



COUNTY GOVERNMENT OF NAROK
OFFICE OF THE COUNTY ATTORNEY

CITIZEN SERVICE DELIVERY CHARTER

OUR VISION

A center of excellence in the promotion and protection of the rule of law and good governance.

OUR MISSION

To facilitate timely, objective and efficient legal services to promote good governance and respect for the rule of law.

OUR STRATEGIC OBJECTIVES

THE strategic objectives of the department are to:

- i. Provide quality Legal services to the government and public.
- ii. Facilitate effective implementation of the constitution.
- iii. Review and develop /update internal strategies in order to keep pace with changing legal and regulatory requirements.
- iv. Render advice on legislative and other legal matters.
- v. Promote preservation of ethical standards in the county.

NO	SERVICES RENDERED	REQUIREMENT TO OBTAIN SERVICES	COSTS	TIMELINES
1	Receiving a visitor to OCA	Visitors' details	Nil	2 minutes
2	Attending to a visitor	Inputs from a visitor	Nil	20 minutes

3	Directing a visitor to the respective office	Confirmation from the concerned office	Nil	5 minutes
4	Receiving and directing complaints/petitioners	Petitioners /complainants details	Nil	10 minutes
5	Coordination and facilitation of reception services for OCA activities	Requests from departments	Nil	10 minutes

GENERAL ADMINISTRATION

NO	SERVICES RENDERED	REQUIREMENT TO OBTAIN SERVICES	COSTS	TIMELINES
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	Communications from customers	Nil	1 day
4	Response to correspondence	Communications from customers	Nil	1 day
5	Monitoring implementation of contracted and non-contracted activities	Reports from the departments	Nil	Quarterly
6	Retrievals of records and documents	None	Nil	20 minutes
7	Sorting and filing mails	None	Nil	1 hour
8	File tracing	None	Nil	5 days

LITIGATION AND LEGAL ADVISORY SERVICES

No	SERVICES RENDERED	REQUIREMENT TO OBTAIN SERVICES	COSTS	TIMELINES
1	Representation of county executive in court	<ul style="list-style-type: none"> a) Provision of clear and comprehensive instructions. b) Statements by an officer with knowledge of the matter and who may be called as a witness in court. c) Copies of the relevant documents and correspondence d) Availing witnesses, compliance with court 	NIL	As per the governing procedural rules and court directions

		<p>rulings, Judgements and arbitral awards</p> <p>e) Timely settlements with all judgements</p>		
2	Representation in Arbitration and Alternative Dispute Resolution (ADR)	<p>a) Notice to refer dispute to arbitration</p> <p>b) Availing a copy of the contract</p> <p>c) Clear instructions including all documents, expert reports and correspondences exchanged by the parties</p> <p>d) Statements by officers with knowledge of the matter and who may be called as a witness in court</p> <p>e) Availing witnesses on time</p> <p>f) Effecting deposit for the arbitral costs and other costs as may be directed by the arbitral tribunal</p> <p>g) Settlements of awards on time.</p>	<p>None by the department</p> <p>Other costs as may be directed by the Arbitral Tribunal</p>	As per the tribunal directions
3	i. Demands for government liabilities	<p>a) Provision of clear and comprehensive instructions</p> <p>b) Providing 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 notices</p> <p>c) Copies of all relevant documents and correspondences</p>	NIL	30 Days from the lapse of the statutory notice period
4	Drafting of The Legislative Proposals (Policies, Bills, Regulations Guidelines etc)	<p>a) Submission of requests by county departments</p> <p>b) Provision of clear and comprehensive concept note and scope</p>	NIL	Within 45 days of receiving all relevant information and documents
5	Negotiating, Drafting And Vetting Of Legal	<p>a) Submission of request by county departments</p> <p>b) Provision of clear and</p>	NIL	Continuous

	Agreements (Contracts, Mous, Sale Agreements and other Instruments, Etc)	comprehensive Instructions c) Active participation by all stakeholders		
6	Mutual Legal assistance	Relevant legal requirements	NIL	Continuous
7	Legal advisory services	Upon request	NIL	Continuous