



KENYA LAW REFORM COMMISSION

RECORDS MANAGEMENT CUSTOMER DELIVERY CHARTER

2022

Vision

A records and information management hub that processes and provides timely access to records and information that supports responsive law reform

Mission

To facilitate seamless flow of information for efficient and effective service delivery

SNO.	SERVICES RENDERED	REQUIREMENTS TO OBTAIN SERVICES	COSTS	TIMELINES
1.	Receiving, processing and distribution of incoming mail for action	None	Nil	Immediately
2.	Dispatch of outgoing mail	Submission of properly addressed mail by concerned departments	Nil	1 hour
3.	Review of file requests and dispatch to action officers	File request by the action officer	Nil	5 minutes

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 the Secretary, Kenya Law Reform Commission. Telephone 2241201

Huduma Bora ni Haki Yako

Redress mechanism

Any comments, suggestions and compliments should be channelled to the Secretary KLRC.

In case of a complaint or you are unhappy with our services, please let us know so that we can improve our services.

You should:

- First contact the officer you have been dealing with to resolve the problem.
- If you are not satisfied, ask to speak to that officer's supervisor.
- If you are still not satisfied, contact the Secretary, KLRC.

Our Contacts:

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