



REPUBLIC OF KENYA

OFFICE OF THE ATTORNEY-GENERAL AND DEPARTMENT OF JUSTICE

BUSINESS REGISTRATION SERVICE

E-COLLATERAL 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 Collateral Registry undertakes to provide the services.

VISION

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

MISSION

To make the Collateral Registry competitive by streamlining and automating the movable properties processes, in line with international best practices and global trends to ensure quality delivery of services.

CORE FUNCTIONS

Collateral Registry is mandated to perform the following functions:

- Registrations of secured transactions under Movable Property Security Rights Act 2017;
- Maintain registers, data, and records on registrations carried out;
- Implement relevant policies and guidelines.

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
- Be responsive to complaints

MOVEABLE PROPERTIES SECURITY RIGHTS**E- COLLATERAL REGISTRY**

NO.	SERVICE RENDERED	REQUIREMENTS	DOCUMENTS ISSUED	FEES	TIMEINES
1.	Upon submission of a complete initial notice for registration of a security interest	<ul style="list-style-type: none"> ▪ E-citizen account ▪ Details of the grantor ▪ Details of the Secured Creditors ▪ Collateral details ▪ Duration of loan ▪ Guarantors Authorization ▪ Amount Secured 	Confirmation of Registration of an Initial Notice (Form 4 Certificate)	Nil	1 day
2.	Upon submission of a complete search application	<ul style="list-style-type: none"> ▪ Search request; ▪ Grantor identification or serial number 	Search Certificate (Form 2 certificate)	KSh 550	1 day
3.	Amendments	Amendment Notice	Confirmation of Registration of an Amendment Notice (Form 6 Certificate)	Nil	1 days
4.	Cancellation/Discharge	<ul style="list-style-type: none"> ▪ Cancellation Notice 	A Confirmation of Registration of a Cancellation Notice (Form 7 certificate)	Nil	1 day
5.	Upon receipt of an enquiry through; <ul style="list-style-type: none"> i. Personal presentation ii. Phone call iii. Email 			Nil	30 minutes

The Business Registration Services, Collateral 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:

The Director-General 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
---	---	---

“HUDUMA BORA NI HAKI YAKO”

© 2019 PUBLISHED BY THE OFFICE OF THE ATTORNEY-GENERAL AND DEPARTMENT OF JUSTICE

PRINTED BY THE GOVERNMENT PRINTER, NAIROBI