



REPUBLIC OF KENYA

**OFFICE OF THE ATTORNEY-GENERAL AND DEPARTMENT OF JUSTICE**

**ADMINISTRATION**

**LIBRARY DEPARTMENT**

**CUSTOMER SERVICE DELIVERY CHARTER**

**Revised August, 2018**

This 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 Library Department provides services.

**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.

<b>SERVICES RENDERED</b>	<b>REQUIREMENTS TO OBTAIN SERVICES</b>	<b>COSTS</b>	<b>TIMELINES</b>
Coordinating requisition of books and periodicals	Request by customers	Nil	2 weeks
Issuance of books to library users	Requests by library users	Nil	10 min
Guidance of library users on location of books and periodicals	Details of the book and or periodicals	Nil	5 minutes
Recovery of overdue or lost library books	None	Nil	Two weeks
Weeding and donation of non-current publications	None	Nil	Annually
Cataloguing and classification of books	None	Nil	Continuous
Awareness creation on new books and periodicals available	New books and periodicals	Nil	Continuous
Undertake stock-taking of library books	None	Nil	Annually

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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