



<b>PRE-REGISTRATION SERVICES</b>			
<b>SERVICE</b>	<b>CUSTOMER REQUIREMENTS</b>	<b>RESPONSE TIME</b>	<b>PROCESSING FEE (KSH)</b>
Name Search	✓ Duly filled Name Reservation Form (Form 2)	1 day	1,000
Prototype Constitution	✓ Download from Authority's Website <a href="http://www.pbora.go.ke">www.pbora.go.ke</a>	When required	Free
Registration	✓ Cover letter requesting for registration ✓ Copies of ID/Passport and KRA PIN for each of the 5 proposed Officials ✓ Duly filled Forms 1 and 3 and approved Form 2 ✓ Two recent colour passport-size photographs on white background (2x2 Inches) of the proposed 5 officials (Indicate names) ✓ Recent Police Clearance Certificate for Kenyans or notarized Police Clearance Certificate for foreigners from their countries ✓ Two duly signed copies of constitution (3 top officials and 2 other board Members sign execution page and one of the top 3 to sign on all pages) ✓ Minutes authorizing application for registration (include election of interim officials in agenda) signed by all top officials ✓ Proposed one-year budget	60 days	16,000 - (National PBO) 30,000 - (International PBO)
<b>POST-REGISTRATION SERVICES</b>			
Bank Recommendation Letter	✓ Request letter (state bank, branch and signatories) ✓ Minutes authorizing account opening and signed by 3 top Officials - submit within 14 days from meeting day. ✓ At least one Board member should be signatory	1 day	4,000
Change of Officials	✓ Request letter ✓ Duly filled Form 13 (outgoing and incoming officials) ✓ Duly filled Form 3 by incoming Officials ✓ Two passport-size photographs of each incoming official ✓ Copy of ID/Passport of each incoming official ✓ Minutes of meeting proposing changes (filed within 14 days) ✓ Proof of death if change is as a result of death	14 days	4,000
Change of Address	Duly filled Form 4 and minutes authorizing change	1 day	Free
Amendments to PBO Constitution	✓ Application letter to the Director General seeking consent ✓ Minutes of the meeting proposing changes (signed by 3 top Officials ✓ Two copies of the new constitution with sections to be changed highlighted and duly signed by the 5 top officials submitted within 14 days from day of meeting	7 days	4,000
Certification of Documents (Certified copy of Certificate/Constitution)	Request Letter	1 day	3,000
Change of Name	✓ Application seeking consent, stating proposed change and reasons for the same, signed by the 3 top officials ✓ Duly filled Form 16 ✓ Minutes of the meeting proposing change (submitted within 14 days) ✓ Copy of approved name search (Form 2) ✓ Copy of newspaper advertisement on the same	7 days	12,500 (National PBO) 27,500 (International PBO)
Replacement of Lost Certificate	✓ Application letter on the same signed by 3 top Officials ✓ Police Abstract on loss of certificate ✓ Minutes of meeting proposing replacement ✓ Copy of newspaper advertisement informing the general public of the loss	7 days	10,000
Recommendation Letters to Donors or any other Person/organization	✓ Request letter stating reasons	1 day	4,000
Recommendation for Duty & VAT Exemptions	✓ Request letter	1 day	4,000
Expansion of operations to other counties	✓ Request letter stating reasons ✓ Project progress report	1 day	4,000
Recommendation for Work Permit/Special Pass	✓ Request letter ✓ Duly filled endorsement Form ✓ Detailed CV & testimonials of applicant employee ✓ Letter of appointment/contract ✓ Proof of advertisement of the job/post and recruitment ✓ Police clearance certificate	30 days	16,000 - Special Pass 20,000 - Work Permit
File Search	✓ Request Letter stating the PBO, information required and 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 folios exceed 10)
Annual Reports (Returns)	✓ Cover letter ✓ Duly filled Form 14 ✓ Audited accounts (for PBOs with receipts of more than Kshs. 1 Million for the year under review) To be submitted within 6 months of the end of PBO's financial year	15 minutes to receive acknowledgement letters 2 days to analyze	2,000
Change of Financial Year	✓ Notification letter stating reasons ✓ Minutes authorizing the same, signed by a top official	1 day	Free
Dissolution	✓ Application letter signed by 3 top officials ✓ Copy of Minutes authorizing the dissolution ✓ Copy of the newspaper advertisement on the intended action ✓ Evidence of receipt of employee terminal dues ✓ Inventory of NGO assets and plan of their transfer to another NGO ✓ Surrender original Certificate of Registration	21 days	2,000
PBO Re-instatement	✓ Request letter ✓ Minutes signed by all top officials at de-registration ✓ Submit outstanding returns filing fee at de-registration ✓ Surrender the old Certificate of Registration	7 days	25,000 penalty for no returns 11,000 for new certificate 2,000 filing fee per year defaulted



Report any issues  
on the delivery of  
services to:

#### CHIEF EXECUTIVE OFFICER

Cooperative Bank House  
15<sup>th</sup> Floor, Haile Selassie Av.  
P.O. Box 44617 00100, Nairobi, Kenya  
**T** 020 2214487 /4813,  
0111053310, 0730748748  
**E** Email: [info@pbora.go.ke](mailto:info@pbora.go.ke) / [ed@pbora.go.ke](mailto:ed@pbora.go.ke)

Or

#### COMMISSION FOR ADMINISTRATIVE JUSTICE

(Office of the Ombudsman)  
2nd Floor, West End Towers  
Opposite Aga Khan High School off Waiyaki Way - Westlands  
P.O. Box 20414 - 00200, NAIROBI.  
Tel: +254-20-2270000

