



OFFICE OF THE DIRECTOR OF PUBLIC PROSECUTIONS

SERVICE DELIVERY STANDARDS

Foreword

Clients to the Office of the Director of Public Prosecutions (ODPP) have a right to provision of quality services. The ODPP Service Delivery Standards document outlines to you the services and standards that we offer and the obligations that we expect from you as our clients.

Our reinvigorated strategy to handling our operations, which includes client engagement, is operationalized in a three-pronged approach of Recasting, Retooling and Relearning. Under Recasting, we embrace a 3C approach of collaboration, cooperation and coordination with both our internal and external stakeholders in the criminal justice sector. The Re-Tooling strategy concerns the strengthening and growing the existing ODPP infrastructure, while the Re-Learning strategy focuses on equipping staff with requisite skills and capabilities necessary to build their capacity, professionally. These will ensure that the quality of our services remain on

check and offer the best there is to the public.

Additionally, the ODPP shall uphold its strategic objectives in providing unrivaled service standards to mwananchi. Our strategic objectives of independence and integrity, reshaping prosecutions, leadership, organizational effectiveness, inter-agency networks and lifelong learning will complement each other to ensure a seamless interplay with the set Service Delivery Standards.

We endeavor to continuously foster good client engagement and innovate strategies that enhance efficient and effective execution of our mandate.



NOORDIN M. HAJI, CBS, OGW
DIRECTOR OF PUBLIC PROSECUTIONS



Who is ODPP?

The Office of the Director of Public Prosecutions (ODPP) is an independent Constitutional Office established under Article 157 of the Constitution mandated to exercise State Powers of Prosecution. The Office is headed by the Director of Public Prosecutions, assisted by Secretary Public Prosecutions and six Deputy Directors.

Our mandate

The ODPP draws its mandate from the Constitution of Kenya 2010 together with the ODPP Act 2013, which give the Director of Public Prosecutions (DPP) the powers to direct the Inspector-General of the National Police Service to investigate any information or allegation of criminal conduct.

The DPP makes the decision to charge and determines what charges should be preferred in a criminal case. The DPP performs the following functions:

- To institute and undertake criminal proceedings against any person before any court of law other than a court martial in respect of any offences alleged to have been committed by that person;
- To take over and continue any criminal proceedings instituted or undertaken by another person or authority;
- To discontinue at any stage before judgment is delivered any criminal proceedings;
- To direct investigation and guide the conduct of criminal investigations;
- To handle matters relating to international relations including extradition and Mutual Legal Assistance (MLA);
- To advise Government Ministries, Departments, Agencies and County Governments on matters pertaining to the development and application of criminal law;
- To monitor, train, appoint and gazette public prosecutors;
- To facilitate victims of crime and witnesses during prosecution;
- To contribute and influence policy, procedure and law reform; and
- To address complaints raised by ODPP clients that are within our mandate.

Our Vision

A just, fair and
responsive
prosecution service

Our Mission

To provide
impartial, effective
and efficient
prosecution service
to all

Our Clarion Call

Mashtaka yenye
Haki na Usawa



Our core values

We are committed to providing high quality prosecutorial service to all. In our Service Delivery Standards, we commit to be guided by the following core values;

Integrity

We shall uphold high levels of honesty, ethics and confidentiality in all our operations.

Independence

The DPP's decisions will not be subject to influence and/or interference from any person or institution but will only be guided by the rule of law.

Transparency

We shall be open in provision of our services and shall endeavor to share relevant information through our official communication channels.

Accountability

We shall be answerable to the public while executing our mandate.

Professionalism

Excellence, efficiency and effectiveness shall be the guiding pillars in the delivery of our prosecution services. We shall strive to ensure timeliness and continual improvement of the quality of our services.

Innovativeness

We are committed to providing creative and sustainable solutions that are responsive to the dynamic demands and expectations of public prosecution.

Team spirit

The ODPP shall promote unity and respect for diversity amongst its staff and stakeholders to achieve its mandate.

