



REPUBLIC OF KENYA

OFFICE OF THE ATTORNEY-GENERAL AND DEPARTMENT OF JUSTICE

ADMINISTRATION DEPARTMENT

WELLNESS COMMITTEE

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 Administration Department provides services.

MANDATE

Coordination and stewardship of Government business and responding to emerging policy and development initiatives at the Office of the Attorney General and Department of Justice (OAG & DOJ).

VISION

To be a lead Department in coordination and facilitation of Government Business in The Office of the Attorney General and Department of Justice.

MISSION

To provide a conducive working environment for improved service delivery through quality leadership and policy direction.

OUR STANDARDS

Customers should expect the following standards:

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

CORE FUNCTIONS

Our functions are to co-ordinate and facilitate the provision of:

- General Administrative services;
- General office services;
- Transport services;
- Telephone Services;
- Library Services;
- Records Management services;
- Alcohol and Drugs and HIV/Aids Control Services;
- Public Affairs/ Communications and Customer Care;
- Resolution of Public Complaints.
- Security 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
Implementing OAG&DOJ ADA-HIV/ AIDS workplace policy	Active participation in ADA/ACU activities	Nil	Continuous
Provision of IEC materials on ADA-HIV/AIDS to members of staff	None	Nil	Continuous
Create awareness on ADA-HIV/AIDS amongst members of staff.	Active participation in ADA/ACU activities	Nil	Quarterly
Provision of Voluntary Counseling and Testing (VCT) HIV/AIDS and counseling services on ADA	Active participation in ADA/ACU Family Days and World AIDS Day	Nil	Biannual
Distribution of condoms to members of staff	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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