



REPUBLIC OF KENYA

Public Benefit Organizations
Regulatory Authority

SERVICE DELIVERY CHARTER

PRE-REGISTRATION SERVICES			
SERVICE	CUSTOMER REQUIREMENTS	RESPONSE TIME	PROCESSING FEE (KSH.)
Name Search/Reservation or Extension	i. Name search/reservation or extension request on https://pbora.ecitizen.go.ke	Half a day	1,000
Registration of a Public Benefit Organization (PBO)	i. Duly filled application form (Form 1) ii. Proof of name reservation iii. Particulars of at least 5 directors of the governing body (at least a third of the proposed directors MUST be Kenyan citizens residents in Kenya) iv. A recent colour passport-size photograph (on a white background, 2x2 inches) for each of the proposed directors v. Valid Police Clearance Certificates for Kenyan citizens or notarized equivalent for foreign nationals vi. Copy of a duly signed constitution of the organization vii. Minutes of the meeting (filed within 30 days) authorizing registration of the organization as a PBO viii. Proposed one-year budget ix. Notarized copy of Certificate of Registration (for international PBOs) x. Consent, from the parent organization, to register in Kenya (for international PBOs)	60 days	25,000 for National PBOs 45,000 for International PBOs
Bestowment of PBO Status on an existing Kenyan entity	i. Duly filled Form 3 with particulars of at least 3 directors, at least one of the proposed directors MUST be a Kenyan citizen and resident ii. A recent colour passport-size photograph (on a white background, 2x2 inches) for each of the proposed directors iii. Valid Police Clearance Certificates for Kenyan citizens or notarized equivalent for foreign nationals iv. A valid certificate of registration from the registering body v. Proof of good standing with the registering body vi. The organization's constitutive document (must include a public benefit purpose) vii. Duly signed minutes of the meeting proposing bestowment of PBO status viii. Audited accounts of the past 3 years prior to the date of application	60 days	20,000
Exemption from Registration for an International PBO	i. Duly filled Form 6 ii. Proof of name reservation iii. Particulars of the directors of the parent organization iv. The particulars of the authorized agent of the organization, including a passport-size photograph, and police clearance certificate. (The agent must be Kenyan) v. A recent colour passport-size photograph (on a white background, 2x2 inches) for each of the directors vi. Notarized Police Clearance Certificates or equivalent for the directors vii. Notarized copy of the Certificate of Registration of the parent organization viii. Notarized copy of the constitution ix. Duly signed minutes of the meeting from the Board of the organization specifying the decision to seek a permit to operate as an Exempt International PBO	60 days	75,000
POST-REGISTRATION SERVICES			
Recognition of a Forum of PBOs	i. Duly filled Form 11 ii. Proof of reservation of the proposed name iii. Constitutive documents of the Forum iv. Minutes of the meeting, with a resolution to form a forum, signed by officials of the constituting members v. Duly signed minutes of the meeting of each constituting PBO authorizing it to join the Forum vi. Particulars of proposed officials vii. Certificates of registration of each PBO constituting the Forum (at least 10 PBOs) viii. Code of conduct and standards for the Forum	60 days	10,000
Recognition of a Federation of Forums	i. Duly filled Form 11 ii. Proof of reservation of the proposed name iii. Constitutive documents of the Federation iv. Minutes of the meeting, with a resolution to form a Federation, signed by officials of the constituting members v. Duly signed minutes of the meeting of each constituting Forum authorizing it to join the Federation vi. Particulars of proposed officials vii. Certificates of recognition of each Forum constituting the Federation (at least 5 forums) viii. Code of conduct for the members of the Federation	60 days	20,000
Amendment of PBO Constitution	i. Duly filled Form 14 ii. Minutes of the meeting authorizing the amendment, signed by the officials of the PBO, stating the amendments and reasons for the amendments iii. A copy of the amended constitution	7 days	4,000
Change/Addition of PBO Officials	i. Duly filled Form 14 ii. Minutes of the meeting approving the change, duly signed by the officials of the PBO, giving reasons for the change iii. Particulars of the incoming officials	14 days	4,000
Change of Banking Arrangements of a PBO	i. Duly filled Form 14 ii. Minutes of the meeting approving the change, duly signed by the officials of the PBO, giving reasons for the change	1 day	4,000
Change of PBO Name	i. Duly filled Form 15 ii. Proof of reservation of the new name iii. Minutes of the meeting with a resolution to change the name, duly signed by the Director of the PBO, stating reasons for the same iv. Copy of an advert in a newspaper of national circulation notifying the public of the name change v. Proof of approval of name change from the principal regulator (for Exempt or Bestowed PBOs), which should not be older than 30 days	7 days	15,000 for National PBOs 27,500 for International PBOs
Material Changes in Forums/Federations (Officials, membership, constitution/constitutive documents, banking arrangements)	i. Duly filled Form 14 ii. Minutes of the meeting approving the change, duly signed by officials of the forum/federation, with reasons for the change iii. Minutes of the meeting of the PBO/Forum with a resolution to join/leave the Forum/Federation, signed by the officials of the constituting organizations iv. A copy of the amended constitution/constitutive document (where necessary)	30 days	5,000
Change of Authorized Agent	i. Change of Agent request ii. Minutes of the meeting authorizing the change, duly signed by the officials of the organization, stating reasons for the change iii. Particulars of the incoming authorized agent	14 days	20,000
Certified Copies of Documents	i. Request specifying the documents needed and reasons for certification	1 day	4,000
Certification of Other Documents	i. Request for certification ii. Presentation of documents, together with proof of payment, to the Authority for certification	Within 30 minutes of the presentation of documents	4,000
Official File Search	i. Request for file search, stating reasons	2 days	4,000
Filing of Annual Reports	i. Duly filled Form 13 ii. Reports must be filed within 6 months from the end of the financial year iii. Audited accounts	2 days	2,000
Voluntary Dissolution of a PBO	i. Notification of the Authority of the dissolution (notice should be given within 14 days of dissolution and signed by at least two-thirds of the Board members/directors) ii. Minutes of the meeting resolving the dissolution, including the reasons iii. Inventory of PBO assets and a plan of transfer to another PBO of similar objectives The Authority may make a determination on asset distribution	21 days	Free
Reinstatement Upon Suspension	i. Duly filled Form 10	14 days	Free
Restoration Upon Cancellation of Certificate	i. Duly filled Form 10	14 days	Free

NOTE: All services are offered online through the Authority's eCitizen portal <https://pbora.ecitizen.go.ke/>. The processing fees stated in this service delivery charter do not include the convenience charges levied by the eCitizen.

Huduma Bora ni Haki Yako!

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