



Institution Name:		Kenya School of Law		
Affiliations; Ministry / Department/ County/Parent Company:		Office of the Attorney General & Department of Justice (OAG & DOJ)		
Economic Sector Alignment:		N/A. Since we fall under Political Sector in the Vision 2030		
Big 4 Alignment:		N/A. Since we are an enabler of big 4 agenda in capacity development		
Accounting Officer:		Dr. Henry K. Mutai		
Period: FY		2021/23		
SERVICE CHARTER				
/No.	Name of Service	Customer Requirements To Obtain Service	Service Cost (Kshs.)	Service Turn Around Time
1	Offering Academic Services (Advocates Training Programme (ATP) and Paralegal Training Programme (PTP))	<p>Advocate Training Programme (ATP)</p> <ol style="list-style-type: none"> 1. Have attained a minimum of grade B (plain) in English or Kiswahili Language and a mean grade of C+ in the Kenya Certificate of Secondary Examination or its equivalent; 2. Have taken and passed in the mandatory 16 core subjects, at LLB, as stipulated in the Second Schedule of the Legal Education Act, 2012; 3. Hold or are eligible for conferment of an LL.B degree from a recognized University. 	<ol style="list-style-type: none"> 1. Application fee 2,000/= 2. 75% of the School fees during registration. 3. 25% of the School fees on or before the end of 5th month after commencement of the academic year. 	18 Months

		4. Must sit and pass the Pre-Bar Examination as provided under the Second Schedule to the Kenya School of Law Act, 2012 part 1 (b) (iii) for foreign degree holders		
		<p>Paralegal Training Programme (PTP)</p> <p>1. A mean grade of C (PLAIN) in the Kenya Certificate of Secondary Education (KCSE) or its equivalent, and a minimum grade C (PLUS) in English; or.</p> <p>2. A minimum of Division III in KCE/EACE or its equivalent, with at least a credit in English Language;</p> <p>3. At least one principal pass at the Kenya Advanced Certificate of Education (KACE), or its equivalent; or</p> <p>4. A distinction or credit pass in the Certificate in Law course conducted at the Kenya School of Law between the years 2000 and 2003 or any other Certificate or Diploma in a relevant field from an institution recognized by the Council of Legal Education.</p>	<p>1. Application fee 2,000/=</p> <p>2. 75% of the School fees during registration.</p> <p>3. 25% of the School fees two weeks before examination period.</p>	(2) academic years
2	Conducting Continuing Professional Development Training	<p>1. A professional with relevant qualifications, which need not be in Law, may be admitted to the programme.</p> <p>2. Registration form</p> <p>3. Evidence of payment of fee.</p> <p>4. Evaluation form after the training.</p>	As per the rates stated in the annual calendar	3- 5 days
3	Providing consultancy services	1. Client issues request for proposal or terms of reference;	As per the agreed consultancy fee	90 days

		2. Execution of Consultancy contract/Issuance of Local Service Order; 3. Payment in accordance with the contract terms 4. Evaluation form after the consultancy services			
4	Offering hospitality services	1. Conferencing facilities / Catering services A. Government Institution - LPO or LSO B. Private Institution - Evidence of payment, Valid National Identity Card C. NGO Institution - A Commitment letter	Conferencing facilities Full Board 6,500/= Pax Non residence 2,500/= Pax Catering services Buffet service 1,000/= and Breakfast 700/=	1 day 1 day	
		2. Student's accommodation A. Admission Letter, Evidence of payment and National Identity Card	Students accommodation 10,000/= per month	30 days	
		3. Hire of Grounds A. Evidence of full payment B. NEMA Certificate	Hire of Grounds 55,000/=	1 day	
		4. Sports facilities A. Evidence of full payment B. National Identity Card	Sports facilities Swimming pool- 200/=pax Football ground - 3,000/= per team	1 day 1 day	
5	Responding to enquiries about services offered by the School via	1. Customer details	Nil	1. Telephone calls - Less than a day - Within 3 rings	
	1. Telephone calls,				
	2. Emails				2. Emails - 2 days
	3. Letters				3. Letters - 3 days
	4. Face to Face			4. Within a day	
6	Payment of goods, services and works offered to the School	1. Supplier invoice 2. Delivery note 3. Contract document	Nil if tender documents are downloaded from the School's website	30 days	

		4. LPO/LSO copy	1,000/= if the tender documents are picked from the School	
7	Handling of complaints lodged directly to the School	1. Information of the complaint	Nil	30 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 Kenya School of Law Karen – Langata South Road P.O. Box: 30369 - 00100 Telephone: 0202699581/2/3/4 Email: 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		
HUDUMA BORA NI HAKI YAKO				