



## OFFICE OF THE COUNTY ATTORNEY SERVICE CHARTER

### RECEPTION SERVICES

NO.	SERVICES RENDERED	REQUIREMENTS TO OBTAIN SERVICES	COSTS	TIMELINE
1.	Receiving a visitor to OCA	Visitors details	NIL	2 minutes
2.	Attending to a visitor	Inputs from the visitors	NIL	20 minutes
3.	Directing a visitor to respective office	Confirmation from the concerned office	NIL	5 minutes
4.	Receiving and directing Complainants/Petitioners	Petitioners/ complainants details	NIL	10 minutes
5.	Coordination and facilitation of reception services for OCA activities	Request from departments	NIL	10 minutes

### GENERAL ADMINISTRATION

NO.	SERVICES RENDERED	REQUIREMENTS TO OBTAIN SERVICES	COSTS	TIMELINE
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	Communication from customers	NIL	1 day
4.	Response to correspondence	Communication from customers	NIL	1 day
5.	Monitoring implementation of contracted and non-contracted activities	Reports from the departments	NIL	Quarterly
6.	Retrieval of records and documents	none	NIL	10 minutes
7.	Sorting and filing of mails	none	NIL	1 hour
8.	File tracing	none	NIL	5 days

9.	Availing of files to the Action Officers	Requisition by the Action Officer	NIL	30 minutes
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### LITIGATION AND LEGAL ADVISORY SERVICES

NO.	SERVICES RENDERED	REQUIREMENTS TO OBTAIN SERVICES	COSTS	TIMELINE
1.	Representation of the County government in court	<ul style="list-style-type: none"> <li>a) Provision of clear and comprehensive instructions.</li> <li>b) Statement(s) by an officer(s) with knowledge of the matter and who may be called as a witness in Court.</li> <li>c) Copies of all relevant documents and correspondence.</li> <li>d) Availing witnesses. Compliance with Court rulings, judgments and Arbitral awards.</li> <li>e) Timely settlement of all judgments.</li> </ul>	NIL	As per governing procedural rules and Court directions
2.	Representation in Arbitration and Alternative Dispute Resolution (ADR)	<ul style="list-style-type: none"> <li>a) Notice to refer dispute to Arbitration.</li> <li>b) Availing a copy of the contract.</li> <li>c) Clear instructions including all documents, expert reports and correspondence exchanged by the parties.</li> <li>d) Statement(s) by an officer(s) with knowledge of the matter and who may be called as a witness in Court.</li> <li>e) Availing of witnesses on time.</li> <li>f) Effecting deposit for Arbitral costs and other costs as may be directed by the Arbitral Tribunal. Settlement of awards on time,</li> </ul>	None by the Department  Other costs as may be directed by the Arbitral Tribunal	As per Tribunals Directions
3.	Demand for government liabilities and filing recovery proceedings	<ul style="list-style-type: none"> <li>a) Provision of clear and comprehensive instructions and</li> </ul>	NIL	10 days

		<p>documents for claims based on Torts within 3 years and 6 years for contracts,</p> <p>b) Availing contact details (physical and postal address) of debtors.</p> <p>c) Statement(s) by an officer(s) with sufficient knowledge of the matter and who may be called as a witness in Court,</p> <p>d) Availing of witnesses on time.</p>		45 days after
4.	Legal advice to the departments in ongoing cases and upon request by departments	<p>a) Timely requests.</p> <p>b) Submission of relevant information and supporting documents.</p> <p>c) Feedback upon receipt of request.</p>	NIL	2 working days 5 working days
5.	Drafting of legislative proposals and policies	Timely request from the departments upon identification of gaps and needs	NIL	5 days
6.	Drafting Contracts and MoUs	Timely requests from the Departments	NIL	3 days