



REPUBLIC OF KENYA

OFFICE OF THE ATTORNEY-GENERAL AND DEPARTMENT OF JUSTICE

BUSINESS REGISTRATION SERVICE

HIRE PURCHASE UNIT

CUSTOMER SERVICE DELIVERY CHARTER

Revised 20th 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 Hire purchase companies undertakes to provide the services.

VISION

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

MISSION

To make the movable properties sector 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

Department of movable properties is mandated to perform the following functions:-

- Carry out registration of Hire Purchase Companies and Agreements
- Maintain registers, data, and records on registrations carried out
- Implement relevant policies and guidelines
- Registrations of Security Rights in Movable Assets

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.

HIRE PURCHASE

NO.	SERVICE RENDERED	REQUIREMENTS	DOCUMENTS ISSUED	FEES	TIMELINES
1.	Licensing of Hire Purchase Companies	<ul style="list-style-type: none">Form HP 10 LicenseApplication letterCopy of memorandum and articles of association.Copy of the registration certificateBank statement of Hire –purchase conducted for the three years/introduction letter form the bank	Hire Purchase license (HP 11)	KSh. 50,000	1 day
2.	Registration of Hire purchase Agreements.	<ul style="list-style-type: none">Hire purchase Agreement in duplicateHire purchase	Hire Purchase Certificate (HP. 2) Penalty per month	KSh. 200 KSh. 500	3 days
3.	On filing notification of change	HP 6 form	HP 6 certificate	nil	2 days
4.	Completion of Agreement	HP 9 form	HP 9 Certificate	nil	1 day
5.	Termination of agreement	HP 8 Form	HP 9 Certificate	nil	1 day

The Business Registration Services, Hire Purchase Unit 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: 254 700 072929/ 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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