Our clients

The ODPP is part of the criminal justice system in Kenya. Our clients include:

- Members of the public
- Victims of crime
- Ministries, Departments, Agencies and Counties (MDACs)
- Witnesses
- Accused persons and their legal representatives
- Kenyan investigative agencies
- Foreign investigative agencies

Our stakeholders/partners

To effectively realize our mandate, we work in collaboration with the following stakeholders and partners:

- The Judiciary
- Office of the Attorney General
- Witness Protection Agency (WPA)
- Investigative agencies
- Kenya Prisons Service
- Probation and Aftercare Services
- Agencies exercising delegated prosecution authority
- Kenya School of Law
- Law Society of Kenya
- Media
- Civil Society Organizations, Non-Governmental Organizations

- Ministries/Departmental Agencies / County Governments
- Foreign investigative agencies
- Development partners

Our Commitment to you

As ODPP, we are committed to delivering a prosecution service of excellence. We are dedicated to:

- Ensuring access to our services by all
- Provision of professional services
- Effective and efficient prosecution of all criminal cases
- Independent and impartial decision making
- Provision of prompt and professional advice to investigative agencies and other matters relating to criminal law reforms and other legislations
- Handle your concerns with urgency and confidentiality
- Promptly respond to your inquiries and complaints
- Be accountable in the administration of resources
- Enhanced collaboration with stakeholders
- Be courteous and respectful at all times

Rights of our clients

As our clients, you have the following rights:

- Free prosecution services

- Courtesy and respect
- Fairness and transparency
- Timely and effective services
- Access to relevant information
- Submit complaints on our mandate to any ODPP station near you
- Response to issues raised
- Right to appeal or have a review of decisions made by ODPP

compliments, suggestions, unfulfilled expectations and dissatisfaction through: letters, telephone, e-mail, feedback forms at our customer care desks, suggestion boxes and face to face communication. The concerns should bear your contacts.

We are here for you! Reach out to us:

1. By visiting the Office of the Director of Public Prosecutions station near you or **visit our website** for information; www.odpp.go.ke
2. Let all your feedback be in writing even after making a telephone call. This will make it easy for us to follow up and act on your issue. **Write to:** publiccomplaints@odpp.go.ke, OR info@odpp.go.ke OR **call the ODPP Public Complaints Division on 0734-939048.**
3. For complaints on professional misconduct by ODPP staff, **write to:** internalcomplianceunit@odpp.go.ke

Obligations of our Clients

Being our client, we expect you to fulfil the following obligations:

- Be courteous, polite and with integrity
- Sufficiently reveal your identity
- Abide by the laid down ODPP procedures
- Seek services from the ODPP station near you
- Give feedback on quality of our services
- Report cases of corruption and professional misconduct of our staff
- Provide accurate and timely documentation of information in order to facilitate prompt action.

Note: Deliberate provision of false information to the ODPP may lead to prosecution.

Monitoring feedback and redress mechanism

For continuous improvement on our services to you, we encourage feedback in form of

The ODPP Service Delivery Standards

	ODPP Services	ODPP requirements from clients	Cost of ODPP services	Timeline
1	Undertake criminal prosecution of cases	Completed investigation files from investigating agencies	None	As per the court diaries
2	Facilitation of witnesses and victims	Identification details of the witness, victim and case number	None	Within 5 days
3	Advise investigating agencies on criminal matters	Submission of complete investigation files by investigating agencies	None	Within 14 days
	Advice Ministries, Departmental Agencies and Counties (MDACs) on all criminal issues	Written request or petition	None	Within 14 days
4	Acknowledgement of complaints from our clients	Written submission of complaint and provision of all necessary information and documents	None	Within 7 days
5	Substantive response to complaints	Provision of accurate information	None	21 days of receipt of information from requesting agency
6	Acknowledgement of complaints on professional misconduct	Provision of all supporting documents	None	Within 7 days
7	Substantive response to complaints on professional misconduct	Complaint made Provision of all necessary information and documents	None	Within 90 days
8	Trainings by the Prosecution Training Institute (PTI)	Requests for training made to Prosecution Training Institute	As per relevant approved courses	As per scheduled cases.



Contact us:

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