



# THE KENYA SCHOOL OF LAW

## Mandate

To be a public legal education provider responsible for the provision of professional legal training as an agent of the Government

### CITIZEN'S SERVICE DELIVERY CHARTER-COMMON SERVICES

S/NO	CUSTOMER SUPPORT SERVICES	CUSTOMER REQUIREMENTS	COST OF SERVICE	TIME
1.	Response to phone calls (landline or any other official line)	Phone call	Free	15 Seconds
2.	Response to enquiry by walk-in clients	Walk-in and make the inquiry	Free	1 Minute
3.	Response to correspondence	Written correspondence (letters)	Free	5 Working days
		Emails and social media ( X, Facebook,Instagram and LinkedIn)	Free	1 Working day
4.	Response to public complaints and grievances	Make a complaint	Free	1 Working day
5.	Resolution of complaints	Make a verbal or written complaint	Free	14 Working days
6.	Registration of suppliers	a) Duly filled application form b) Company profile c) Certificate of incorporation/Registration d) PIN Certificate e) Valid Tax f) Compliance Certificate/Exemptions g) Original Bank Statement h) Copy of Certificate of registration with relevant regulatory bodies i) Non-refundable fee payment receipt j) Copies of annual return forms filled by company registry k) National ID/Passport	Free	14 Working days
7.	Processing of tenders	Submit bids for good and services	Free	90 Days
8.	Notification of successful and unsuccessful bidders	Access e-procurement portal for notification	Free	1 Working Day
9.	Payment for goods and services received	L.P.O/Invoice Certificate of completion/Goods/Services received	Free	60 Days from the date of receipt of the invoice
10.	Disposal of obsolete stores	Submission of bids	Free	60 Days from the date of receipt of the invoice
11.	Public participation in policy-making process	Familiarization with issues and active participation	Free	1 Day
12.	Recruitment of staff	Make formal application based on the advert	Free	90 Days
13.	Processing of request for information	Make a request for information	Free	21 Days

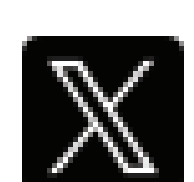
WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

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:

**The Director/Chief Executive Officer**  
The Kenya School of Law  
Karen – Langata South Road  
P.O. Box: 30369 - 00100  
Telephone: 0202699581/2/3/4/5/6  
[Email: complaints@ksl.ac.ke](mailto:complaints@ksl.ac.ke)

**The Commission Secretary/Chief Executive Officer**  
Commission on Administrative Justice  
2nd Floor, West End Towers, Waiyaki Way,  
Nairobi.  
P.O. Box 20414-00200 Nairobi  
Tel : +254 (0)20 2270000/2303000  
[Email : complain@ombudsman.go.ke](mailto:complain@ombudsman.go.ke)

### Our social media handles



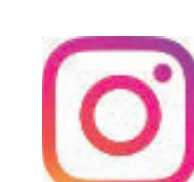
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IT'S YOUR RIGHT TO GET BEST SERVICES