



REPUBLIC OF KENYA

OFFICE OF THE ATTORNEY-GENERAL AND DEPARTMENT OF JUSTICE

REGISTRAR-GENERAL'S DEPARTMENT

SOCIETIES SECTION

CUSTOMER SERVICE DELIVERY CHARTER

This charter provides information about our core functions and range of services that the Department renders, the requirements, timelines and fees and complaint mechanisms where our services fall short of the standards.

MANDATE

To offer registration services in Societies, and Books and newspapers.

CORE VALUES

Professionalism

Teamwork

Transparency and accountability

Integrity

Efficiency and effectiveness

Commitment and dedication

COMMITMENTS AND OBLIGATIONS OF THE CUSTOMERS

To enable us provide you with quality services, we request you to:

- Provide necessary co-operation and accurate information;
- Be respectful and courteous;
- Provide effective feedback;
- Refrain from offering inducement, gifts and favors in return for services rendered.

SECTIONS UNDER THE DEPARTMENT

Societies Action

Books and Newspapers

CORE FUNCTIONS:

Registration of societies, books and newspapers

SOCIETIES SECTION

NO.	SERVICES OFFERED	REQUIREMENTS FROM CUSTOMERS	CHARGES	TIME LINE
1.	Registration of Society.	<ul style="list-style-type: none"> ▪ Application Forms duly typed (Forms A & B) in duplicate. ▪ Constitution in duplicate. 	KSh. 2,000/-	4 Months.
2.	Confirmation of Registered Officials (where there are no disputes.)	<ul style="list-style-type: none"> ▪ Application letter ▪ Updated Annual Returns 	KSh. 300/-	1 Day
3.	Registration of Books.	<ul style="list-style-type: none"> ▪ The Book in triplicate. ▪ (Form No. 1) Application Form 	KSh. 400/-	7 Days.
4.	Registration of Newspapers and Magazines	<ul style="list-style-type: none"> ▪ The Newspaper/Magazine in duplicate ▪ (Form No. 9) Surety Bonds duly signed and stamped at Lands Office. ▪ (Form No. 3) Application Form. 	KSh. 1,600/- where printer and publisher are the same. KSh. 2,800/- where printer and publisher are different.	12 months.
5.	Application for amendment of constitution of a society	<ul style="list-style-type: none"> ▪ Letter of application signed by three officials ▪ Copy of notice of the meeting signed by secretary ▪ Copy of minutes signed by three officials ▪ Copy of the amended constitution <p>NB: documents should be submitted within fourteen days of the meeting at which resolution was passed</p>	KSh. 200/-	7 days
6.	Application for change of name of a society	<ul style="list-style-type: none"> ▪ Application letter signed by three officials ▪ Copy of notice of meeting signed by the secretary ▪ Copy of minutes signed by three officials ▪ Copy of the constitution with the new name ▪ original certificate of registration <p>NB:- documents should be submitted within fourteen days of the meeting at which resolution was passed</p>	KSh. 200/=	7 days
7.	Change of officers or titles of office	<ul style="list-style-type: none"> ▪ Copy of notice signed by the (outgoing) secretary ▪ Copy of minutes signed by three officials ▪ (Form H) Notification of change of officers or change of title of any officer duly filled ▪ Updated annual returns 	KSh. 500/ =	3 days
8.	Confirmation of status of society for issuance of license/marriage book to church ministers (where there is no dispute)	<ul style="list-style-type: none"> ▪ Updated annual returns ▪ Application letter by recognized official ▪ Copy of registration certificate ▪ Copy of license where application is for marriage book 	NIL	2 days

The Office of the Attorney-General and Department of Justice 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:

<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 Cellphone: 254 700 072 929/ 254 732 529995 E-mail: ag@ag.go.ke/ info@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”

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