



REPUBLIC OF KENYA

OFFICE OF THE ATTORNEY-GENERAL AND DEPARTMENT OF JUSTICE

SUPPLY CHAIN MANAGEMENT SERVICES DEPARTMENT

CUSTOMER SERVICE DELIVERY CHARTER

Revised July, 2018

This charter is a declaration of our commitment to providing quality services to our customers. It outlines the services rendered, requirements to obtain the services, costs and timelines within which the Supply Chain Management Services Unit provides services.

MANDATE

To co-ordinate and provide technical support to the Office of the Attorney-General and Department of Justice (OAG & DOJ) in supply of goods and services as well as disposal of idle assets.

VISION

An efficient, transparent, accountable and corruption-free Supply Chain Management Services unit.

MISSION

To co-ordinate efficient and effective procurement of goods and services, inventory control and management and prudent disposal of idle assets by ensuring compliance with existing procurement rules and regulations.

CORE FUNCTIONS

- To co-ordinate the preparation, monitoring and evaluation of OAG & DOJ procurement plans;
- To provide technical guidance and spearhead procurement of goods, services and disposal of idle assets in OAG & DOJ;
- To ensure adherence to the Public Procurement and Assets Disposal Act (2015) and the Regulations thereon.

CORE VALUES

- Professionalism;
- Transparency and Accountability;
- Teamwork;
- Efficiency and Effectiveness;
- Confidentiality;
- Fairness;
- Focus on results;
- Courtesy.

STANDARDS

- Quality goods and services;
- Ensuring value for money;
- Promptness and effectiveness in procurement of works, goods and services.

COMMITMENTS AND OBLIGATIONS OF THE CUSTOMERS

- Timely and adequate submission of required documents;
- Provide effective co-operation rendered or to be rendered;
- Supply of quality goods and services;
- Refrain from offering inducements, gifts and favors in return for services.

SERVICES OFFERED

NO.	SERVICES RENDERED	REQUIREMENTS TO OBTAIN SERVICES	COSTS	TIMELINES
1.	Issuance of goods from the store	Duly filled Counter Requisition Voucher (S.11), Approval by Head of Department.	Nil	Every Tuesdays and Thursdays before 4pm
2.	Cash Purchases (low value items)	<ul style="list-style-type: none"> ▪ Duly signed requisition forms ▪ Approved memos. 	Nil	When item is not available in store but within 3 working days
3.	Purchase of goods through use of quotations	Approved Procurement Plan, Duly signed, approved requisition forms, IFMIS approved requisition and approved memos.	Nil	15 working days
4.	Purchase of goods through use of Direct Procurement	Approved Procurement Plan, Duly signed, approved requisition forms, IFMIS approved requisition and approved memos.	Nil	21 working days
5.	Purchase of goods through use of Restricted Tendering	Approved Procurement Plan, Duly signed, approved requisition forms, IFMIS approved requisition and approved memos.	Nil	45 working days
6.	Purchase of goods by use of Open Tendering	Approved Procurement Plan, Duly signed, approved requisition forms, IFMIS approved requisition and approved memos.	Nil	50 working days
7.	Purchase of goods from supplies branch	Duly signed requisition forms and approved memos, Approved Professional Opinion.	Nil	14 working days
8.	Submission of supplies documents to Accounts for payment	<ul style="list-style-type: none"> ▪ Approved Professional Opinion, Invoice, ▪ Inspection and acceptance Committee minutes, ▪ Delivery Notes and Form S13, ▪ Requisitions and Quotations. 	Nil	3 days
9.	Processing of LPOs and LSOs	<ul style="list-style-type: none"> ▪ Approved Professional Opinion, Invoice, ▪ Inspection and acceptance Committee minutes, ▪ Delivery Notes and Form S13, ▪ Requisitions and Quotations. 	Nil	1 day
10.	Inspection and Acceptance of goods	Prior notice of delivery date and time; and Actual delivery of the goods.	Nil	2 days
11.	Disposal of idle assets	Detailed list of the assets, Technical inspection reports.	Nil	90 working days

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 is not upto 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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