERED

NO.	SERVICES OFFERED	REQUIREMENTS FROM CUSTOMERS.	CHARGES (KSh.)	TIME LINE.
1.	Registration of Coat of Arms	Fill in a CA form  Six copies of the design together with the blazon	Application fee – 10,000/=  26,000/= (For the purchase of vellum parchment)	7 days after approval by the College of Arms
2.	Registration of foreign Grants of Arms	Fill in CA2 form  Certified copy of the Grant of Arms	5,000/=	7 days after approval by the College of Arms

The Office of the Attorney-General 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: <a href="mailto:ag@ag.go.ke">ag@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>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: <a href="mailto:complain@ombudsman.go.ke">complain@ombudsman.go.ke</a> Website: <a href="http://www.ombudsman.go.ke">www.ombudsman.go.ke</a>
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