

PACS
OFFENDERS CAN CHANGE

CITIZEN'S SERVICE DELIVERY CHARTER

Commitment to Courtesy and Excellence
in Service Delivery



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Preamble

The Probation and Aftercare Service (PACS) plays a key role in the administration of criminal justice through the provision of various advisory assessment reports that assist the courts of law and penal authorities to make more informed decisions on matters of bail, sentencing, and penal release while securing and ensuring the safety of the victims and the public.

In addition, the Service ensures that evidence-based interventions are realized in the lives of offenders placed under various statutory supervision with the aim of rehabilitating and reintegrating them back into the community thereby reducing recidivism and effecting positive behavior change. The Probation and Aftercare Service (PACS) works very closely with other criminal justice agencies in the administration of criminal justice.

The key roles of PACS in the administration of criminal justice are:

1. Generate information for dispensation of the criminal justice.
2. Supervise court orders, and penal sanctions and rehabilitate offenders and ex-offenders.
3. Reintegrate and resettle offenders.
4. Participate in crime prevention and public safety.
5. Promote, encourage, and participate in the protection of victims' rights and welfare.



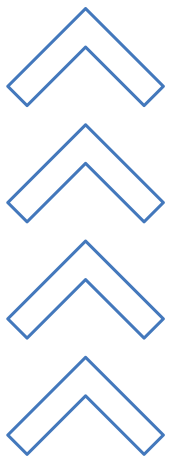
The Charter

This Charter outlines core functions of Probation and After Care Service and sets standards of operations and our commitment to courtesy and excellence in service delivery. The Charter also highlights customer rights, obligations and complaint mechanisms. Probation and After Care Service is committed to the administration of justice, security and public safety.

Purpose of this Charter

This Charter aims to:

- Enhance awareness on the type of services we provide.
- Explain the standards of service our customers should expect to receive.
- Outline the rights and privileges of our customers.
- Explain the complaint and feedback mechanisms.



Mission

Vision

A provide a just, safe, secure, and crime-free society.

Mission

To promote and enhance the administration of justice, community safety, and public protection through the provision of social inquiry reports, supervision, rehabilitation and reintegration of non-custodial offenders, victim support, and social crime prevention.

Core values

- Fairness
- Reliability
- Respect for human dignity
- Confidentiality
- Integrity
- Professionalism



Mandate

Mandate

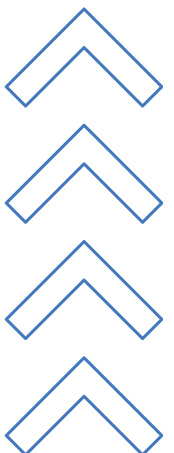
We derive our mandates from the Constitution, statutes, policies, and international instruments governing probation work and correcting offenders and ex-offenders serving non-custodial orders. In this regard, we provide social inquiry reports on offenders to court and other agencies to determine bail and bond terms and for decision-making on sentencing and penal release of offenders; and supervise, resettle, reintegrate, and rehabilitate offenders serving various non-custodial orders in the community. We also work with victims in this process and endeavour to prevent crime and reoffending.

Statement of purpose

We are committed to the administration of justice, national security, and public safety.

Scope

Our services are located in Probation Offices located across the country, in all regions, every county, and sub-Counties.



What we do

- Conduct social inquiries on accused persons, offenders, and petitioners for preparation of bail information, pre-trial, pre-sentence, and post-sentence reports
- Prepare and present reports to courts and other penal organs for decision-making and dispensation of justice
- Supervise offenders and ex-offenders on non-custodial orders, penal release licenses, and those released on presidential pardon orders
- Develop and implement correctional programmes for offenders and ex-offenders serving various non-custodial measures
- Reintegrate and resettle non-custodial offenders and those leaving correctional institutions back into the community
- Facilitate alternative dispute resolution mechanisms
- Provide services for the protection and promotion of rights and welfare of victims, offenders and ex-offenders
- Provide temporary accommodation to needy and deserving offenders and ex-offenders in probation hostels and transitional houses
- Promote crime prevention activities to enhance public safety



