

REPUBLIC OF KENYA



OFFICE OF THE ATTORNEY GENERAL AND DEPARTMENT OF JUSTICE

CUSTOMER SERVICE DELIVERY CHARTER

Revised 20 July 2018

DEPARTMENT OF COMPANIES

This Customer Service Delivery Charter is a declaration of our commitment to provide quality services. It outlines the services rendered, requirements to obtain the services, costs and timelines in which the Department of Companies undertakes to provide the services.

VISION

To be a world –class leader in providing quality and efficient services.

MISSION

To make the business sector competitive by streamlining and automating the business registration processes, in line with international best practices and global trends to ensure quality delivery of services.

CORE FUNCTIONS

Department of Companies is mandated to perform the following functions:

1. Carry out registration of Companies, Business names and Limited Liability Partnerships
2. Maintain registers, data, and records on registrations carried out
3. Implement relevant policies and guidelines
4. Registrations of charges and debentures created under the Companies Act
- 5.

CORE VALUES

1. Integrity
2. Transparency and Accountability
3. Excellence and Quality of service
4. Professionalism
5. Competence
6. Stewardship

7. Confidentiality
8. Fairness and Diligence
9. Equity and Fairness
10. Efficiency and Effectiveness
11. Courtesy and Customer Focus
12. Non-discrimination

OUR COMMITMENT

Customers should expect the following: -

1. Quality services for all;
2. Prompt, accurate and relevant information;
3. Courteous service;
4. Results Oriented;
5. Strive to continuously improve our processes and the way we offer services
6. Be responsive to complaints

Service Rendered	Requirements	Documents issued	Fees	Timelines
1. Name Search and Reservation	Application made online	Name reserved	Kshs 100	2 days
2. Registration of Business name	BN2	Registration Certificate	Kshs 800	1-2 days
3. Registration Of Limited Liability Partnership	LLP 1	Certificate of incorporation	Kshs 25000	1 day
4. Registration of Private Limited Company	CR1, CR2, CR8, Statement of Nominal Capital	Certificate of incorporation	Kshs 10600	3-5 days
5. Registration of Public Company	CR1, CR2, CR8, CR10, CR12 and Statement of Nominal Capital	Certificate of incorporation	Kshs 10600	3-5 days
6. Registration of Company Limited by Guarantee	CR1, CR3 and CR8	Certificate of incorporation	1-25 members Kshs 3000 26-100 Kshs 7500 Over 100 members	3 days upon receipt of vetting report from NIS

Service Rendered	Requirements	Documents issued	Fees	Timelines
			Kshs 15000 + additional Kshs 2000 for each additional 50 members License to dispense with the word limited Kshs 3000	
7. Change of name Companies	CR15 and CR 19	Certificate of Change of Name	Kshs 4000	1 day
8. Change of name of Business name	BN4	Certificate of Change of Name	Kshs 850	1 day
9. Change of name of LLP	LLP9	Certificate of Change of Name	Kshs 2000	1 day
10. Change of office bearers [Appointment of Director(s)]	CR6 and CR8	Official Search	Kshs 1000	3 days
11. Change of office bearers [Cessation of Director(s)]	CR9	Official Search	Kshs 500	1 day
12. Change of Residential Address	CR8	No document issued	Kshs 500	1 day
13. Change of Particulars of directors	CR7	Official Search	Kshs 500	2 days
14. Change of address /location of company	CR 16	No document issued (Reflected on Company Records)	Kshs 500	1 day

