



**ARA**  
ASSETS RECOVERY AGENCY

**SERVICE  
CHARTER**

**2023**





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ASSETS RECOVERY AGENCY

**UHALIFU HAULIPI**

# SERVICE CHARTER

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## VISION

The Premier Assets Recovery  
Agency

## MISSION

To combat crime through  
recovery of proceeds of  
crime

## CORE VALUES

Professionalism  
Excellence  
Integrity  
Patriotism





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## FOREWORD

Assets Recovery Agency (ARA) is a state agency established under the Proceeds of Crime and Anti-Money Laundering Act (POCAML) to identify and trace proceeds of crime and institute court proceedings in freezing, seizure, forfeiture and confiscation of proceeds of crime. This charter identifies the core services that we offer and sets the standards that we pledge to achieve in serving our customers.

The charter has been developed through a consultative process between us and our stakeholders. It sets out service commitments as well as outlines customer rights and obligations. The agency is committed to discharging its mandate in a professional, accountable and transparent manner.

I therefore recommend this charter as a platform of enforcing constructive engagement and accountability. The Agency will appreciate your feedback to enable us continuously improve our service.

*Brig. Alice M Mate*  
DIRECTOR,  
ASSETS RECOVERY AGENCY



## LIST OF ABBREVIATIONS

LEA	-	Law Enforcement Agencies
LPO	-	Local Purchase Order
LSO	-	Local Service Order
MDACs	-	Ministries, Departments and Agencies
POCAMLA	-	Proceeds of Crime and Anti-Money Laundering Act





# 1.0

## INTRODUCTION

### 1.1 Purpose of the Charter

This Service Charter is the commitment by the Assets Recovery Agency to deliver quality service to you.

The Agency endeavours to:

- a. Enhance awareness of the services offered
- b. Communicate the standards of service that clients expect to receive
- c. Outline the rights and responsibilities of the client and the Agency
- d. Outline how our clients can provide feedback on the services offered.

### 1.2 Mandate

The Assets Recovery Agency is mandated to:

- a. Identify and trace proceeds of crime;
- b. Institute court proceedings for freezing, seizure, forfeiture and confiscation of proceeds of crime;
- c. Cooperate with law enforcement agencies in the recovery of proceeds of crime;
- d. Manage seized, preserved and forfeited assets; and,
- e. Administer the Criminal Assets Recovery Fund established under Section 109 of the Proceeds of Crime and Anti-Money Laundering Act, 2009.

### 1.3 Mission

To combat crime through recovery of proceeds of crime

### 1.4 Vision

The Premier Assets Recovery Agency



## 1.5 Core Values

The core values of the Agency are:

- a. Professionalism:
- b. Excellence
- c. Integrity
- d. Patriotism

## 2.0

### GUIDING PRINCIPLES

The standards of service provided by the Agency are guided by the following principles:

- a. Non-discrimination in the provision of services – services will be accessible to all persons without exclusion or discrimination.
- b. Excellence, integrity and professionalism for quality service delivery – the Agency will uphold professional ethics and remain accountable to clients for services offered.
- c. Client- centred –the client aspirations and expectations will guide service delivery; the Agency will continuously improve the systems to better service delivery.
- d. Participatory management approaches where teamwork is encouraged – the Agency’s team will work collectively and with clients and partners among other players for continued improvement of our asset recovery services.

## 3.0

### OUR PARTNERS AND CLIENTS

- a. Law Enforcement Agencies (LEA)
- b. The Judiciary
- c. Parliament
- d. The National Treasury
- e. Office of the Attorney-General
- f. Office of the Auditor General



- g. Ministries, Departments and Agencies (MDAs)
- h. Financial institutions
- i. County Governments
- j. Media
- k. Suppliers
- l. General public
- m. Staff

## 4.0

## SERVICE STANDARDS

The Agency commits to provide services in accordance with the following standards:

### 4.1 Commitment

The Agency commits to:

- a. Provide services with outmost professionalism,
- b. Attend to our client courteously and with respect,
- c. Maintain confidentiality of information provided, and
- d. Employ honesty, integrity and diligence in service delivery.

### 4.2 Responsiveness

The Agency endeavours to:

- a. Attend to clients promptly
- b. Resolve all complaints received expeditiously
- c. Communicate or notify about our activities on time
- d. Make prompt payments of goods, services and works upon submission of relevant documents and
- e. Provide feedback and information in a timely manner.

