SERVICE CHARTER

National Council for Law Reporting (Kenya Law)
5th Floor Ack Garden Annexe, Ngong Road
P.o Box 10443-00100, Nairobi
Tel: +254(020)2712767/2719231
Email: info@kenyalaw.org, complaints@kenyalaw.org
www.kenyalaw.org

Revised: September 2019
# TABLE OF CONTENTS

1. Introduction ............................................ 1
2. Our Service Charter .................................. 3
3. Why Partner With Us ................................ 4
4. Our Commitment ...................................... 4
5. Our Service Standards ............................... 7
7. How To Contact Us .................................... 9
8. Provision And Revision Of The Charter ....... 10
1.0 INTRODUCTION

The National Council for Law Reporting (NCLR) is a state corporation in the Office of the Attorney General and Department of Justice.

NCLR was created in 1994 by virtue of the National Council for Law Reporting Act (Act No. 11 of 1994). The Chief Justice of the Republic of Kenya is the Chairman of the Council/Board; a body that is responsible for the general policy and strategic direction of the institution.

The mandate of the organization is to:

i) Publish the judicial opinions of the superior courts of Kenya i.e. the Supreme Court, Court of Appeal and the High Court. NCLR is the designated publisher of the Kenya Law Reports, which are the official law reports of the Republic of Kenya.

ii) Revise, consolidate and publish the Laws of Kenya, a mandate delegated to NCLR by the Attorney General through Legal Notice No. 29 of 2009, in line with sections 7 and 8 of the Revision of Laws Act.

iii) Publish such other related publications as it deems necessary.

On our website - www.kenyalaw.org - you will find Case Law, the Laws of Kenya, the Parliamentary Hansards, the Kenya Gazette, and the Daily Cause List from various courts, Legal Notices and other publications.

1.1 Governance

The governance of the Kenya Law is vested in the Members of the Council and the office of the Editor/Chief Executive Officer, supported by the Management Team. Kenya Law is committed to the highest possible standards of openness, probity and accountability.

1.2 Our Vision

To be the lead provider of public legal information towards an enlightened society.

1.3 Our Mission

To provide universal access to public legal information by monitoring and reporting on the development of jurisprudence for the promotion of the rule of law.
1.4 Our Core Values
We are guided by the following core values as articulated in our Strategic Plan, mandate and function:

a) Integrity
We shall conduct our operations honestly, objectively and impartially, and with discipline and commitment in service to the people while steadfastly adhering to high ethical principles and professional standards.

b) Professionalism
We will apply the highest levels of knowledge, skills, competencies and ethical values in the execution of our mandate.

c) Transparency and Accountability
We shall be transparent and accountable in our operations and shall accept responsibility for the diverse roles, obligations, and performance of our staff.

d) Innovation and Creativity
We will continuously invest in novel products, process and methods in service of humanity, in the interest of justice and utmost care for mother nature. We will nurture and reward innovation and creativity among our members of staff and will creatively and innovatively apply legal information to generate and develop new legal knowledge. We will harness both customer and employee-driven innovation to improve our service portfolio.

e) Reliability
We will be a trusted and dependable curator of updated and relevant universally accessible public legal information.

f) Citizen/Customer Focus
Kenya Law shall discharge its mandate with a clear understanding that all sovereign power belongs to the people of Kenya and will therefore consider the needs of citizens in decision making and service delivery.

1.5 Our Stakeholders
Individuals and institutions that come into contact with Kenya Law are considered to be our stakeholders. These include internal and external parties from a cross section of agencies within the private sector and public sector, civil society, media, non-governmental agencies, other non-state actors and the general public.
2.0 OUR SERVICE CHARTER

We are committed to providing quality customer service to all our customers (external and internal) and other stakeholders while striving to exceed their expectations.

We have developed a service charter that is aimed at enlightening stakeholders on the mandate of the Council, our Vision, Mission, Core Values, services offered and the standards the Council has committed to uphold in an effort to continuously be of service to our customers. As a customer or potential customer, you are a stakeholder and you are entitled to know your rights and obligations.