Provision of Social Inquiry Reports

No.	Service	Requirements to Obtain Service	Cost	Timeline
1	Bail Information Report	Court Order requiring the submission of a Bail Information Report	Free	14 days (You will be given sufficient reasons if it takes longer)
2	Probation Officer's Report	Court Order requiring the submission of a Pre-sentence Report	Free	14 days (You will be given sufficient reasons if it takes longer)
3	Community Service Officer's Report	Court Order requiring the submission of a Pre-sentence Report	Free	14 days (You will be given sufficient reasons if it takes longer)
4	Sentence Review Report	High Court Order requiring the submission of a Sentence Review Report	Free	14 days (You will be given sufficient reasons if it takes longer)
5	Victim Impact Statement Report	Court Order requiring the submission of a Victim Impact Statement Report	Free	14 days (You will be given sufficient reasons if it takes longer)
6	Pre-release Report	Request from Power of Mercy Advisory Committee	Free	30 days (You will be given sufficient reasons if it takes longer)
7	Environmental Adjustment Reports	Request from Probation Hostel or Board of Visitors for Borstal or from Rehabilitation School	Free	30 days (You will be given sufficient reasons if it takes longer)
		Court order requiring a probationer to be committed to a Probation Hostel	Free	30 days (You will be given sufficient reasons if it takes longer)



Management of Offenders in the Community

No.	Service	Requirements to Obtain Service	Cost	Timeline
1	Committal to a Probation Hostel	Court order requiring a probationer to be committed to a Probation Hostel	Free	30 days (You will be given sufficient reasons if it takes longer)
2	Assessment of offenders or ex-offenders	Court Order Presidential Release Warrant Board of Visitors License Discharge Board Warrant	Free	Assessment is done at various stages and intervals while the offender is under supervision
3	Supervision of offenders or ex-offenders in the community	Court Order Presidential Release Warrant Board of Visitors License Discharge Board Warrant	Free	For the duration of the Court Order, Presidential Release Warrant, Board of Visitors License or Discharge Board Warrant
4	Rehabilitation and treatment of offenders or ex-offenders in the community	Court Order Presidential Release Warrant Board of Visitors License Discharge Board Warrant	Free	For the duration of the Court Order, Presidential Release Warrant, Board of Visitors License or Discharge Board Warrant
5	Resettlement and reintegration of offenders or ex-offenders in the community	Court Order Presidential Release Warrant Board of Visitors License Discharge Board Warrant	Free	For the duration of the Court Order, Presidential Release Warrant, Board of Visitors License or Discharge Board Warrant



Your rights as our Customer

When dealing with us, you have a right to:

- Be treated in a fair, courteous, and dignified manner free from any form of discrimination.
- Be addressed and communicated to in a language you understand best.
- Be explained all decisions made that may affect you.
- Confidentiality of personal information unless disclosure is authorized by you or by law.
- Access to information concerning you unless prohibited by law.
- Demand identification and purpose of any visit by a Probation Officer.
- Seek for authorized variations of any order affecting you.
- Seek legal representation or advice.

Your responsibility as our Customer

To help serve you better, we expect that you will:

- Uphold and treat our staff with courtesy and professionalism and refrain from unethical behaviour.
- Provide us with prompt, accurate, reliable and timely information for the administration of justice.
- Comply with any existing laws, regulations and procedures governing the services we provide.
- Provide us with feedback on our services.



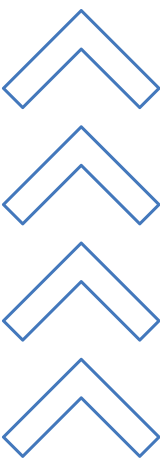
Addressing your complaints

To make your complaint on services not provided to your satisfaction, you can launch your complaint in person, or by calling, writing and email. We have different levels at which you can make your complaint:

- Probation Officer handling your matter or any other responsible Probation Officer
- Officer-in-charge of the Probation Station
- County Probation Director
- Regional Director of Probation Service
- Secretary of Probation and Aftercare Service
- Principal Secretary responsible for the Ethics and Anti-Corruption Commission, the Commission on
- Administrative Justice, or any other authority

You can also make use of our citizen report card, complaints and suggestion boxes, complaint/ customer service desks, feedback form on our website. Expect prompt action in addressing your complaint at any of the above levels.

Disclaimer: We are bound by the relevant legal statutes, government policies, rules and regulations that dictate how we operate, how we address complaints and the decisions we make. While we can change the way we provide services, we do not have the authority to change decisions made by the courts or complaints beyond our mandate.



CONTACT US

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