### 4.3 Accessibility

We are available

- a. During official working hours



- b. Using contacts provided
- c. On our website

#### 4.4 Service improvement

The Agency aims to:

- a. Ensure high quality and accuracy of services through continuous improvement and innovation
- b. Leverage technology in service delivery
- c. Establish and improve procedures for monitoring quality of services.

## 5.0

## SERVICES

	SERVICES	REQUIREMENTS	COST	TIME FRAME
<b>Investigation and Intelligence</b>				
1	Collection and Analysis of Intelligence	Reported information	Free	30 days
2	Preparation of miscellaneous criminal application to court to investigate	Intelligence report	Free	3 days
3	Preparation of requests to the custodian of records	Intelligence report	Free	3 days
4	Preparation and updating of Investigation Register	Intelligence report	Free	3 days
5	Preparation of investigation files	Support documents	Free	1 day
<b>Legal Department Services</b>				
6	Provide legal advice on assets recovery cases	Formal request	Free	30 days
7	Draft preservation, forfeiture applications and other court pleadings	Supporting Evidence	Free	21 days
8	Filing preservation proceedings in court for recovery of proceeds of crime	Preservation Application	Free	3 days



	<b>SERVICES</b>	<b>REQUIREMENTS</b>	<b>COST</b>	<b>TIME FRAME</b>
9	Gazettement of preservation orders	Preservation orders	Free	21 days
10	Filing forfeiture proceedings in court for recovery of proceeds of crime	Forfeiture Application	Free	90 days
11	Service of court documents	Court pleadings	Free	7 days
12	Litigate assets recovery cases	Court pleadings	Free	14days
13	Initiate the process of transfer/ vesting forfeited assets to the Agency	Court orders	Free	3 days
14	Prepare mutual legal assistance request in assets recovery proceedings	Mutual legal assistance requests	Free	21 days
<b>Procurement of Good and Services</b>				
15	Registration of suppliers and vendors	- Advertisement - Duly filled registration form	Free	30 days
16	Procurement of goods works and services.	Requisitions and purchase requests	Free	30 days
17	Processing payments to suppliers	- Invoice, purchase orders, delivery documents - Valid KRA Pin Certificate and VAT/ Tax Compliance - Any other document that maybe required	Free	30 days
18	Inspection of goods, works and services	- Procured goods, works and services - Inspection and acceptance committee	Free	14 days
19	Issuance of stores	Requisition form	Free	1 day
<b>Asset Management</b>				
20	Execution of preservation and forfeiture orders	Court Order	Free	30 days
21	Prepare Asset File	Prepare Asset File	Free	3 days



	<b>SERVICES</b>	<b>REQUIREMENTS</b>	<b>COST</b>	<b>TIME FRAME</b>
22	Updating the Assets Register	Asset File	Free	3 days
23	Asset Classification	Asset File	Free	3 days
24	Asset Valuation	Authority for valuation	Free	3 days
25	Disposal of Assets	Authority to dispose	Free	90 days
26	Receipt of revenue	Proof of payment	Free	2 days
27	Payments	Approved documents	Free	30 days
28	Issue and surrender of imprest	Imprest warrant surrender document	Free	3 days
29	Reimbursement of claims	Claim report	Free	5 days
30	Approval of orders	LPO/ LSO		1 day
<b>Corporate Services</b>				
31	Circulation of documents	Authority to circulate	Free	1 day
32	Allocation of office space	Staff request	Free	5 days
33	Maintenance of office equipment	Staff request	Free	5 days
34	Requisition of transport services	Transport requisition	Free	1 day
35	Maintenance of motor vehicles	Service request	Free	5 days
36	Health and safety services	Hygiene and health equipment	Free	
37	Security of assets/premises	- Assets register - Security infrastructure	Free	Continuous
38	Response to correspondence	Letter or email	Free	5 days
39	Coordination of Agency activities and programmes	Request from departments	Free	1 day
40	Maintenance and support of ICT services	Request from the departments	Free	1 day
41	Recruitment and deployment of staff	- Job indents - Recruitment requests and approvals	Free	90 days
42	Induction and training of staff	Induction and training requests	Free	30 day