This service charter is a statement of intent of our commitment to provide the best possible service standards to our customers. It sets out the standards you can expect from us and it is evidence of our resolve to offer the best service standards in the market. It sets out guidelines for service delivery to all our stakeholders.

We wish to enlist your support in ensuring that we offer excellent service through your feedback on how you view our service. This will enable us to serve you better. The hallmark of our service charter, in line with our core values is to ensure: -

a) You are treated with courtesy, consideration and our staff are always helpful
b) Your enquiries and needs are attended to promptly
c) We exercise the utmost integrity in providing services
d) We do not disclose any information about you without your consent, except as permitted by law.
3.0 WHY PARTNER WITH US

Working closely with us as a stakeholder means we will leverage on the following as we aim at providing accessible legal information to the public:

1. Our diverse and appropriate mix of skills and experience;
2. Our Skilled and qualified personnel.
3. Our goodwill and the support of our other stakeholders.
4. Stakeholders’ recognition for the need for access to legal information.
5. Current developments in ICT that could be utilized to facilitate efficient and effective communication and processes.
6. Existence of well-established structures and systems within the organization.

4.0 OUR COMMITMENT

We will constantly strive to improve its services and forge closer relationships with all our stakeholders.

4.1. Our Commitment towards our service and product provision

<table>
<thead>
<tr>
<th>NO.</th>
<th>SERVICES</th>
<th>REQUIREMENTS TO OBTAIN SERVICE/GOODS</th>
<th>CHARGES OF SERVICE/GOODS (IF ANY)</th>
<th>TIMELINE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>To Publish the Kenya Law Reports and related publications</td>
<td>Request for information through: Email, Telephone calls, Walk - in</td>
<td>As per product catalogue</td>
<td>Continuous</td>
</tr>
<tr>
<td></td>
<td>To revise, consolidate and publish the Laws of Kenya</td>
<td>Request for information through: Email, Telephone calls, Walk - in</td>
<td>As per product catalogue</td>
<td>Continuous</td>
</tr>
</tbody>
</table>
To perform such other functions as may be conferred by statute

<table>
<thead>
<tr>
<th>SERVICES</th>
<th>REQUIREMENTS TO OBTAIN SERVICE/ GOODS</th>
<th>CHARGES OF SERVICE/GOODS (IF ANY)</th>
<th>TIMELINE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sale of Kenya Law Publications</td>
<td>Request for information through:</td>
<td>As per product catalogue</td>
<td>Continuous</td>
</tr>
<tr>
<td></td>
<td>Email</td>
<td>• Email</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Telephone calls</td>
<td>• Telephone calls</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Walk - in</td>
<td>• Walk - in</td>
<td></td>
</tr>
<tr>
<td>Delivery of Kenya Law Publications to the public after purchase (where applicable)</td>
<td>Request for information through:</td>
<td>As per product catalogue</td>
<td>2 – 3 working</td>
</tr>
<tr>
<td></td>
<td>Email</td>
<td>• Email</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Telephone calls</td>
<td>• Telephone calls</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Walk - in</td>
<td>• Walk - in</td>
<td></td>
</tr>
</tbody>
</table>

4.2. Our commitment to the Public

<table>
<thead>
<tr>
<th>NO.</th>
<th>SERVICES</th>
<th>REQUIREMENTS TO OBTAIN SERVICE/ GOODS</th>
<th>CHARGES OF SERVICE/GOODS (IF ANY)</th>
<th>TIMELINE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Response to inquiries - calls</td>
<td>Request for information through telephone calls</td>
<td>Nil</td>
<td>Immediately</td>
</tr>
<tr>
<td>2</td>
<td>Response to inquiries - Voluntary visits</td>
<td>Request for information by walk - in clients</td>
<td>Nil</td>
<td>10 minutes</td>
</tr>
<tr>
<td>3</td>
<td>Response to written correspondence</td>
<td>Request for information through email</td>
<td>Nil</td>
<td>24 hours</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Request for information through hard-copy letters – general issues</td>
<td>Nil</td>
<td>2 days</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Request for information through hard-copy letters – administrative issues</td>
<td>Nil</td>
<td>5 days</td>
</tr>
</tbody>
</table>
### 4.3. Our commitment to Suppliers and Service Providers

