



## **KENYA LAW REFORM COMMISSION**

### **ICT DEPARTMENT**

### **CUSTOMER SERVICE DELIVERY CHARTER.**

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## **INTRODUCTION**

This charter is a declaration of our commitment to provide quality services to our customers. It outlines the services rendered, requirements to obtain the services, costs and timelines within which the ICT department provides services.

## **VISION**

To be an efficient and effective Information Communication Technology support services provider at the Kenya Law Reform Commission.

## **MISSION**

To provide ICT support services and enhance service delivery through use of Information Communication Technology.

## **CORE FUNCTIONS**

Our core functions are to provide:

- End-user technical support services;
- Capacity building on ICT;
- Support management of ICT resources;
- Leadership in automation of services;
- Technical advice on acquisition of ICT resources; and
- Coordinate online service delivery through use of emerging technologies.
- Budget for Commission's/ ICT department's recurrent needs

## **CORE VALUES**

Our core values are:

- Professionalism;
- Confidentiality;
- Efficiency and effectiveness;
- Transparency and accountability;
- Integrity;
- Teamwork;
- Innovation;
- Courtesy;

## **OUR STANDARDS**

- Quality service;
- Timely resolution of ICT related problems;
- Focus on results;

## **COMMITMENTS AND OBLIGATIONS OF THE CUSTOMERS**

To enable us provide you with services of our set standards we request you to;

- Be respectful and courteous;
- Provide feedback;
- Provide necessary co-operation and accurate information;
- Participate actively in our programs;
- Give the department advance notification in cases where the services are required for a scheduled activity;
- Refrain from offering inducement, gifts and favors in return for service rendered or to be rendered.
- Adherence to existing policies and regulations.
- Working hours (Monday to Friday) 8.00am-1.00pm, 2.00pm-5.00pm.

NO.	SERVICE RENDERED	REQUIREMENTS TO OBTAIN SERVICES	COSTS	TIMELINES
1	Request of ICT technical support	Request from departments/users	Nil	30 minutes
2	Diagnosing ICT problems	Proper description of the problems	Nil	10 minutes
3	Resolving ICT problems	Brief of the problem for departments	Nil	1 day
4	Resolving ICT problems for equipment under warranty	Notification	Nil	10 days
5	Uploading of website materials	<ul style="list-style-type: none"> <li>• Content</li> <li>• Necessary approvals</li> </ul>	Nil	continuous
6	Provision of ICT technical specifications for hardware and software	Requisition from departments	Nil	2 days
7	Servicing and maintenance of ICT equipment	Service Level Agreement	As per contract	Continuous

8	Automation of manual functions	<ul style="list-style-type: none"> <li>• Communication from departments</li> <li>• Feasibility study</li> </ul>	Nil	Continuous
9	Training of users on the new ICT resources	ICT Training Needs Assessment	Nil	Continuous

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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