



REPUBLIC OF KENYA

OFFICE OF THE ATTORNEY-GENERAL AND DEPARTMENT OF JUSTICE

FINANCE DEPARTMENT

CUSTOMER SERVICE DELIVERY CHARTER

Revised 17th July, 2018

This charter is a declaration of our commitment to providing quality services. It outlines the services rendered, requirements to obtain the services, costs and timelines within which the Finance Department provides services.

MANDATE

To co-ordinate the Office of the Attorney General and Department of Justice (OAG & DOJ) budgeting process and provide leadership in financial management.

VISION

A department of excellence in the delivery and institutionalization of prudent financial management in the OAG & DOJ.

MISSION

To provide effective and efficient management and delivery of finance services in OAG & DOJ, through co-ordination and facilitation of all services related to budget, planning preparation, implementation and control.

CORE FUNCTIONS

- Coordinating the preparation and submission of OAG & DOJ budget;
- Ensuring that OAG & DOJ's budget is implemented as per the government financial rules and regulations; and
- Providing technical support to OAG & DOJ on public finance management.

CORE VALUES

- Professionalism
- Integrity
- Transparency and Accountability
- Efficiency and Effectiveness
- Courtesy
- Team spirit.

STANDARDS

- Prompt, clear, concise, accurate and relevant information to our customers
- Courteous service
- Focus on results
- Fiscal prudence

COMMITMENTS AND OBLIGATIONS OF THE CUSTOMERS

- Be respectful and courteous
- Provide feedback and criticism
- Provide necessary cooperation and accurate information
- Refrain from offering inducement, gifts or favors in return for services rendered

SERVICES OFFERED BY THE FINANCE DEPARTMENT

| NO. | SERVICES RENDERED | REQUIREMENTS TO OBTAIN SERVICES | COSTS | TIMELINES |
|-----|---|---|-------|---|
| 1. | Issue quarterly Authority to Incur Expenditure (AIE) | Departmental work plan | Nil | By 15th day of the first month of every Quarter |
| 2. | Implementation of financial management guidelines for proper controls and accounting of budgetary allocations | Approved expenditure requisitions | Nil | Continuous |
| 3. | Ensure adherence to financial discipline in the Ministry | <ul style="list-style-type: none">▪ MTC and Procurement Committees' minutes,▪ AIE holder approvals,▪ Departmental procurement plans,▪ Budget Implementation Committee minutes. | Nil | Continuous |
| 4. | Hold Budget Implementation Committee meetings | Departmental reports | Nil | 10 Annual meetings |
| 5. | Consolidate Ministerial annual estimates | Departmental annual estimates | Nil | By March every year |
| 6. | Consolidate Ministerial revised estimates | Departmental revised estimates | Nil | 3rd week of January every year |
| 7. | Authorize Ministerial commitments | <ul style="list-style-type: none">▪ Approved expenditure and procurement requisitions▪ Approved procurement plans | Nil | Continuous |

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 does not live up to the commitments to courtesy and excellence in service delivery should be reported to:

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| 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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