

SHERIA HOUSE



REPUBLIC OF KENYA

OFFICE OF THE ATTORNEY GENERAL AND DEPARTMENT OF JUSTICE

NATIONAL LEGAL AID SERVICES

VISION

Access to Justice for All.

MISSION

To provide quality and timely legal assistance, advice, awareness and representation to the poor, vulnerable and marginalized.

CORE VALUES

NLAS upholds the following values

- Social Justice
- Transparency and Accountability
- Volunteerism
- Professionalism
- Integrity
- Teamwork
- Human dignity
- Equity and Fairness
- Non-discrimination.

COMMITMENTS AND OBLIGATIONS OF THE CUSTOMERS

To enable us provide you with quality services, we request you to:

- Provide necessary co-operation and accurate information;
- Provide effective feedback;
- Be respectful and courteous;
- Refrain from offering inducement, gifts and favors in return for services rendered or to be rendered.

CORE FUNCTIONS

- To establish a framework for polices, laws and administrative measures that will ensure sustainable and quality access to justice;
- To provide quality, effective and timely legal assistance, advice and representation for the poor, vulnerable and marginalized;
- To enhance access to justice through continuous legal awareness;
- To promote and institutionalize the Paralegal Approach in the access of justice;
- To promote the use of alternative and traditional Dispute Resolution mechanisms;
- To establish an implementation, monitoring regulatory and support framework for the legal aid providers; and
- To facilitate the allocation of fiscal, human and technical resources for legal aid and awareness services.

SERVICES OFFERED

SERVICES RENDERED	REQUIREMENTS TO OBTAIN SERVICES	COSTS	TIMELINES
Facilitating access to justice by the poor, vulnerable and marginalized through the provision of quality legal aid services	<ul style="list-style-type: none"> • Customers participation and cooperation • Relevant documents 	Nil	Continuous
Providing legal advice to walk in clients	Factual and relevant information	Nil	Continuous
Create legal awareness among the public	Public participation	Nil	Continuous
Drafting court documents for self litigating clients	Factual and relevant information	Nil	Continuous
Providing Legal representation through the <i>pro bono</i> lawyers scheme	Factual and relevant information	Nil	Continuous
Provision of Mediation services	Factual and relevant information	Nil	Continuous

The Office of the Attorney-General and Department of Justice is a corruption free zone. It is an offense to compromise or give a bribe to a public servant for delivery of services.

"COMMITMENT TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY"

Any service that does not conform to the above standards or any officer who does not live up to the commitments to courtesy and excellence in service delivery should be reported to:

The Chief Executive Officer/Director, National legal Aid Services, Kenya Charity Sweepstake House, Mama Ngina Street P.O. Box: 45597,00100, Nairobi Tel: No. 254 20 2215627 Mobile: 254 776 070366 Email; nairobiualeap@gmail.com Facebook: National Legal Aid Service FB Account Twitter: @LegalAidKE Instagram:nlas_kenya Website: www.statelaw.go.ke	The Commission Secretary/Chief Executive Officer, Commission on Administrative Justice, West End Towers, 2nd floor, P. O. Box 20414-00200, Nairobi. Tel. No.: 254 2 2270000 E-mail: complain@ombudsman.go.ke Website: www.ombudsman.go.ke
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“HAKI NA USAWA KWA WOTE”

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