<table>
<thead>
<tr>
<th>NO</th>
<th>SERVICES</th>
<th>REQUIREMENTS TO OBTAIN SERVICE/ GOODS</th>
<th>CHARGES OF SERVICE/GOODS (IF ANY)</th>
<th>TIMELINE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Payment for goods and services</td>
<td>• Invoice • Delivery note</td>
<td>Nil</td>
<td>30 days</td>
</tr>
<tr>
<td></td>
<td>Information on procurement</td>
<td>Request for information through:</td>
<td>Nil</td>
<td>According to tender</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Email • Telephone calls • Walk - in</td>
<td></td>
<td>requirements</td>
</tr>
<tr>
<td></td>
<td>Procurement of goods and services</td>
<td>Request for information through:</td>
<td>Nil</td>
<td>Continuous</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Email • Telephone calls • Walk - in</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Annual tenders for goods and services</td>
<td>Request for information through:</td>
<td>Nil</td>
<td>According to tender</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Email • Telephone calls • Walk - in</td>
<td></td>
<td>requirements</td>
</tr>
</tbody>
</table>

### 4.4. Our Commitment to Employees

<table>
<thead>
<tr>
<th>NO</th>
<th>SERVICES</th>
<th>REQUIREMENTS TO OBTAIN SERVICE/ GOODS</th>
<th>CHARGES OF SERVICE/GOODS (IF ANY)</th>
<th>TIMELINE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Provision of conducive work environment</td>
<td>a) Adequate resources b) Cleanliness and Hygiene c) Safety and Health</td>
<td>Nil</td>
<td>Continuous</td>
</tr>
<tr>
<td></td>
<td>Communication of policy changes</td>
<td>a) Distribution of Departmental policies and procedures b) Departmental Service Level Agreements</td>
<td>Nil</td>
<td>Immediately</td>
</tr>
<tr>
<td></td>
<td>Staff capacity building and development</td>
<td>a) Training Needs Assessments b) Training implementation c) Staff performance appraisal reports</td>
<td>Nil</td>
<td>Continually</td>
</tr>
</tbody>
</table>
## Staff performance appraisal

| a) Performance targets | Performance Evaluation reports | Nil | Biannually |

## Organizational performance evaluation

| Organizational Performance Contract | Nil | Quarterly/Annual |

## Employee Relations

| a) Communication to employees | b) Handling of employee disputes and discipline through consultation, mediation and/or grievance procedure | Nil | Continually |

## Compensation and Administration

| Employee benefits & remuneration | Nil | Continually |

## Personnel Records Management

| Maintaining accurate records for all employees | Nil | Continually |

## Employee Services Awards and Recognition Programs

| Rewarding and recognizing exemplary employee performance, creativity and innovation | Nil | Annually |

### 5.0 OUR SERVICE STANDARDS

This service charter is an expression of our commitment to align ourselves to our functions, as stipulated in the National Council for Law Reporting Act, and we shall commit to:

#### 5.1. Quality Policy

The National Council for Law Reporting (Kenya Law) is committed to Law Reporting and Law Revision by providing accessible, accurate and timely publication of public legal information for an informed society.

In pursuit of this commitment, Kenya Law shall comply with all the applicable requirements and continually improve on its effectiveness by implementing a Quality Management System based on ISO 9001:2015. Kenya Law’s top Management shall on an annual basis review the established quality objectives and this policy to ensure sustainability.
5.2. **Courtesy**

Our staff are committed to the following:

a) They will be friendly and approachable;
b) Will be honest, ethical and professional at all times;
c) They will listen to stakeholders needs and make every effort to address them;
d) They will treat stakeholders equally, fairly and with respect; and
e) They will ensure stakeholders experience acceptable standard of service every time.

