



KENYA POLICE SERVICE SERVICE DELIVERY CHARTER

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

- To be pro-active and responsive in the discharge of our duties;
- To exercise integrity and courtesy at all times;
- To cultivate and maintain partnerships 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 and professional workforce;
- To be gender sensitive; and
- To promote, protect and respect the human rights of our customers.

CORE FUNCTIONS

- Provision of assistance to the public when in need;
- Maintenance of law and order;
- Preservation of peace;
- Protection of life and property;
- Investigation of crimes;
- Collection of criminal intelligence;
- Prevention and detection of crime;
- Apprehension of offenders;
- Enforcement of all laws and regulations with which it is charged; and
- Performance of any other duties that may be prescribed by the Inspector-General under the N.P.S Act or any other written law from time to time.

SERVICES RENDERED

SERVICE RENDERED	CUSTOMER RESPONSIBILITY	USER CHARGES	TIMELINES
Provision of assistance to the public when in need;	Approach an officer and make inquiry	Free	Immediate
Maintenance of law and order	Cooperation	Free	24 Hours
Preservation of peace	Cooperation	Free	24 Hours
Protection of life and property	Cooperation	Free	24 Hours
Investigations of crime	Truth and accuracy when reporting	Free	Within 7 days
Collection of criminal intelligence	Cooperation and accuracy of intelligence	Free	24 hours
Prevention and detection of crime	Cooperation	Free	24 Hours
Apprehension of offenders	Cooperation	Free	Immediate
Enforcement of all laws and regulations with which it is charged;	Cooperation	Free	24 hours
Performance of any other duties that may be prescribed by the Inspector-General under the N.P.S Act or any other written law from time to time.	Cooperation	Free	24 hours
Visiting and dealing with a scene of crime	Non interference with the scene, accuracy and precision	Free	Within 2 hours
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
Response to distress calls or emergencies	Accurate and precise information	Free	Immediate
Issuance of P3 form and Police abstract in case of <ul style="list-style-type: none"> • An Accident • Loss of driving license • Loss of household goods • Loss of ID (these forms can also be downloaded from the Kenya Police Website www.kenyapolice.go.ke)	True and correct information	Free Free Free Free	Within 15 minutes
Production of suspects held in Police custody in court	Cooperate and give sufficient evidence for prosecution	Free	Within 24 hours or before the end of the next court day
Resolving incidents of traffic congestion	Strict adherence to highway code	Free	Within 15 minutes

COMMITMENT

- Be pro- active 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 County Commander in- charge of that County, to the Internal Affairs Unit at Jogoo House 'A', Ground floor or to the Deputy Inspector General Kenya Police Service, K.P.S Headquarters (Vigilance House) as the case may be.

Enquiries

Kindly contact
Kenya Police Service Headquarters
Vigilance Hse, Harambee avenue
P.O Box 30083 - 00100, Nairobi
Telephone No:- + 254 (020) - 3341411, Fax No. (020) 310974 or Internal Affairs Unit Tel: + 254 (020) -2221969
Email Address:- sopr.phq@gmail.com
Incase of emergency call our toll free numbers 999 or 112

MOTTO: SERVICE TO ALL

Revised 2015