



REPUBLIC OF KENYA

OFFICE OF THE ATTORNEY-GENERAL AND DEPARTMENT OF JUSTICE

HUMAN RESOURCES MANAGEMENT AND DEVELOPMENT DEPARTMENT

CUSTOMER SERVICE DELIVERY CHARTER

Revised September, 2018

MANDATE

To achieve efficiency and effectiveness in the management of Human Resource in the Office of the Attorney-General and Department of Justice by providing direction on Human Resource Policies and Procedures as well as initiating appropriate Human Resources Management structures for enhancing service delivery.

OUR STANDARDS

Customers should expect the following standards:-

- Quality services for all
- Prompt, accurate and relevant information
- Efficient and effective coordination
- Courteous service and
- Results Oriented.

CORE FUNCTIONS

- Confirmation in Appointment:
- Promotions
- Discipline
- Salaries
- Pensions.

CORE VALUES

Our core values include:

- Professionalism
- Transparency and Accountability
- Efficiency and Effectiveness
- Equity and fairness
- Integrity
- Teamwork
- Courtesy and Customer focus and
- Non-discrimination.

OUR CUSTOMERS

Our customer includes:-

- Government Ministries, Departments and Agencies
- The public
- The civil society
- The Private sector and
- OAG&DOJ staff.

CUSTOMERS' OBLIGATIONS

To provide quality services to our customers we expect them to:

- Be respectful and courteous
- Provide accurate and timely information
- Provide feedback and
- Refrain from offering inducement, gifts or favors in return for services rendered or to be rendered.

NO.	SERVICE RENDERED	CUSTOMER REQUIREMENTS	COSTS	TIME LINES
1.	Human Resource advice to Head of Departments.	Written requests / HR Audits & Circulars.	Nil	Within 7 working days from date of receipt.
2.	Salary and Allowances			
	Payroll processing	Nil	Nil	By 20th of every Month.
	3rd party deduction	Data from third party	Nil	Within one day.
	Statutory deductions	Confirmation from the officer.	Nil	By 30th of every Month.
	Transfer Allowance	Posting Order, Release and Reporting Letters	Nil	Within one week.
	Leave Allowance	Application for at least 15 days annual leave per financial year.	Nil	Leave month

3.	Confirmation in Appointment	Head of Department's recommendation.	Nil	Within 3 Months
4.	Promotion/Re-Designation	Officer's request/Head of Department's recommendation/PAS Report	Nil	Within two Months
5.	Discipline Cases.	Reports from Departments/ Divisions/ Sections	Nil	Within Six (6) months if not a Court Case.
6.	Leave Applications.	Duly completed and Approved leave application form/ On line leave Application.	Nil	Within 3 days
7.	Training			
	Training Projections	List of Training priorities from Customers/HODs	Nil	By 31st July of every Financial Year.
		Invoices from Training Institutions	Nil	
	Induction/Pre-Retirement	Training Applications / Projections.	Nil	Within 3 Months of Appointment/2 Years before issuance of retirement Notice
	Attachment/Internships	Application	Nil	Within two days to process Attachment/ three months to process internships
		Copy of National ID		
		Insurance		
		College Letter/Completion Letter		
		Good conduct Certificate		
8.	Performance Appraisal (On line)	Performance Contract	Nil	By 15th July of every financial year
		Individual Targets	Nil	
		Work Plans	Nil	
		Submission of PAS Reports	Nil	Quarterly/Mid-year/Annually by 15th of the month
		MPMC Meeting		Quarterly
9.	Pensions/Retirement/Exits	Notice letter on retirement	Nil	Submit documents to Director of Pensions Nine months before retirement
		Copy of bank plates		
		Final assets and liabilities declaration form.		
		Copy of National ID		
		Last Pay slip		
		Duly completed commutation form		
		Officer's request letter to retire under 50 years rule giving at least one month notice		
10.	Death Gratuity/Last Respect	Duly completed last respect form	Nil	Submit documents to Pensions/NHIF within 3 working days
		Original burial permit		
		Original death certificate		
		Duly completed Next of Kin form from County Commissioner		
		Copy of bank plate for next of kin		
		Request letter from next of kin		
11.	Work Injury Benefits	Report of accident within 24 hours	Nil	Submit documents to Treasury within 7 working days
		Police Abstract		
		Doctor's Report		
		Officer's request		
12.	Secondment /Transfer of service	Officer's request letter	Nil	Within 1 month
		Copy of officer's appointment letter to new organization		
		31% remittance of basic salary to Director of Pensions for Officer on secondment		
13.	Resignation	Resignation Letter giving one month notice or pay one month gross salary in lieu of notice	Nil	Within 1 month from date of receipt.
14.	Implementation of PSC and MHRMAC decisions	Authority letter/Approved minutes	Nil	Within three working days from date of receipt
15.	Grievance handling	Receipt of letter/HR grievance process	Nil	Within two days from date of receipt
16.	Counseling Services	As per request/Need based	As per referral	Within one month

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:

<p>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.</p>	<p>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</p>
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