



REPUBLIC OF KENYA

OFFICE OF THE ATTORNEY-GENERAL AND DEPARTMENT OF JUSTICE

ADMINISTRATION DEPARTMENT

TELEPHONE EXCHANGE 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 Telephone Exchange 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
Prompt response to telephone calls	Incoming calls	Nil	Second ring
Dialing and directing booked calls	Calls particulars	Nil	Immediate
Minor Maintenance and repair of telephone equipment and accessories	Requests from users	Nil	1 working day
Major Maintenance and servicing of telephone equipment and accessories	None	Nil	Annually
Facilitation of payment of telephone bills	Invoices from service providers	Nil	5 days
Provision of national telephone directories	None	Nil	Annual
Facilitate provision of airtime	Request from departments	Nil	Monthly/ Quarterly

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>
---	---

“HUDUMA BORA NI HAKI YAKO”

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

PRINTED BY THE GOVERNMENT PRINTER, NAIROBI