



REPUBLIC OF KENYA

OFFICE OF THE ATTORNEY-GENERAL AND DEPARTMENT OF JUSTICE

LEGAL ADVISORY AND RESEARCH DIVISION

## CUSTOMER SERVICE DELIVERY CHARTER

Revised July, 2018

### INTRODUCTION

The Legal Advisory and Research Division is responsible for interpretation of the Constitution and other legislation for and on behalf of Government Ministries, State Departments, State Corporations, Constitutional Commissions and County Governments as well as undertaking research in various areas of law.

### VISION

To be the best Department in the provision of public legal services and promotion of a just, democratic and corruption-free nation.

### MISSION

Facilitating the realization of good governance and respect for the rule of law through provision of public legal services, protection and promotion of human rights and upholding of ethics and integrity.

### CORE VALUES

- Partnership
- Professionalism
- Integrity
- Teamwork
- Respect for diversity
- Courtesy
- Equity and Fairness
- Efficiency and Effectiveness

### CLIENTS

- Government Ministries
- State Departments and Agencies
- State Corporations
- County Governments
- Constitutional Commissions
- OAG & DOJ Departments

### STANDARDS

- Confidentiality
- Urgency
- Quality Services for all;
- Prompt, Accurate and Relevant Information;
- Efficient and Effective;
- Courteous Service;
- Results Oriented.

### 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.

### FUNCTIONS

- Undertake interpretation of the Constitution and subsidiary legislation for and on behalf of Government Ministries, State Departments, State Corporations, Constitutional Commissions and County Governments;
- Undertake interpretation of the Constitution and subsidiary legislation for and on behalf of Government Ministries, State Departments, State Corporations, Constitutional Commissions and County Governments on various problems encountered in the implementation of the Constitution;

- Coordinate capacity building in research and knowledge management;
- Conduct research on international treaty matters, government contracts, civil litigation, and legislation to support the other departments of OAG & DOJ;
- Oversee library and research facilities;
- Coordinate the pupillage programme;
- Conduct research in all legal fields;
- Coordinate legal officers deployed to MDAs, develop practice and reporting guidelines;
- Inform divisions and regional offices of current legal development on various fields in the Commonwealth and other jurisdictions; and
- Undertake background research for speeches, cabinet papers and other topical papers on legal aspects.

NO.	SERVICES OFFERED	REQUIREMENTS FROM CUSTOMERS	FEES	TIME LINE
1.	Provide legal advice to and undertake legal research for Government Ministries, State Departments, State Corporations, Constitutional Commissions	Receipt of the necessary documents	NIL	7 Days
2.	Provide legal advice to County Governments	Receipt of the necessary documents	NIL	7 Days
3.	Undertake legal research on behalf of other departments within OAG & DOJ	Request by the OAG & DOJ department	NIL	7 Days
4.	Undertake background research for speeches, cabinet papers and other topical papers on legal issues	Request by MDAs	NIL	7 Days
5.	Inform OAG & DOJ Departments and Regional offices of current legal development on various fields in the Commonwealth and other jurisdictions.	None	NIL	7 Days
6.	Respond to simple enquiries	Phone call or E-mail	NIL	1 Day

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: <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>.</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: <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></p>
---	--

## “HUDUMA BORA NI HAKI YAKO”

© 2019 PUBLISHED BY THE OFFICE OF THE ATTORNEY-GENERAL AND DEPARTMENT OF JUSTICE

PRINTED BY THE GOVERNMENT PRINTER, NAIROBI