



POLICE SERVICE CHARTER

THE VISION

To be a world-class Police Service, with a people friendly, responsive and professional workforce.

MISSION

To provide quality police service to meet the expectation of our customers; by upholding the rule of law and creating and maintaining strong community partnerships for a conducive social, economic and political development of Kenya.

CORE VALUES

Be pro-active and responsive in the discharge of our duties;

1. To exercise integrity and courtesy at all times;
2. To cultivate and maintain partnerships with all stakeholders;
3. To create and maintain team spirit within the service;
4. To be fair and firm in all our undertakings;
5. To maintain a disciplined and professional workforce;
6. To be gender sensitive; and
7. To promote, protect and respect the human rights of our customers.

CORE FUNCTIONS

1. Maintain law and order;
2. Preservation of peace;
3. Protection of life and property;
4. Prevention and detection of crime;
5. Apprehension of offenders; and
6. Enforcement of all laws and regulations with which it is charged.

SERVICES RENDERED

SERVICE RENDERED	CUSTOMER REQUIREMENTS	USER CHARGES	TIMELINESS
Protection of life and property	Cooperation	Free	24 Hours
Prevention and detect of crime	Cooperation	Free	24 Hours
Response to distress emergency calls when crime is reported	Accuracy and precision	Free	Immediate
Investigations of reported crime	Truth and accuracy when reporting	Free	Within 7 days
Visiting and dealing with a scene of crime	Non interference with the scene, accuracy and precision	Free	Within 2 hours

Resolving incidents of traffic congestion	Strict adherence to highway code	Free	Within 15 minutes
Provision of escort/outrider services when requested and justified	Early notification and application within 24 hours	Prescribed rate by the Government via Kenya Gazette Notice of 12 th November, 2004	Within 10 minutes
Issuance of Police abstract <ul style="list-style-type: none"> • P3 form • Accident abstract • Loss of driving license • Loss of household goods • Loss of ID (these forms can also be downloaded from the Kenya Police Website)	True and correct information	<ul style="list-style-type: none"> • Free • 200/= • 50/= • 50/= • 50/= 	Within 15 minutes
Production of suspects in court held in Police custody	Cooperation and to collect sufficient evidence for prosecution	Free	Within 24 hours and not more than 14 days in some cases

NB: (www.kenyapolice.go.ke)

COMMITMENT

- Be practical and responsive in the discharge of duties
- To exercise integrity and courtesy at all times
- To cultivate and maintain partnership with all stakeholders
- To create and maintain team spirit within the service
- To be fair and firm in all our undertakings
- To maintain a disciplined professional workforce
- To be gender sensitive and
- To promote, protect and respect the human rights of our customers

Complaints against Police

Complaints may be made to the officer-in-charge of a Police Station (OCS). Where dissatisfied the complaint may be reported to the Officer Commanding Police Division (OCPD) in-charge of the Division or the PPO in-charge of that Province, to the Commissioner of Police at Police Headquarters (Vigilance House) as the case may be.

Enquiries

For further inquiries kindly consult the Kenya Police Headquarters
Complaints section Tel: 020-341411 or 020-240000

MOTTO: UTUMISHI KWA WOTE/SERVICE TO ALL

Revised 2009