



**PACS**  
OFFENDERS CAN CHANGE

## CITIZEN'S SERVICE CHARTER

S/No.	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST	TIMELINE
<b>Provision of Probation Officer's Social Inquiry Reports</b>				
1	Bail Information Report to court	✓ Court Order requiring the submission of a Bail Information Report	Free	14 days <i>(You will be given sufficient reasons if it takes longer)</i>
2	Probation Officer's Report to court	✓ Court Order requiring the submission of a Probation Officer's Report	Free	14 days <i>(You will be given sufficient reasons if it takes longer)</i>
3	Community Service Officer's Report to court	✓ Court Order requiring the submission of a Community Service Order's Report	Free	14 days <i>(You will be given sufficient reasons if it takes longer)</i>
4	Sentence Review Report to court	✓ Court Order requiring the submission of a Sentence Review Report	Free	14 days <i>(You will be given sufficient reasons if it takes longer)</i>
5	Victim Impact Statement Report to court	✓ Court Order requiring the submission of a Victim Impact Statement Report	Free	14 days <i>(You will be given sufficient reasons if it takes longer)</i>
6	Pre-release Reports to Power of Mercy Advisory Committee	✓ Request from Power of Mercy Advisory Committee	Free	30 days <i>(You will be given sufficient reasons if it takes longer)</i>
7	Environmental Adjustment Reports to Probation Hostels, Borstal Institutions, Rehabilitation Schools	✓ Request from Probation Hostel ✓ Request from Board of Visitors for Borstal ✓ Requests from Rehabilitation School	Free	30 days <i>(You will be given sufficient reasons if it takes longer)</i>
8	Committal to Probation Hostels	✓ Court order requiring the offender to be committed to Probation Hostels	Free	30 days <i>(You will be given sufficient reasons if it takes longer)</i>
<b>Management of Offenders in the Community</b>				
1	Assessment of offenders or ex-offenders	✓ Court order ✓ Presidential Release Warrant ✓ Board of Visitors license ✓ Discharge Board Release warrant	Free	Assessment is done at various stages and intervals while the offender is under supervision
2	Supervision of offenders or ex-offenders in the community	✓ Court order ✓ Presidential Release Warrant ✓ Board of Visitors license ✓ Discharge Board Release warrant	Free	For the duration of the Court order or Presidential Release Warrant or Board of Visitors license or Discharge Board Release warrant
3	Rehabilitation and treatment of offenders or ex-offenders in the community	✓ Court order ✓ Presidential Release Warrant ✓ Board of Visitors license ✓ Discharge Board Release warrant	Free	For the duration of the Court order or Presidential Release Warrant or Board of Visitors license or Discharge Board Release warrant
4	Resettlement and reintegration of offenders or ex-offenders in the community	✓ Court order ✓ Presidential Release Warrant ✓ Board of Visitors license ✓ Discharge Board Release warrant	Free	For the duration of the Court order or Presidential Release Warrant or Board of Visitors license or Discharge Board Release warrant

### WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any Service/ good rendered that does not conform to the above standards or any officer who does not live up to commitment to courtesy and excellence in Service Delivery should be reported to:

The Secretary,  
Probation and Aftercare Services,  
P. O. Box 42335-00100, NAIROBI-KENYA.  
Email: [information@probation.go.ke](mailto:information@probation.go.ke)  
Website: [www.pprobation.go.ke](http://www.pprobation.go.ke)

The Commission Secretary/ Chief Executive Officer,  
Commission on Administrative Justice, 2<sup>nd</sup> Floor  
West End Towers, Waiyaki Way, Nairobi  
P. O. Box 20414-00200 NAIROBI – KENYA.  
Tel. +254 (0) 20 2270000/ 2303000  
Email: [complain@ombudsman.go.ke](mailto:complain@ombudsman.go.ke)



ProbationKE



**HUDUMA BORA NI HAKI YAKO**