5.3. **Provision of information**

We commit:

a) To provide consistent, accurate and clear information in a timely manner when requested by stakeholders;
b) To be transparent and accountable in our provision of service;
c) To deal with your enquiries directly;
d) To respond promptly and efficiently to requests for service through emails, letters, telephone or personal visits;
e) To use polite language and pay due attention to respect and personal dignity; and
f) To deal promptly with appointments and offer apologies in case of postponement or delay.

5.4. **Complaints**

If you have a complaint about us, our products or our services, we want to know about it. We view complaint resolution as an important part of our continuous improvement process.

We will ensure that if a complaint does arise, it is dealt with promptly, openly and fairly. Our standard for resolving complaints is immediate and if the case cannot be resolved on the spot, it will not be more than 7 working days.
6.0 HOW CAN YOU HELP US?

a) You are obliged to provide accurate and timely information either in writing or through meetings to enable us to serve you better as a stakeholder;
b) Let us know if our provision of legal information initiatives is not meeting your expectations;
c) We expect you not to offer inducement to staff; and
d) We encourage you to come up with constructive compliments and suggestions that would help the Council deliver on its mandate.

7.0 HOW TO CONTACT US

7.1. Our Offices;

Our Head office is located at the Kenya Law offices on 1st Ngong Avenue, 5th Floor, ACK Garden Annex.

7.2. Working hours;

8:00 am to 1:00 pm
2:00 pm to 5:00 p.m.
Monday to Friday except on public holidays.

7.3. Postal address;

The Editor/Chief Executive Officer,
The National Council for Law Reporting (Kenya Law),
P. O. Box 10443-00100 GPO
Nairobi
Telephone: (+254) 020 2712767/2719231
Email: info@kenyalaw.org, complaints@kenyalaw.org
Website: www.kenyalaw.org
8.0 PROVISION AND REVISION OF THE CHARTER

Kenya Law provides free copies of this charter to all stakeholders on request. This charter will also be available on our website www.kenyalaw.org

8.1. Amendments to this Charter

We shall review this charter regularly to enable us consider any new changes in the operating environment so that we can continually offer you better services. Thank you for taking time to read this charter. We hope you understand our commitment to making Kenya Law the lead agency in providing accessible public legal information towards an enlightened society.

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY.

Any service/good rendered that does not conform to the above standards or any officer who does not live up to commitment to courtesy and excellence in Service Delivery should be reported to:

<table>
<thead>
<tr>
<th>The Chief Executive Officer/Editor</th>
<th>The Commission Secretary/Chief Executive Officer,</th>
</tr>
</thead>
<tbody>
<tr>
<td>National Council for Law Reporting, 5th Floor, ACK Garden Annex, Ngong Road, Nairobi</td>
<td>Commission on Administration of Justice, 2nd Floor, West End Towers, Waiyaki Way, Nairobi</td>
</tr>
<tr>
<td>P. O. Box 10443-00100 Nairobi</td>
<td>P. O. Box 20414 – 00200 Nairobi</td>
</tr>
<tr>
<td>Tel: +254 (0)20 2712767/2719231</td>
<td>Tel: +254(0)20 2270000/2303000</td>
</tr>
<tr>
<td>Email: <a href="mailto:info@kenyalaw.org">info@kenyalaw.org</a>, <a href="mailto:complaints@kenyalaw.org">complaints@kenyalaw.org</a></td>
<td>Email: <a href="mailto:complain@ombudsman.go.ke">complain@ombudsman.go.ke</a></td>
</tr>
</tbody>
</table>

HUDUMA BORA NI HAKI YAKO
Address of Principal office and Contacts:
ACK Garden Annex, 5th Flr., 1st Ngong Avenue, Off Ngong Road
P.O. Box 10443 GPO 00100, Nairobi - Kenya
Tel: +254 20 271 2767, 20 271 9231, 2011614
Mobile: +254 718 799 464, 736 863 309
website: www.kenyalaw.org
  : info@kenyalaw.org
  : @mykenyalaw
  : mykenyalaw
  : www.youtube.com