Service Rendered	Requirements	Documents issued	Fees	Timelines
15. Appointment of Company Secretary	CR10 and CR12	No document issued (Reflected on Company Records)	Kshs 1000	2 days
16. Change of Particulars of Company Secretary (Other than Address)	CR11	No document issued (Reflected on Company Records)	Kshs 500	1 day
17. Change of Residential address of Company Secretary	CR12	No document issued (Reflected on Company Records)	Kshs 500	1 day
18. Cessation from office of Company Secretary	CR 13	No document issued (Reflected on Company Records)	Kshs 500	1 day
19. Increase/Decrease of Nominal Capital	Resolution of company, Court Order for decrease in value	No document issued (Reflected on company records)	Increase varies with the Nominal Capital	1 day
20. Variation of Shares	Resolution of the Company	No document issued (reflected on company records)	Lands stamp duty	1 day

Service Rendered	Requirements	Documents issued	Fees	Timelines
21. Change of particulars of Business name	BN4	BN5 Certificate of change of particulars	Kshs 200(upon submission of an original BN certificate) Kshs 400(upon submission of a copy of BN certificate) subject to penalties where applicable	
22.Change of Particulars of LLP	CR LLP***	Apply for official Search to see changes	Ksh 2000	Varies
23.Conversion of Private to Public Company	CR 17 (Kshs 5000) accompanied by documents stipulated on the forms i.e. CR 15-Kshs 2000 CR19 and Amended Articles-Kshs 3500	Certificate of Conversion	Kshs 10500	2 days
24.Conversion of public to private Company	CR 17 (Kshs 5000) accompanied by documents stipulated on the forms i.e. CR 15-Kshs 2000 CR19 and Amended Articles-Kshs	Certificate of Incorporation	Kshs 10500	2 days

Service Rendered	Requirements	Documents issued	Fees	Timelines
	3500			
25. Conversion from Limited Company to LLP	LLP7	Certificate of Conversion	Kshs 25000	2 days
26. Conversion from Business name to LLP	LLP5	Certificate of Conversion	Kshs 25000	2 days
27. Cessation of Business Name	BN6	Letter of Confirmation	Kshs 850	1 day
28. Declaration of Solvency or insolvency	LLP 10	No document issued/reflected on LLP record	Kshs 2000	Immediately
29. Dissolution of Companies	Resolution of the Company and CR 18 & CR 19	Letter of Confirmation	Kshs 4000	90 days
30. Registration of Debentures/charges	Security instrument accompanied by CR 25, 26 or 27	Certificate of Mortgage	Kshs 2000-14,000	2 days
31. Discharge of charge/debenture	CR28	Certificate of Clearance	Kshs 2000	1 day
32. Filing of Company Annual Return	A Dully filled form CR29	No document issued	Current Kshs 1000 Late Filing Kshs 1500	1 day
33. Notice Of Special/Ordinary Resolution Required By Companies Act, 2015 To Be Lodged With Registrar	CR19	No document issued	Kshs 2000	1 day
34. Allotment of Shares	CR20	No document issued	Kshs 500	1 Day

The Business Registration Services, Department of Companies a corruption free zone.
It is an offense to compromise
or give a bribe to a public servant for delivery of services.

“COMMITMENT TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY”

Any service that does not conform to the above standards or any officer who does not live up to the commitments to

Courtesy and excellence in service delivery should be reported to:

<p>Board of Directors Business Registration Service (BRS) Sheria House, 2nd Floor P. O. Box 40112-00100 Harembee Av., Nairobi, Kenya Email: contact@brs.go.ke</p>	<p>The Solicitor General/Accounting officer, Office of the Attorney General and Department of Justice, Sheria House, Harambee Avenue, P. O. Box: 40112, 00200, Nairobi, Tel. No :254 20 2227461/ 254 20 2251355 Mobile: 254 711 944555/ 254 732 529995 Email: ag@ag.go.ke Website: www.statelaw.go.ke.</p>	<p>The Commission Secretary/Chief Executive Officer, Commission on Administrative Justice, West End Towers, 2nd floor, P. O. Box 20414, 00200, Nairobi. Tel. No: 254 2 2270000 Email: complain@ombudsman.go.ke Website: www.ombudsman.go.ke</p>
---	--	---

“HUDUMA BORA NI HAKI YAKO”