



KENYA LAW REFORM COMMISSION

ACCOUNTS UNIT

CUSTOMER SERVICE DELIVERY CHARTER

INTRODUCTION

This Customer Delivery Charter is a declaration of our commitment to providing quality services. It outlines the services rendered, requirements to obtain the services, costs and timelines in which the Accounts Unit provides its services.

VISION

An efficient and effective Accounting Unit in the Kenya Law Reform Commission.

MISSION

To ensure strict adherence to GOK Financial Regulations through application of sound accounting principles for enhanced transparency and accountability.

MANDATE

To process the Commission Financial transactions, maintain accurate records, prepare Appropriation Accounts and respond to Audit Queries.

CORE FUNCTIONS

1. Compilation of accurate financial reports
2. Ensuring compliance with voted budgetary provisions

3. Management of the Commission's cash flow
4. Providing accounting advice to the Accounting Officer and other Departments in the Commission
5. Preparing responses to Audit queries

CORE VALUES

The Accounts Unit upholds the following values

1. Professionalism
2. Transparency and Accountability
3. Integrity
4. Confidentiality
5. Efficiency and effectiveness
6. Team work
7. Equity and Fairness
8. Courtesy
9. Patriotism

OUR STANDARDS

1. Quality results
2. Promptly processing the Commission's Financial transactions
3. Prompt effective , adequate, accurate and relevant reporting

COMMITMENTS AND OBLIGATIONS OF THE CUSTOMERS

To enable us provide you with quality services, we request you to:

1. Provide effective feedback
2. Be respectful and courteous
3. Provide necessary co-operation and accurate information
4. Refrain from offering inducement, gifts and favours in return of services rendered.

SERVICES OFFERED BY THE ACCOUNTS UNIT

NO.	SERVICES RENDERED	REQUIREMENTS TO OBTAIN SERVICES	COSTS	TIMELINE
1.	Definition of Suppliers and employees in the payment services	Definition forms, bank details, employee and merchant personal details, ie. Names, date of birth, ID numbers , PIN numbers	Nil	3 working days
2	Preparation of Payment Vouchers both personal and merchants	Necessary documentation and approvals	Nil	3 working days
3	Examination of payment vouchers both personal and merchants	Necessary documentation and approvals	Nil	3 working days
4	Authorization of payment vouchers both personal and merchants	Necessary documentation and approvals	Nil	2 working days
5	Issuing of imprests to employees	-Approved requisition	Nil	3 working days

		memos		
6	Processing of Imprests Surrender issued to employees	- Duly filled surrender form --- Triplicate of imprest warrant, -Copy of approved requisition memos /valid supporting documents of expenditure	Nil	3 working days
7	Preparation of expenditure Returns	Financial orders and requisition	Nil	Monthly
8	Preparation of cash flow projections	-Financial orders and regulation -Circulars ,work plans from department	Nil	Bi-annually
9	Preparation of Bank Reconciliation Statements	Bank statements	Nil	Monthly
10	Preparation and Submission of Appropriation Accounts	Ledger Statements Expenditure returns Printed Estimates	Nil	By 30 th September of every year
11	Payment of Salaries	By-products from Human Resource Management Payroll	Nil	2 working days
12	Preparation and Submission of Responses to Audit Queries	Reference Sheet from Kenya National Audit Office (KENAO) Memos from Internal Audit	Nil	5 working days
13	Remittance of Statutory	By-products	Nil	2working days

Deductions				
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The Kenya Law Reform Commission 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:

<https://www.klrc.go.ke/index.php/feedback> (Anonymous)

To:

Commission Secretary/ Chief Executive Officer

Physical Address: Reinsurance Plaza, 3rd Floor, 4 Taifa Road

P.O. Box 34999-00100

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