



REPUBLIC OF KENYA

OFFICE OF THE ATTORNEY-GENERAL AND DEPARTMENT OF JUSTICE

ADMINISTRATION DEPARTMENT

RECORDS MANAGEMENT SECTION
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 Records Management Section 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.

SERVICES RENDERED	REQUIREMENTS TO OBTAIN SERVICES	COSTS	TIMELINES
Custody and preservation of records and documents	None	Nil	Continuous
Collection of mails from the Post Office	None	Nil	Twice daily
Sorting, filing and dispatch of mails to the Marking Officer (Accounting Officer)	None	Nil	1 hour
Dispatch of Mails	Submission of Mails by departments	Nil	Twice daily
File tracing	None	Nil	Daily
File census	None	Nil	Fortnightly
Disposal of records	Request from departments	Nil	As per requirements of Cap 14 and Cap 19 Laws of Kenya
Availing of files to the Action Officers	Requisition by the Action Officer	Nil	30 minutes
Develop and review file classification scheme	None	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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