



REPUBLIC OF KENYA

OFFICE OF THE ATTORNEY-GENERAL AND DEPARTMENT OF JUSTICE

LEGISLATIVE DRAFTING DEPARTMENT

CUSTOMER SERVICE DELIVERY CHARTER

Revised July, 2018

This Charter provides information about our core functions and the range of services that we render, the standards of service that you can expect from us and the complaints procedure where our services fall short of the standards.

VISION

To draft precise, understandable and effective laws consonant with good governance.

MISSION

To draft simple and clear legislation and to give well considered advice to Government Ministries, Departments and State Corporations on legislative and other legal matters.

CORE FUNCTIONS

- Drafting of Bills, subsidiary legislation, and notices of appointment to State Corporations and Constitutional Offices;
- Publishing Acts of Parliament and subsidiary legislation in the Kenya Gazette;
- Revision of the Laws under the Revision of the Laws Act;
- Advising Government Ministries /Departments and State Corporations on legislative and other legal matters;
- Undertaking research within the Department;
- Ensuring preparation and publication of the Annual Supplement to the Laws of Kenya;
- Publishing the legislative Supplement of the Kenya Gazette in liaison with the Government Printer;
- Attending to passage of Bills in Parliament.

CORE VALUES

- Integrity;
- Transparency and Accountability;
- Efficiency and Effectiveness;
- Commitment and Dedication;
- Professionalism;
- Impartiality and fairness;
- Team Spirit.

CLIENTS

- Government Ministries,
- Departments and Agencies,
- State Corporations,

PARTNERS

- Judiciary,
- Parliament,
- Ethics Anti-Corruption Commission,
- Kenya Law Reform Commission,
- The National Council for Law Reporting,
- Law Society of Kenya,
- Civil Society Organizations,
- Development Partners

STANDARDS

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

CUSTOMERS' OBLIGATIONS

- Provide accurate and timely information
- Be respectful and courteous;

- Provide feedback and;
- Refrain from offering inducement, gifts or favours in return for services rendered or to be rendered.

NO.	SERVICES OFFERED	REQUIREMENTS FROM CLIENTS	COST	TIMELINE
1.	Drafting of prioritized Bills	<ul style="list-style-type: none"> ▪ Clear instructions ▪ Full background information in the form of statement policy ▪ All relevant information and documents 	Nil	Dependent on individual Bills
2.	Drafting Subsidiary Legislation	Consultation All relevant information and documents	Nil	Within 45 days of receiving all the relevant information and documents
3.	Perusing draft vellum copies of Bills enacted by Parliament	Draft Vellum copies of Bills	Nil	Upon receipt of drafts.
4.	Arranging for the publication of Subsidiary Legislation	Signed original plus 2 copies of instrument	Nil	Continuous
5.	Revision of Laws under the Revision of Laws Act	Statutory requirement	Nil	Continuous
6.	Preparation and publication of the Annual Supplement	Statutory requirement	Nil	Dependent on length
7.	Attending passage of a Bill in Parliament	Invitation by the Clerk to the National Assembly or the Senate	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>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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“HUDUMA BORA NI HAKI YAKO”

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