



REPUBLIC OF KENYA

OFFICE OF THE ATTORNEY-GENERAL AND DEPARTMENT OF JUSTICE

INFORMATION COMMUNICATIONS TECHNOLOGY (ICT) DEPARTMENT

CUSTOMER SERVICE DELIVERY CHARTER

Revised July, 2019

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

#### VISION

To be an efficient and effective Information Communication Technology support services provider at the Office of the Attorney General and Department of Justice (OAG & DOJ).

#### MISSION

To provide ICT support services and enhance service delivery through use of Information Communication Technology.

#### CORE FUNCTIONS

Our core functions are to provide:

- End-user technical support services;
- Capacity building on ICT;
- Support management of ICT resources;
- Leadership in automation of services;
- Technical advice on acquisition of ICT resources; and
- Coordinate online service delivery through use of emerging technologies.

#### CORE VALUES

Our core values are:

- Professionalism;
- Confidentiality;
- Efficiency and effectiveness;
- Transparency and accountability;
- Integrity;
- Teamwork;
- Innovation;
- Courtesy;

#### OUR STANDARDS

- Quality service;
- Timely resolution of ICT related problems;
- Focus on results.

#### COMMITMENTS AND OBLIGATIONS OF THE CUSTOMERS

To enable us provide you with services of our set standards we request you to:

- Be respectful and courteous;
- Provide feedback;
- Provide necessary co-operation and accurate information;
- Participate actively in our programs;

- Give the unit advance notification in cases where the services are required for a scheduled activity;
- Refrain from offering inducement, gifts and favors in return for service rendered or to be rendered.

<b>SERVICES RENDERED</b>	<b>REQUIREMENTS TO OBTAIN SERVICES</b>	<b>COSTS</b>	<b>TIMELINES</b>
Responding to user ICT technical support requests	Communication for departments	Nil	5 minutes
Diagnosing ICT problems	Proper description of the problem	Nil	10 minutes
Resolving ICT problems	Brief of the problem for departments	Nil	1 day
Resolving ICT problems for equipment under warranty	Notification	Nil	10 days
Uploading of website materials	<ul style="list-style-type: none"> <li>▪ Content</li> <li>▪ Necessary approvals</li> </ul>	Nil	Continuous
Provision of ICT technical specifications for hardware and software	Requisition from departments	Nil	2 days
Servicing and maintenance of ICT equipment	Service Level Agreement	As per contract	Continuous
Automation of manual functions	<ul style="list-style-type: none"> <li>▪ Communication for departments</li> <li>▪ Feasibility study</li> </ul>	Nil	Continuous
Training of users on the use of new ICT resources	ICT Training needs Assessment	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:

<p><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: ag@ag.go.ke/ info@ag.go.ke Website: www.statelaw.go.ke.</p>	<p><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: complain@ombudsman.go.ke Website: www.ombudsman.go.ke</p>
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**“HUDUMA BORA NI HAKI YAKO”**

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