

NGOs CO-ORDINATION BOARD

SERVICE CHARTER

1. REGISTRATION AND POST-REGISTRATION

The table below shows our registration Services offered to you, time Frames, Customer requirements and Charges.

PRE-REGISTRATION SERVICES:

| SERVICE | CUSTOMER REQUIREMENTS | RESPONSE TIME | PROCESSING FEE Ksh. |
|-------------------------------|--|--|---|
| Name search | Dully filled Name reservation (Form 2) | 1 day | 1,000/= |
| Prototype Constitution | Download from Board's Website | When required | Free |
| Registration | <ul style="list-style-type: none"> ✓ Cover letter requesting for registration ✓ Copies of ID /Passport of and KRA PIN for each of the five (5) proposed Officials ✓ Duly filled Forms 1 and 3 and approved Form 2. ✓ Two recent colour passport-size photographs on a white background (2X2 Inches) of the proposed three top Officials and two (2) other board Members with their names written at the back. ✓ A copy of Police Clearance Certificate for Kenyans and notarized Police Clearance Certificate for foreigners from their | <p>Within 30 days from the date of payment of processing fee</p> <p>However for the application that takes more than 90 days the customer will be informed of the delay.</p> | <p>16,000/= (National NGO)</p> <p>30,000/= (International)</p> <p>Note: Registration forms are available @400/=</p> |

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| | <p>country of origin (not more than six months old)</p> <ul style="list-style-type: none"> ✓ 2 copies of constitution signed by the three top Officials The constitution must be signed by both 3 Officials and (2) board Members on the execution page and at least one of the proposed three top to sign on all pages <p>Minutes authorizing application for registration (include election of interim officials in agenda) signed by all the top officials.</p> <ul style="list-style-type: none"> ✓ Proposed one-year budget | | |
| Acknowledgement | File is in order | 2 days | Free |
| Issuance of Certificate | Any outstanding issues addressed | 30 Min | Free |

POST -REGISTRATION SERVICES

| SERVICE | CUSTOMER REQUIREMENTS | RESPONSE TIME | PROCESSING FEE Ksh. |
|-----------------------------------|--|-----------------------|----------------------------|
| Bank recommendation letter | <ul style="list-style-type: none"> ✓ Request letter (state bank, branch and signatories) ✓ Minutes authorizing account opening and signed by three top Officials. ✓ At least one Board member should be signatory | 1 day | 4,000/= |
| Change of Officials | <ul style="list-style-type: none"> ✓ Dully filled Form 13 (outgoing | 2 days to acknowledge | 4,000 |

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| | <p>and incoming officials)</p> <ul style="list-style-type: none"> ✓ Dully filled Form 3 by incoming Officials ✓ Two passports-size photographs of incoming officials ✓ Copies of ID/Passports of Incoming Officials ✓ Minutes of meeting proposing changes ✓ Proof of death if change is as a result of death. | 14 days to effect changes | |
| Change of Address | Dully filled Form 4 | 2 days to acknowledge 1 day to update change | Free |
| Amendments to NGO's constitution | <ul style="list-style-type: none"> ✓ Application letter to the Executive Director seeking consent ✓ Minutes of the meeting proposing changes (signed by the 5 top Officials) ✓ 2 Copies of the new constitution with sections to be changed highlighted ✓ Note: These should reach the Board within 14days from the day of meeting. | 7 days | 4,000/= |
| Certification of Documents (Certified copy of Certificate /Constitution | Request Letter | 1 day | 3,000/= |
| Change of Name | <ul style="list-style-type: none"> ✓ Application seeking consent, stating proposed change and reasons for the same, signed by | 2 days to acknowledge, Changes to be effected within 7 days | 12,500/= (National NGO) 27,200 /= (International NGO) |

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| | <p>3 top officials</p> <ul style="list-style-type: none"> ✓ Dully filled form 16 ✓ Minutes of the meeting proposing change ✓ Copy of approved name search form ✓ Copy of newspaper advertisement on the same ✓ Note: Application should reach Board within 7 days from the day of Meeting. | | |
| Replacement of lost Certificate | <ul style="list-style-type: none"> ✓ Application letter for the same signed by 3 top Officials ✓ Police Abstract ✓ Minutes of meeting proposing replacement ✓ Copy of newspaper advertisement informing the general public of the same. | 2 days to acknowledge, Changes to be effected within 7 days | 10,000/= |
| Dissolution | <ul style="list-style-type: none"> ✓ Application letter signed by 3 top Officials ✓ Copy of Minutes authorizing the dissolution ✓ Copy of the newspaper advertisement on the intended action | 2 days to acknowledge , approval to be granted within 21 days | 2,000/= |

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| | <ul style="list-style-type: none"> ✓ Evidence of receipt of employee terminal dues ✓ Inventory of NGO assets and plan of their transfer. ✓ Surrender original Certificate of Registration. | | |
| Recommendation Letters to Donors or any other Person / organisation | Request letter stating reasons | 1 day | Free |
| Recommendation for Duty & VAT Exemptions | Request letter | 1 day | 2,000/= |
| Expansion of operations to other counties | <ul style="list-style-type: none"> ✓ Request letter stating reasons ✓ Project progress report | 1 day | Free |
| Recommendation for Work Permit Special Pass | <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/= Special Pass 20,000 - work permit |
| File Search | Request Letter, stating reasons | 1 day | 4,000/= |
| Copy of Documents | Request Letter, stating reasons | 15 minutes | 1,000/= per folio (less than 10 folios 10,000/= if folio exceeds 10. |
| Annual returns | <ul style="list-style-type: none"> ✓ Cover letter ✓ Dully filled Form 14 ✓ Audited accounts (for NGOs with receipts of more than KES. 1 Million per annum). | 15 minutes to receive Acknowledgement letters 2 days | 2,000 |

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| Change of Financial Year | Notification letter stating reasons <i>Minutes authorizing the same, signed a top Official.</i> | 1 day Approval and acknowledgement | Free |
| NGO Re-instatement | <ul style="list-style-type: none"> ✓ Application letter ✓ Minutes signed by 3 top officials at deregistration, ✓ Submit outstanding returns ✓ Surrender the old Certificate | 2 days to acknowledge 14 days to effect change | 25,000/= penalty for no returns 11,000/= for new Certificate Total 36,000 2,000 for Filing returns. |

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