



COUNTY GOVERNMENT OF NAROK

OFFICE OF THE COUNTY ATTORNEY



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:

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

NO	SERVICES RENDERED	REQUIREMENT TO OBTAIN SERVICES	COSTS	TIMELINESS
1.	Receiving a visitor to the Department	Visitors' details	Nil	2 minutes
2.	Attending to a visitor	Inputs from a visitor	Nil	15 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 and nature of complaints	Nil	20 minutes
5.	Coordination and facilitation of reception services for department activities	Requests from departments	Nil	10 minutes

GENERAL ADMINISTRATION

NO	SERVICES RENDERED	REQUIREMENT TO OBTAIN SERVICES	COSTS	TIMELINESS
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.	Responses to official correspondence	Communications from customers	Nil	1 day
5.	Retrievals of records and documents	Particulars of records and documents	Nil	20 minutes

CORE MANDATE

NO	SERVICES RENDERED	REQUIREMENT TO OBTAIN SERVICES	COSTS	TIMELINESS
1.	Representation of county executive in court	a) Provision of clear and comprehensive instructions. b) Copies of the relevant documents and correspondence	Nil	As per the governing procedural rules and court directions
2.	Facilitation of Alternative Dispute Resolution (ADR) mechanisms	a) Provision of clear and comprehensive instructions. b) Copies of the relevant documents and correspondence	a) None by the department b) Other costs as may be directed by the Arbitral Tribunal	As per the tribunal directions
3.	Preparation/review of legislation (policies, bills, regulations etc.)	a) Receipt of drafting instructions by county departments b) Receipt of relevant documentation	Nil	Within 45 days
4.	Negotiating, drafting and vetting of Legal Agreements (Contracts, MoUs, Agreements and other instruments)	a) Receipt of comprehensive instructions by county departments b) Receipt of relevant documentation	Nil	Continuous
5.	Legal advisory services	Upon request and on need-basis	Nil	Continuous

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