



REPUBLIC OF KENYA

OFFICE OF THE ATTORNEY-GENERAL AND DEPARTMENT OF JUSTICE

BUSINESS REGISTRATION SERVICE

COMPANIES REGISTRY

CUSTOMER SERVICE DELIVERY CHARTER

Revised July, 2018

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 within which the Companies Registry 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:

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

CORE VALUES

- Integrity
- Transparency and Accountability
- Excellence and Quality of service
- Professionalism
- Competence
- Stewardship
- Confidentiality
- Fairness and Diligence
- Equity and Fairness
- Efficiency and Effectiveness
- Courtesy and Customer Focus
- Non-discrimination

OUR COMMITMENT

Customers should expect the following:-

- Quality services for all;
- Prompt, accurate and relevant information;
- Courteous service;
- Results Oriented;
- Strive to continuously improve our processes and the way we offer services, and
- Be responsive to complaints

NO.	SERVICE RENDERED	REQUIREMENTS	DOCUMENTS ISSUED	FEES	TIMELINES
1.	Name Search and Reservation	Application made online	Name reserved	KSh. 100	2 days
2.	Registration of Business name	BN2	Registration Certificate	KSh. 800	1-2 days
3.	Registration Of Limited Liability Partnership	LLP 1	Certificate of incorporation	KSh. 2,5000	1 day
4.	Registration of Private Limited Company	CR1, CR2, CR8, Statement of Nominal Capital	Certificate of incorporation	KSh. 10,600	3-5 days
5.	Registration of Public Company	CR1, CR2, CR8, CR10, CR12 and Statement of Nominal Capital	Certificate of incorporation	KSh. 10,600	3-5 days

6.	Registration of Company Limited by Guarantee	CR1, CR3 and CR8	Certificate of incorporation	1-25 members KSh. 3,000 26-100 KSh. 7,500 Over 100 members KSh. 15,000 + additional KSh. 2,000 for each additional 50 members License to dispense with the word limited KSh. 3,000	3 days upon receipt of vetting report from NIS
7.	Change of name Companies	CR15 and CR 19	Certificate of Change of Name	KSh. 4,000	1 day
8.	Change of name of Business name	BN4	Certificate of Change of Name	KSh. 850	1 day
9.	Change of name of LLP	LLP9	Certificate of Change of Name	KSh. 2,000	1 day
10.	Change of office bearers [Appointment of Director(s)]	CR6 and CR8	Official Search	KSh. 1,000	3 days
11.	Change of office bearers [Cessation of Director(s)]	CR9	Official Search	KSh. 500	1 day
12.	Change of Residential Address	CR8	No document issued	KSh. 500	1 day
13.	Change of Particulars of directors	CR7	Official Search	KSh. 500	2 days
14.	Change of address /location of company	CR 16	No document issued (Reflected on Company Records)	KSh. 500	1 day
15.	Appointment of Company Secretary	CR10 and CR12	No document issued (Reflected on Company Records)	KSh. 1,000	2 days
16.	Change of Particulars of Company Secretary (Other than Address)	CR11	No document issued (Reflected on Company Records)	KSh. 500	1 day
17.	Change of Residential address of Company Secretary	CR12	No document issued (Reflected on Company Records)	KSh. 500	1 day
18.	Cessation from office of Company Secretary	CR 13	No document issued (Reflected on Company Records)	KSh. 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
21.	Change of particulars of Business name	BN4	BN5 Certificate of change of particulars	KSh. 200(upon submission of an original BN certificate) KSh. 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 2,000	Varies
23.	Conversion of Private to Public Company	CR 17 (KSh. 5000) accompanied by documents stipulated on the forms i.e. CR 15-KSh. 2000 CR19 and Amended Articles-KSh. 3500	Certificate of Conversion	KSh. 10,500	2 days
24.	Conversion of public to private Company	CR 17 (KSh. 5000) accompanied by documents stipulated on the forms i.e. CR 15-KSh. 2000 CR19 and Amended Articles-KSh. 3500	Certificate of Incorporation	KSh. 10,500	2 days
25.	Conversion from Limited Company to LLP	LLP7	Certificate of Conversion	KSh. 25,000	2 days
26.	Conversion from Business name to LLP	LLP5	Certificate of Conversion	KSh. 25,000	2 days
27.	Cessation of Business Name	BN6	Letter of Confirmation	KSh. 850	1 day
28.	Declaration of Solvency or insolvency	LLP 10	No document issued/reflected on LLP record	KSh. 2,000	Immediately
29.	Dissolution of Companies	Resolution of the Company and CR 18 & CR 19	Letter of Confirmation	KSh. 4,000	90 days
30.	Registration of Debentures/charges	Security instrument accompanied by CR 25, 26 or 27	Certificate of Mortgage	KSh. 2,000- 14,000	2 days
31.	Discharge of charge/debenture	CR28	Certificate of Clearance	KSh. 2,000	1 day
32.	Filling of Company Annual Return	A Dully filled form CR29	No document issued	Current KSh. 1,000 Late Filling KSh. 1,500	1 day
33.	Notice Of Special/Ordinary Resolution Required By Companies Act, 2015 To Be Lodged With Registrar	CR19	No document issued	KSh. 2,000	1 day
34.	Allotment of Shares	CR20	No document issued	KSh. 500	1 Day

The Business Registration Services, Companies Registry is 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:

Board of Directors Business Registration Service (BRS) Sheria House, 2nd Floor P. O. Box 40112-00100 Harambee Av., Nairobi, Kenya E-mail: contact@brs.go.ke	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 Cellphone: 254 711 944555/ 254 732 529995 E-mail: ag@ag.go.ke Website: www.statelaw.go.ke.	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 E-mail: complain@ombudsman.go.ke Website: www.ombudsman.go.ke
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“HUDUMA BORA NI HAKI YAKO”

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