

REPUBLIC OF KENYA



GOVERNMENT OF MAKUENI COUNTY



OFFICE OF THE COUNTY ATTORNEY
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OFFICE OF THE COUNTY ATTORNEY CUSTOMER SERVICE CHARTER

RECEPTION SERVICES

NO.	SERVICES RENDERED	REQUIREMENTS TO OBTAIN SERVICES	COSTS	TIMELINE
1.	Receiving a visitor to OCA	Visitors details	NIL	2 minutes
2.	Attending to a visitor	Inputs from the visitors	NIL	20 minutes
3.	Directing a visitor to respective office	Confirmation from the concerned office	NIL	5 minutes
4.	Receiving and directing Complainants/Petitioners	Petitioners/ complainants details	NIL	10 minutes
5.	Coordination and facilitation of reception services for OCA activities	Request from departments	NIL	10 minutes

GENERAL ADMINISTRATION

NO.	SERVICES RENDERED	REQUIREMENTS TO OBTAIN SERVICES	COSTS	TIMELINE
1.	Communication of government policies to departments	None	NIL	1 day
2.	Responding to public complaints and petitions	Complaints and petitions from customers	NIL	5 days
3.	Acknowledgement of correspondence	Communication from customers	NIL	1 day

4.	Response to correspondence	Communication from customers	NIL	1 day
5.	Monitoring implementation of contracted and non-contracted activities	Reports from the departments	NIL	Quarterly
6.	Retrieval of records and documents	none	NIL	10 minutes
7.	Sorting and filing of mails	none	NIL	1 hour
8.	File tracing	none	NIL	5 days

LITIGATION AND LEGAL ADVISORY SERVICES

NO.	SERVICES RENDERED	REQUIREMENTS TO OBTAIN SERVICES	COSTS	TIMELINE
1.	Representation of the County Executive in court	<ul style="list-style-type: none"> a) Provision of clear and comprehensive instructions b) Statement(s) by an officer(s) with knowledge of the matter and who may be called as a witness in Court c) Copies of all relevant documents and correspondence d) Availing witnesses. Compliance with Court rulings, judgments and Arbitral awards e) Timely settlement of all judgments 	NIL	As per governing procedural rules and Court directions
2.	Representation in Arbitration and Alternative Dispute Resolution (ADR)	<ul style="list-style-type: none"> a) Notice to refer dispute to Arbitration b) Availing a copy of the contract 	<p>None by the Department</p> <p>Other costs as may be directed by the Arbitral Tribunal</p>	As per Tribunals Directions

		<p>c) Clear instructions including all documents, expert reports and correspondence exchanged by the parties</p> <p>d) Statement(s) by an officer(s) with knowledge of the matter and who may be called as a witness in Court</p> <p>e) Availing of witnesses on time</p> <p>f) Effecting deposit for Arbitral costs and other costs as may be directed by the Arbitral Tribunal. Settlement of awards on time</p>		
3.	i. Demand for government liabilities	<p>a) Provision of clear and comprehensive instructions</p> <p>b) All relevant information and documents</p>	NIL	14 days
	ii. Filing recovery proceedings	<p>a) Provision of clear and comprehensive instructions</p> <p>b) Evidence of duly served demand notice(s)</p> <p>c) Copies of all relevant documents and correspondence</p>	NIL	30 days from the lapse of the statutory notice period.
4.	Drafting of Legislative Proposals (<i>Policies, Bills, Regulations, Guidelines etc</i>)	<p>a) Submission of request by county departments</p> <p>b) Provision of a comprehensive concept note and scope</p>	NIL	Within 45 days of receiving all relevant information and documents
5.	Negotiating, drafting Legal and vetting of agreements (<i>Contracts, Memorandum of Understanding, Sale agreements and other Instruments, etc</i>)	<p>a) Submission of request by county departments</p> <p>b) Provision of clear and comprehensive Instructions</p> <p>c) Active participation by all stakeholders</p>	NIL	Continuous
6.	Mutual Legal assistance	Relevant legal requirements	NIL	Continuous

7.	Legal advisory services	Upon request	NIL	Continuous
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