

REPUBLIC OF KENYA



KENYA LAW REFORM COMMISSION

ADMINISTRATION DEPARTMENT

CUSTOMER SERVICE DELIVERY CHARTER

INTRODUCTION

This Customer Service 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 Administration Department provides the services.

VISION

To be a lead Department in coordination and facilitation of Government Business in The Commission

MISSION

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

MANDATE

Coordination and stewardship of Government business and responding to emerging policy and development initiatives in the Commission

CORE FUNCTIONS

Our functions are to coordinate and facilitate the provision of:-

1. General Administrative services;
2. General office services;
3. Transport services;
4. Resolution of Public complaints.
5. Security Services.

CORE VALUES

Our core values includes:-

1. Professionalism;
2. Transparency and Accountability;
3. Efficiency and Effectiveness;
4. Equity and fairness;
5. Integrity;
6. Teamwork;
7. Courtesy and Customer focus and;
8. Non-discrimination.

OUR CUSTOMERS

Our customer includes:-

1. Government Ministries, Departments and Agencies;
2. The public;
3. The civil society;
4. The Private sector and;
5. SLO&DOJ
6. Commission staff

OUR STANDARDS

Customers should expect the following standards:-

1. Quality services for all;
2. Prompt, accurate and relevant information;
3. Efficient and effective coordination;
4. Courteous service and;
5. Results Oriented.

CUSTOMERS'OBLIGATIONS

To provide quality services to our customers we expect them to:-

1. Be respectful and courteous;
2. Provide accurate and timely information;
3. Provide feedback and;
4. Refrain from offering inducement, gifts or favours in return for services rendered or to be rendered.
5. Adherence to existing policies and regulations.

GENERAL ADMINISTRATION

No	Services Rendered	Requirements to Obtain Services	Costs	Timelines
1.	Communication of government policies to departments	None	Nil	1 working day
2.	Travel clearance	Relevant approvals by the Accounting	Nil	1 working day

		Officer		
3.	Consideration for approval of requisitions	Written requisition	Nil	1 working day
4.	Development and implementation of Corruption Prevention measures	Active participation in Corruption Prevention activities	Nil	Continuous
5.	Responding to public complaints and petitions	complaints and petitions from customers	Nil	Continuous
6.	Acknowledgement of correspondence	Communication from customers	Nil	1 working day
7.	Response to correspondence	Communication from customers	Nil	5 working days
8.	Allocation of available office space	-Requests from departments -Approval by the Accounting Officer	Nil	5 working days
9.	Maintenance and repairs of office furniture equipment	Requests from departments	Nil	2 working days
10.	Response to security and safety issues	Accurate and timely information	Nil	Immediate
11.	Coordination of cleaning services	None	Nil	Continuous
12.	Coordination of and facilitation of seminars and workshops	Requests from departments	Nil	2 working days

TRANSPORT

No	Services Rendered	Requirements to Obtain Services	Costs	Timelines
1.	Provision of transport within Nairobi	Prior requests	Nil	1 Working day
2.	Provision of transport out of Nairobi	Written approved requests by Accounting Officer	Nil	3 Working days
3.	Motor vehicle Services and minor	Driver's report	Nil	5 Working

	repairs	Dealers Quotations Written Approved requests by Accounting Officer Requisitions		days
4.	Motor vehicle major repairs	Drivers reports Mechanical inspection reports Written approved requests by Accounting Officer Requisitions	Nil	28 working days

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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