



REPUBLIC OF KENYA

OFFICE OF THE ATTORNEY-GENERAL AND DEPARTMENT OF JUSTICE

DIVISION OF LEGAL AFFAIRS

CUSTOMER SERVICE DELIVERY CHARTER

Revised July, 2018

This Customer Service Delivery Charter is a declaration of our commitment to provide quality services. It outlines the services rendered, requirements to obtain the services, costs and timelines within which the Division of Legal Affairs undertakes to provide the services.

VISION

A just, democratic, corruption free and human rights respecting Nation.

MISSION

To co-ordinate and promote the full enjoyment of fundamental rights and freedoms through: the implementation of an enabling constitutional order; promotion of democracy; nurturing a responsive and fair system of justice for all, and sustaining a coherent anti-corruption culture.

CORE FUNCTIONS

The Legal Affairs Division undertakes the following functions:

1. Formulating policy on legal issues, administration of justice and legal education;
2. Co-ordinating constitutional development and implementation;
3. Formulating policies and strategies on anti-corruption, ethics and integrity;
4. Providing legal, technical and policy guidance to the Governance, Justice, Law and Order Sector;
5. Co-ordinating policy and strategies for the promotion, protection and respect for human rights;
6. Developing legal policy and strategies for provision of legal aid and advisory services to members of the public; and
7. Formulating and co-ordinating implementation of policies for the enhancement of democracy and the rule of law including transitional justice.

CORE VALUES

The Legal Affairs Division upholds the following values:

1. Constitutionalism and rule of law
2. Professionalism
3. Transparency, Accountability and Integrity
4. Equity and Fairness
5. Courtesy
6. Non-discrimination
7. Human Rights and dignity
8. Democracy and participation of the people

STANDARDS

This Division is committed to providing quality services in accordance with the requirements of the ISO: 9001:2008 International Standards.

You should expect the following standards from us: -

1. Quality results
2. Provision of prompt, accurate, clear and concise information
3. Courteous service.

COMMITMENTS AND OBLIGATIONS OF THE CUSTOMERS

To enable us provide you with quality services, we request you to:

1. Provide necessary co-operation and accurate information
2. Be respectful and courteous
3. Provide effective feedback and critique
4. Refrain from offering inducement, gifts and favours in return for services rendered or to be rendered.

SERVICES OFFERED

NO.	SERVICES	REQUIREMENTS TO OBTAIN SERVICES	COSTS	TIMELINES
1.	Provision of policy guidance on legal, constitutional affairs, human rights, anti-corruption, integrity and access to Justice	Inputs from stakeholders	Nil	Continuous
2.	Provision of legal aid and advice to members of the Public.	<ul style="list-style-type: none">▪ Written communication▪ Personal visits	Nil	Continuous
3.	Provision of technical and advisory services on legal and constitutional matters to user Ministries, Departments and Agencies.	<ul style="list-style-type: none">▪ Written requests	Nil	14 working days

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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