



KENYA LAW REFORM COMMISSION SERVICE CHARTER

	SERVICE RENDERED	REQUIREMENTS	OUR COMMITMENT	USER CHARGES	TIMELINES
1.	Customer Service	Contact us	We shall be courteous, responsive and endeavor to be of necessary assistance.	Free	Continuous
		Visit us (prior appointment/ad hoc)	<i>We will;</i> <ul style="list-style-type: none"> • Attend to you immediately or not later than 15 minutes where there was prior appointment • Where we aren't able to serve you immediately, we will advise you accordingly 	Free	Continuous
		Call Us	<i>We will;</i> <ul style="list-style-type: none"> • Answer the telephone within 3 rings • Where first time resolution is not possible, refer you to staff who can help, or advice you of the next best action. 	Free	Continuous
		Write to us (Email, Letter, or lodge a complaint)	<i>We will;</i> <ul style="list-style-type: none"> • Acknowledge receipt within one (1) working day • Give a full response within Seven (7) working days for non-technical issues • For technical issues, give a response within 14 working days • Where the resolution is not possible within 	Free	Continuous

			the above time frames, inform you when to expect a full reply.		
		Feedback	We shall endeavor to update you on all our services and act on the feedback you give us	Free	Continuous
2.	Formulation of draft Bills, statutory instruments or other proposals for reform for national and county government legislation.	Drafting instructions and relevant policy.	<p>We shall endeavor to</p> <ul style="list-style-type: none"> i. promote, protect and respect the principles enshrined in the Constitution ii. be pro- active and responsive in the discharge of duties iii. exercise professionalism, integrity and courtesy at all times iv. cultivate and maintain partnership with all stakeholders 	Free	As agreed with the stakeholder
3.	Review of legislation and legislative instruments to ensure conformity with the Constitution and for statutory	Written request and relevant policy	<ul style="list-style-type: none"> v. be independent and professional in all our undertaking 	Free	Within 28 working days

	harmony.				
4.	Provision of technical legal advisory to national and county government on law review or reform.	Written request		Free	7 working days
5.	Legal research and comparative studies relating to law reform.	Written request and Terms of Reference		Free	Within 90 working days
6.	Participate in stakeholder consultative fora on matters relating to law reform for	Written request three day prior to the forum and relevant documents for stakeholder engagement.		Free	When required

	national and county government level.				
7.	Public education on matters relating to law reform.	Written request.		Free	within 7 days
8.	Capacity building to both National and County Governments.	Written request		Free	As agreed with stakeholder
9.	Procurement of goods and services	Purchase of prequalification/ tender documents Compliance with the procurement and Disposal Act	We shall adhere to Public Procurement and Asset disposal Act 2015	Kshs. 1000	In adherence to the Public procurement and asset and disposal Act 2015

		and Regulations			
10.	Access to Government Procurement opportunities (AGPO)	Registration certificate from National Treasury	We shall adhere to Public Procurement and Asset disposal act 2015	Free	Continuous
11.	Payments to suppliers	Invoice, LPO/LSO, PIN, Credit note, Delivery Note, Approved contract.	We shall adhere to PFM Act & Regulations	NIL	within 30 days
12.	Recruitment/ Internship	Applications upon advertisement	successful applicants will be offered an opportunity	NIL	Within 3 months
13.	Inter Library loaning of books/publications	Formal Request	We shall respond to the request promptly	Nil	2 days

Working days: Monday - Friday (except public holidays)

Working hours: 8.00 a.m. - 5.0.0 p.m.

Contact Details

Kenya Law Reform Commission
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P.O. Box 34999-00100
NAIROBI, Kenya

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Complaints@klrc.go.ke

Phone: (+254) 20 2241201

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Twitter: @klrcKE

Facebook: KenyaLawReformCommission

Website: www.klrc.go.ke

Ombudsman contacts

Toll free number, 0800221349 or 020 2270000;

Texting short code number, 15700 (Safaricom Subscribers);

P. O. Box 20414, 00200, Nairobi;

complain@ombudsman.go.ke;