	SERVICES	REQUIREMENTS	COST	TIME FRAME
43	Performance management	Targets and appraisal reports	Free	30 day
44	Leave approvals	Leave requests	Free	5 days
45	Disciplinary matters	Disciplinary reports	Free	90 days
46	Protocol Services	Notification from departments visitors register	Free	Continuous
47	Response to verbal inquiries (Reception desk)	Specify the enquiry	Free	5 Minutes
48	Response to phone calls	None	Free	Three rings
49	Response to written correspondence	Written correspondence	Free	1 day
50	Resolution of complaint(s) and feedback	Specific details and disclosure of identity where necessary	Free	7 days

## 6.0

## OBLIGATIONS

### 6.1 Citizen's obligations

To ensure that clients receive quality service, they should:

- a. Provide accurate, timely information and documentation to facilitate prompt action;
- b. Uphold professionalism and integrity in their actions with the Agency;
- c. Treat the Agency's staff courteously and with respect;
- d. Observe and respect the Agency's procedures, rules and regulations; and,
- e. Provide feedback.



## 6.2 Agency's Obligations

In our interaction with the clients, the Agency commits to:

- a. Uphold professionalism and integrity;
- b. Provide services effectively and efficiently;
- c. Be proactive in undertaking duties and responsibilities;
- d. Provide timely and relevant information as and when required; and,
- e. Treat both information and our clients with confidentiality;

## 6.3 Mutual obligations

In course of service delivery, the client and the Agency undertake to ensure:

- a. Team work, collective responsibility and adequate consultation
- b. Honesty, transparency and accountability
- c. Courtesy and respect
- d. Respect for family values, and
- e. Equity in service delivery.

## 7.0

### FEEDBACK

The Agency appreciates complaints, compliments and suggestions to improve performance and service delivery.

The Agency endeavours to address clients' complaints, comments or suggestions with utmost confidentiality and in a timely manner.

## 8.0

### REVIEW OF THE CHARTER

The charter will be reviewed every two years or as need arises to keep abreast with new development and to accommodate any lessons learned.







## ANNEX

### Popular Version of the Service Charter

	SERVICES	REQUIREMENTS	COST	TIME FRAME
1	Collection and analysis of intelligence	Reported information	Free	30 days
2	Identification, tracing, freezing, and seizing of proceeds of crime	Intelligence report	Free	90 days
3	Provision of legal advice on assets recovery cases	Formal request	Free	30 days
4	Filing of preservation and/or proceedings in court for recovery of proceeds of crime	Preservation application	Free	3 days
5	Gazettement of preservation orders	Preservation orders	Free	21 days
6	Filing of forfeiture and/or confiscation proceedings in court for recovery of proceeds of crime	Forfeiture application	Free	90 days
7	Initiating of the process of transfer/vesting forfeited assets to the Agency	Court orders	Free	3 days
8	Execution of preservation, restraint, confiscation and forfeiture orders	Court orders	Free	30 days
9	Asset valuation	Authority for valuation	Free	3 days
10	Management of assets under preservation, restraint, confiscation and forfeiture	Asset register	Free	Continuous
11	Disposal of recovered assets	Authority to dispose	Free	90 days



	SERVICES	REQUIREMENTS	COST	TIME FRAME
12	Procurement of goods, works and services.	Requisitions and purchase requests	Free	30 days
13	Processing payments to suppliers	-Invoice, purchase orders, delivery documents -Valid KRA PIN Certificate and VAT/ Tax Compliance -Any other document that maybe required	Free	30 days
14	Protocol services	-Notification from departments -Visitors register	Free	Immediately
15	Payments of goods, services and works rendered	Approved procurement documents	Free	30 days
16	Response to verbal inquiries (Reception desk)	Specify the enquiry	Free	5 Minutes
17	Response to phone calls	None	Free	3 rings
18	Response to written correspondence	Written correspondence	Free	1 day
19	Resolution of complaint(s) and feedback	Specific details and disclosure of identity where necessary	Free	7 days

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 of courtesy and excellence in Service Delivery should be reported to:

The CS/PS/CEO/ Principal of the Public Institution	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 Tel.: +254(0)20 2270000/2303000 Email: <a href="mailto:feedback@ombudsman.co.ke">feedback@ombudsman.co.ke</a>
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***Huduma Bora ni Haki Yako***







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