



NGOs COORDINATION BOARD

CITIZEN'S SERVICE DELIVERY CHARTER

Vision

An efficient, effective and sustainable charitable sector

Mission

To efficiently and effectively regulate and enable the charitable sector to enhance its role in national development.

Services	Customer Requirements	Timelines	Processing Fees Kes.
PRE-REGISTRATION SERVICES			
Name Search	✓ Duly filled name reservation Form(Form 2)	1 day	500
Registration	<ul style="list-style-type: none"> ✓ Cover letter requesting for registration ✓ Duly filled Forms 1 and Form 3 (three copies) ✓ Addendum to Form 3 duly filled (2 copies) ✓ 2 colored passport size photographs of each of the proposed officials ✓ Copies of IDs/passports of each of the proposed officials ✓ Approved copy of Form 2 ✓ 3 copies of constitution signed by three top officials ✓ Copy of minutes authorizing application signed by three top officials ✓ Proposed one-year budget 	Within 90 Days from the date of payment of processing fee. <i>However, for applications that take more than 90 days the Customer will be informed of the delay.</i>	11,000 (National NGO) 22,000 (international NGO) Note : Registration forms are available at KES 200
Prototype Constitution	<ul style="list-style-type: none"> ✓ Download from Board's website ✓ Soft copy available on CD 	When required When required	Free 300
Issuance of certificate	Any outstanding issue(s) addressed	30 Minutes	Free

POST-REGISTRATION SERVICES			
Acknowledgement Letters	✓ File is in order	2 days	Free
Bank Letters	<ul style="list-style-type: none"> ✓ Request letter ✓ Minutes authorising account opening and signed by three top officials 	1 day	2,000
Change of Officials	<ul style="list-style-type: none"> ✓ Duly filled Form 13 (outgoing & incoming officials) ✓ Duly filled Form 3 and Addendum to Form 3 for incoming officials ✓ 2 Passport size photograph of incoming officials ✓ Copies of ID/passport of incoming officials ✓ Minutes of meeting proposing changes ✓ Proof of death if change is as a result of death of official 	2 days to acknowledge	2,000
Change of Address	Duly filled Form 4	1 day to update the database Note: Letter confirming changes will be sent to Customer within 3 days	Free
Amendments to the NGO's Constitution	<ul style="list-style-type: none"> ✓ Request letter ✓ Minutes of meeting proposing changes ✓ 2 Copies of the amended constitution highlighting the changes made ✓ Note: These should reach board within 14 days from day of meeting 	2 days to acknowledge Amendments to be effected within 90 days.	
Change of NGOs Scope	<ul style="list-style-type: none"> ✓ Request letter ✓ Minutes of meeting proposing changes signed by three top officials ✓ Duly filled Forms 1 and 3 	2 days	11,000
Change of Name	<ul style="list-style-type: none"> ✓ Application seeking consent, stating proposed change and reasons for the same signed by 3 top officials ✓ Duly filled Form 16 ✓ Minutes of meeting proposing change ✓ Copy of advert in the local dailies informing public of the same Note : application should reach Board within 14 days from day of meeting	2 days to acknowledge Changes to be effected within 90 days	10,000 (national) 12,000 (international)
Replacement of lost Certificate	<ul style="list-style-type: none"> ✓ Application for the same signed by 3 top officials ✓ Police Abstract ✓ Minutes of meeting proposing change ✓ Copy of advert in the local dailies informing public of the same 	2 days to acknowledge Changes to be effected within 14 days	10,000

Dissolution	<ul style="list-style-type: none"> ✓ Notification signed by 3 top officials ✓ Copy of minutes authorizing the dissolution ✓ Copy of advert in local dailies on intended action ✓ Evidence of receipt of employee terminal dues ✓ Inventory of NGO assets and plan of transfer ✓ Surrender original registration certificate 	2 days to acknowledge Approval to be granted within 90 days	2,000
NGOs Re-instatement	<ul style="list-style-type: none"> ✓ Application Letter ✓ Minutes signed by three top officials at deregistration ✓ Submit outstanding returns ✓ Surrender the old certificate 	14 days	25,000 penalty for no returns 10,000 for new certificate 1,000 for returns
Recommendation letters to Donors or any other person	Request letter stating reasons	1 day	Free
Duty & VAT Exemptions certificate	Request letter	1 day	2,000
Expansion to other districts	Request letter stating reasons Progress report on current districts	1 day	Free
Work Permits Recommendations	<ul style="list-style-type: none"> ✓ Request letter ✓ Endorsement Form 	Within 30 days	16,000
Work Permits Recommendations	<ul style="list-style-type: none"> ✓ Request letter ✓ Endorsement Form ✓ Detailed CV & testimonials of applicant employee ✓ Letter of appointment/contract ✓ Proof of the advertisement 	Within 30 days	16,000
File Search	✓ Request letter stating reasons	1 Day	2,000
Copy of file documents	Request letter stating reasons	15 minutes	1,000 per folio (less than 10 folios) 10,000 (if folios exceed ten)
Annual Returns	<ul style="list-style-type: none"> ✓ Forwarding letter ✓ Duly filled Form 14 ✓ Audited accounts (for NGOs with receipts of more than Sh1 million per annum) 	15 minutes to receive Acknowledgment within 2 days	1,000
Change of Financial Year	Notification letter stating reasons Minutes authorizing the same signed by a top official.	1 Day Approve and acknowledgement	Free

Efficiently and effectively regulating and enabling the charitable sector to enhance its role in national development

HUDUMA BORA NI HAKI YAKO
 NGOs Co-ordination Board,
 P.O. Box 44617-00100 Nairobi.
 Tel. +254 (20) 2214044/2214487/2214813
 Fax: +254 (20) 2214801
 E-mail: info@ngobureau.or.ke
 Website: www.ngobureau.or.ke