



CUSTOMER SERVICE DELIVERY CHARTER

PLANNING DEPARTMENT

INTRODUCTION

VISION

To have a sound planning policy framework and timely monitoring and evaluation reports that inform the position of the Commission in achieving the government development agenda in line with vision 2030

MISSION

An efficient and effectively planned Kenya Law Reform Commission

MANDATE

- I. Coordinate and facilitate the preparation, monitoring and evaluation of the KLRC Annual Performance Contract;
- II. Guide planning, monitoring and evaluation and provide technical support to the KLRC Departments and Programmes;
- III. Provide technical support and coordination for the Medium Term Expenditure Framework (MTEF) process in KLRC;
- IV. Spearhead the development, review and implementation of the KLRC Strategic Plan;
- V. Attend to all the Unit's correspondences and enquiries

CORE FUNCTIONS

The role is to provide overall strategic direction in the Commission on economic policy planning and the development, review and implementation of the Commission's economic planning policies and programmes for effective implementation of the mandate.

This will include; oversee development of planning, monitoring and evaluation systems, directing the formulation of the short term, medium term and long term development plans, spearhead the commission's economic planning programmes, oversee the review

and implementation of the Commission’s plans, programmes and projects, the management of the annual Performance, resource mobilization and reallocation for implementation of Commission’s overall mandate.

CORE VALUES

- Professionalism
- Integrity
- Consultation
- Results oriented
- Innovation

NO	SERVICES		REQUIREMENTS	CHARGES	TIMELINE
1	Work Plan Development	Preparation of the annual Work Plan	Departmental inputs	Nil	By the 1 st June of every financial year
2.	Performance contracting	Coordinate and facilitate the preparation, of the KLRC Annual Performance Contract	Receipt of performance contracting guidelines Departmental inputs	Nil	By the end of the first quarter. 30 th September of every financial year
3	Monitoring and Evaluation	Coordinate the preparation and submission of quarterly and annual progress reports	Departmental inputs at the end of every quarter	Nil	By the end of the every quarter
3.	Reporting	Coordinate the preparation and submission of Annual Performance Contract reports to the relevant	Quarterly Departmental Reports	Nil	Flexible/ As per customer need

		authorities			
4.	Strategic Planning	Spearhead the development, review, and implementation of the KLRC Strategic Plan	Annual Progress Reports Mid-term review End year reports	Nil	5 years
5	Technical Advisory	Provide technical advice and briefs on matters of economic issues, policies, and strategic issues	Requests for technical assistance	Nil	As per request

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