



KENYA LAW REFORM COMMISSION

LEGAL SERVICES CUSTOMER DELIVERY CHARTER

Vision

A Vibrant agency for responsive law reform

Mission

To facilitate law reform conducive to social, economic and political development

Services Rendered	Requirement by Client	User Charges	Timelines (Official days Monday- Friday)
Carry out quality legal research to underpin formulation of effective legislation.	Official request letter/ email.	Nil	4 Weeks
Undertake comparative analysis of the laws of Kenya and those of other jurisdictions as to embrace best practices.	Official request letter/ email.	Nil	8 Weeks
Offer advice to Government Ministries, department and agencies and the public in general on law reform.	Official request letter/ email.	Nil	1 Week
Engage in consultative processes with a wide range of Stakeholders and Customers to build support and consensus for proposed legislation.	Official request letter/ email.	Nil	6 Weeks
Formulation of proposed reforms through draft bills.	Official request	Nil	8 Weeks

	letter/ email.		
Update and modernize the laws of Kenya.	Official request letter/ email.	Nil	Continuous
Coordination, leadership and ensuring consistency in law reform. (Ambiguous)		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

NAIROBI, Kenya. Email: info@klrc.go.ke/ ceo@klrc.go.ke

Phone: (+254) 20 2241201, +254799030716, Fax: (+254)202225786

Email: info@klrc.go.ke

Website: www.klrc.go.ke