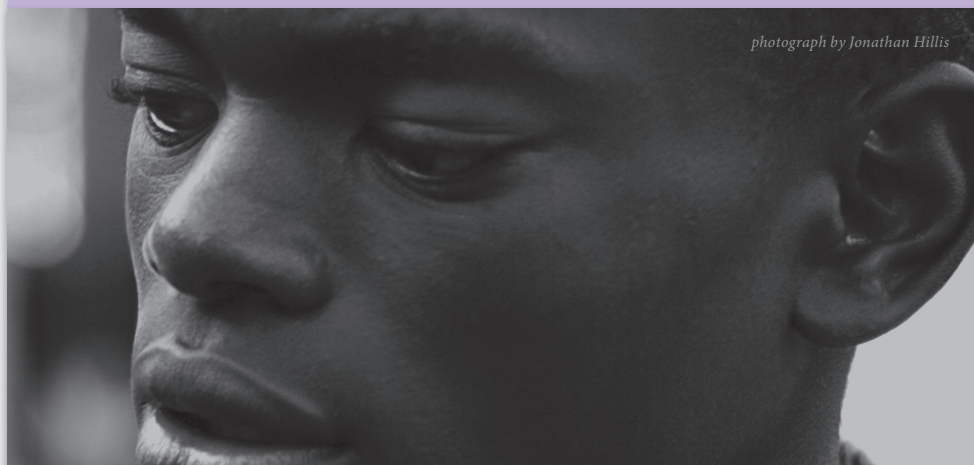




THE WITNESS PROTECTION AGENCY



photograph by Jonathan Hillis

REPUBLIC OF KENYA

SERVICE CHARTER

Prepared by the Witness Protection Agency of Kenya in
partnership with the Institute for Security Studies (ISS)





THE WITNESS PROTECTION AGENCY

WHO WE ARE

The Kenya Witness Protection Agency is a Body Corporate established pursuant to **Section 3A** of the Kenya Witness Protection Act, 2010, **cap 79** of the Laws of Kenya.

PURPOSE OF THE CHARTER

The purpose of the Charter is to:

- Set out the mandate and functions of the Witness Protection Agency and its critical role in the Criminal Justice System
- To set out the standards within which we perform these functions
- To raise public awareness of the mandate of the Agency, how to reach us and how to give us feedback
- Detail our commitment to regularly review this Charter in order to improve our performance

The Charter applies to everybody who has contact with the Agency.

OUR VISION

“To be the leading Witness Protection Agency in the World”

OUR MISSION

“To promote the rule of law by providing an effective and efficient Witness Protection Programme in Kenya”

OUR MANDATE

Our mandate is derived from **Section 3(b) (1)** of the Witness Protection **Act, Cap 79** of the Laws of Kenya, which confers power on the Agency to offer special protection on behalf of the State to intimidated and threatened witnesses and related persons and provide a framework and procedure for giving this special protection.

FUNCTIONS OF THE AGENCY

The functions of the Agency in terms of **Section 3C** of the Act are:

- Establish and maintain a Witness Protection Programme
- Determine the criteria for admission to and removal from the Witness Protection Programme
- Determine the type of protection measure to be applied
- Advise any Government Ministry, Department, Agency or any other person on the adoption of strategies and measures on Witness Protection
- Perform such other functions as may be necessary for the better implementation of the functions contained in the Act

CORE VALUES

The values that underpin our activities are:

- Professionalism
- Confidentiality
- Integrity and ethics
- Quality service delivery
- Teamwork
- Respect for diversity
- Objectivity and fairness

STAKEHOLDERS

Our stakeholders are Government departments, agencies and ministries including:

- The State Law Office
- Parliament
- The Judiciary
- Ministry of Finance
- Kenya National Human Rights and Equality Commission
- National Intelligent Services
- The Police and other Investigative Agencies
- The Prisons Department

- The Ministry of Justice, National Cohesion and Constitutional Affairs
- The Ministry of State for Immigration and Registration of Persons
- Children's Department
- Kenya Law Reform Commission
- Director of Public Prosecutions
- National Council on the Administration of Justice

OUR PARTNERS

- Civil Society
- Human Rights Defenders
- Development Partners

OUR COMMITMENT ON SERVICE DELIVERY

We are committed to manage the Witness Protection Programme based on the following best practices:

- Operational autonomy
- Covert capability
- Confidentiality
- Accountability
- Integrity

OUR CLIENTS

A vital witness who needs protection from threat or risk on account of his/her testimony in Court proceedings, Tribunal and / or Commission. This protection may be extended to the direct family members of the protected witness.

CLIENT REFERRALS

We accept referrals from the following:

- A vital and threatened witness
- Director of Public Prosecutions
- Commissioner of Police or a member of the Police Force
- Prisons Department
- Law Enforcement Agencies

- A legal representative or any other intermediary
- Courts, Tribunals or Commissions
- Truth Justice and Reconciliation Commission
- Human rights defenders
- International Courts, Tribunals or Commissions

RESPONSE TIME

We intend to respond to our clients as follows:

- Within the third ring of a phone call
- Within three days of a letter
- Immediate response to emails
- Within an hour for emergency cases

REVIEW OF THE CHARTER

The Agency is committed to monitoring its performance. We will carry out periodic reviews of this Service Charter to enable us improve our services and meet emerging challenges.

As part of our review process, we invite comments from our clients, stakeholders and staff through this email address – wpakenya@gmail.com – and through the address provided in this Charter.

COMPLAINTS AND FEEDBACK

The Witness Protection Appeals Tribunal provided for under the Act shall review and determine grievances by persons not satisfied with the decisions of the Agency relating to admissions or placement into the programme.

CONTACT ADDRESS

The Witness Protection Agency
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