

SERVICE DELIVERY CHARTER

Supply Chain Management Department

SCMD

KENYA LAW REFORM COMMISSION | PO BOX 34999 – 00100 NAIROBI

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PREAMBLE

The purpose of this Charter is to define the standards of services provided by the Department. We are committed to providing quality services that meet and surpass our customers' needs. We endeavor to serve you with integrity, impartiality, humility, transparency and accountability.

OUR VISION

A department of excellence in the provision of efficient and effective services in supply chain management to our clients.

OUR MISSION

Providing quality public procurement and asset disposal services to ensure value for money.

WHOWE ARE

The Supply Chain Management Department draws its mandate from Article 227 of the Constitution and relies on the provisions of the Public Procurement and Asset Disposal Act, 2015 (PPADA), the attendant Regulations, Directives from the Public Procurement Regulatory Authority (PPRA) and standard tender documents which are customized to the specific circumstances of the Commission.

The directorate is responsible for obtaining quality goods and services at the lowest possible cost to ensure value for money to the Commission.

OURSERVICES

The directorate provides the following services:

- a) Registration of Suppliers, Contractors and Consultants
- b) Consolidation of Procurement Plan
- c) Procurement of goods, services and works
- d) Disposal of unserviceable, obsolete or surplus items
- (e) Stores Receipt and Issuance
- (f) Advising management through briefs and professional opinions
- (g) Inventory and asset management

WHERE ARE WE LOCATED

We are located at the Reinsurance Plaza, Third floor, Room 323, 314 and 315.

WORKING HOURS

Monday – Friday:

08:00 A.M. – 01:00 P.M

02:00 P.M. – 05:00 P.M

OURCORE VALUES

The directorate commits to the following set of core values in service delivery:

- **Integrity**

We shall be honest, use the power given to us responsibly and adopt a zero-tolerance approach on corruption.

- **Humility**

We shall be respectful, courteous and approachable.

- **Impartiality**

We shall act fairly, without bias or favoritism

- **Transparency**

We shall conduct our business in a transparent manner

- **Accountability**

We shall accept responsibility for our decisions and actions

- **Professionalism**

We shall embrace professionalism in all our services.

OUR CUSTOMERS

Our customers include:

- Suppliers
- Contractors
- Consultants
- Internal user units
- Public Procurement Regulatory Authority
- Government Agencies

OUR COMMITMENTS

- Treat our clients with respect
- Respond to correspondences within 5 working days
- Pick up call within 3 rings
- Respond to emails within a day
- Uphold integrity, impartiality and transparency.

OUR CUSTOMERS' RIGHTS

Our customers have right to:

- Quality and timely services
- Safe, healthy and clean environment
- Relevant information and feedback
- Courteous and timely response to requests, complaints and enquiries
- Confidentiality

OUR CUSTOMERS' OBLIGATIONS

The Directorate expects its customers to:

- Abide by the procurement law and Regulations.
- Familiarize with the relevant institutional policies
- Treat our staff with respect and courtesy
- Provide adequate information to enable us serve you better
- Uphold integrity and dignity
- Provide feedback

OUR RANGE OF SERVICES

S/NO	SERVICES / GOODS / WORKS	REQUIREMENTS	CHARGES	TIME LINES
1	Bi annual registration of Suppliers, Contractors and Consultants	Proof of eligibility and capability as per PPADA 2015 (sec 71)	Nil	3 Months
2	Continuous Registration of Suppliers, Contractors and Consultants	Proof of eligibility and capability as per PPADA 2015 (sec 71)	Nil	30 days
3	Preparation and consolidation of Procurement Plan	1. Approved / indicative budget 2. User needs in line with the approved departmental budget	Nil	30 th June
4	Processing of purchase requisition	1. Requisition Memo Approved by Accounting Officer 2. Specifications / TORs / BQs 3. Dully filled Procurement Requisition Form	Nil	2 days
5	Procurement of Goods, Services or Works	International Open Tender	<ul style="list-style-type: none"> • Free-Downloaded from KLRC website, PPIP portal • Ksh. 1,000/= for printed documents 	4 months
		Open National Tender		3 Months
		Restricted Tender		2½ Months
		Request for Quotation		1 month
6	Inspection and Acceptance	Common user items & services <ul style="list-style-type: none"> • Inspection & Acceptance committee • Contract document • Delivery Note 	Nil	Same day
		Simple Projects <ul style="list-style-type: none"> • Technical Certification • Site meeting minutes • Contract document • Inspection & Acceptance committee 	Nil	Immediately after completion
		Complex Infrastructure Projects <ul style="list-style-type: none"> • Technical Certification • Project implementation team input • Site meeting minutes • Contract document • Inspection & Acceptance committee 	Nil	Immediately after completion
7	Receipt of Goods to the store	<ul style="list-style-type: none"> • Inspection and acceptance certificate • Duplicate LPO • Delivery note and GRN (S13) 	Nil	Same day
8	Issuance of Goods from the store	Approved Counter Requisition form (S11)	Nil	1 day
9	Tendering for Disposal of unserviceable, obsolete or surplus items	<ul style="list-style-type: none"> • Disposal committee Recommendations • Approved disposal plan • Approved disposal requisition 	<ul style="list-style-type: none"> • Free-Downloaded from KLRC website, PPIP portal • Ksh. 1,000/= for printed documents 	30 th June

REVIEW OF THE CHARTER

The Department in consultation with relevant stakeholders shall review this Service Charter every two years and on a need basis to ensure effective and efficient service delivery.

HAVE YOUR SAY

Any service that does not meet the commitment of this Charter may be reported to the following

The Head of Supply Chain Management
Kenya Law Reform Commission
P.OBox34999-00100, NAIROBI
Tel: 020- 2218951 ext. 241
Email; procurement@klrc.go.ke

OR

The Commission Secretary / Chief Executive Officer
Kenya Law Reform Commission
P.OBox34999-00100, NAIROBI
Tel: 020- 2218951
Email: ceo@klrc.go.ke / info@klrc.go.ke

OR

The Complains Committee
Kenya Law Reform Commission
P.OBox34999-00100, NAIROBI
Tel: 020- 2218951
Email; complains@klrc.go.ke