



BRS **BUSINESS
REGISTRATION
SERVICE**
Doing Business Made Easier

SERVICE DELIVERY CHARTER

SERVICES RENDERED	REQUIREMENTS	USER CHARGES (Kshs)	TIMELINES
Answering incoming calls and responding to enquiries	Make a telephone call to the office on Monday to Friday	Free	Immediately
Written correspondence	Put your written enquiry/material fact in a clear and concise language		Within 7 working days
Attending to visiting clients	Visit our offices and seek a service	Free	10 minutes
Resolution of Customer Complaints (written)	Register complaint verbally, put in suggestion boxes or make normal correspondence	Free	Acknowledge within 2 working days & substantive response within 7 working days
Response to Emails	Make a written enquiry	Free	Within 2 working days
Resolution of complex complaints and enquiries in nature	Make a written enquiry	As prescribed	30 Days
Access to Information	Make a written request or fill the Access to Information Form on www.brs.go.ke	As prescribed	21 working days
BRS Social Media pages	Submit a written enquiry on our social media platforms	Free	1 working day
Issuing of bid documents, EoI, RFPs and RFQs	Access of Tender Documents on www.brs.go.ke	Free	Immediately advertised
Registration of Service Providers (Prequalification)	Mandatory documents for specific categories as specified in the Procurement guidelines	Free	30 days
Payment for goods/ Services/works	Supply goods/services/works as per the contract/LPO/LSO Receipt of proper documentation (Delivery, Invoice Signed LPO, Tax Compliance etc.)	Free	Within 30 days for fully approved invoices and/or certificates
Companies Registry			
Business Name (BN)			
Registration of BN	BN2	Kshs. 950	1 Day
Changes in Business Particulars	BN4	Kshs. 850	5 Days
Cessation of BN	BN6	Kshs. 200	1 Day
Certified Copies	N/A	Kshs. 200	3 Days
Official Search	N/A	Kshs. 200	5 Days
Limited Liability Partnership (LLP)			
Registration of LLP	LLP1	Kshs. 25,000	1 Day
Changes in LLP Particulars	LLP9	Kshs. 2,000	3 Days
Conversion of BN	LLP 1	Kshs. 25,000	1 Day
Conversion of Company to LLP	LLP7	Kshs. 25,000	1 Day
Certified Copies	N/A	Kshs. 200	3 Days
Official Search	N/A	Kshs. 200	3 Days
Declaration of Solvency	N/A	Kshs. 2,000	1 Day
Companies			
Registration of Companies			1 Day
Changes in Companies			5 Days
Alteration of Status of the Company		(Visit www.brs.go.ke or email us at registrar@brs.go.ke)	5 Days
Annual Filings			3 Days
Registration of Charges and Debentures			1 Day
Dissolutions and Restorations			90 Days
Certified Copies			3 Days
Official Search			3 Days
Moveable Properties Security Rights E-Collateral Registry			
Search	i. E-citizen account ii. Grantor Identifier or Motor vehicle chassis number	Search Certificate	550
Registration of an Initial Notice	i. E-citizen account ii. Details of the grantor iii. Details of the Secured Creditor iv. Collateral details v. Duration of loan vi. Grantor's consent	Confirmation of Registration of an Initial Notice	Nil
Amendment Notice	i. Registration Number of the Initial Notice ii. The information to be added or changed iii. The reason for amendment	A confirmation of registration of an amendment notice	Nil
Cancellation Notice	i. Registration Number of the Initial Notice ii. The reason for cancellation	A confirmation of registration of a cancellation notice	Nil
Hire Purchase			
Application to be Licensed as a Hire Purchase Business	i. Form HP 10 License ii. Financial Statement as prescribed under the Companies Act 2015	License to Conduct Hire Purchase Business	Kshs. 50,000
Application for renewal of a License to conduct Hire Purchase Business	i. Form HP 10 License	License to Conduct Hire Purchase Business	Kshs. 50,000
Official Receiver and Insolvency			
Individual Applications			
Issuance of Compliance Certificate for Debtor's Petition in Bankruptcy	i. FORM NO. 9 ii. FORM NO. 10 iii. FORM NO. 11 iv. FORM NO. 8	Kshs. 30,000/-	1 Hour
Issuance of Compliance Certificate for Creditor's Petition in Bankruptcy	i. FORM NO. 3 ii. FORM NO. 4 iii. FORM NO. 5 iv. FORM NO. 9 v. FORM NO. 6	Kshs. 50,000/-	
Application Summary Installment orders	i. FORM NO. 24 ii. FORM NO. 9	Kshs. 20,000/-	1 Hour
Application for Individual Voluntary Arrangement	i. FORM NO. 8 ii. FORM NO. 10 (amended) iii. FORM NO. 11 iv. FORM NO. 23A v. Debtor's proposal	Kshs. 30,000/-	1 Hour
Application for admission to the No-Asset Procedure	i. FORM NO. 28 ii. FORM NO. 9	Kshs. 15,000/-	1 Hour
Companies Applications			
Application for Members Voluntary Liquidation	i. FORM NO. 32A ii. FORM NO. 32B iii. FORM NO. 32	On the first Kshs. 1,000,000/= pay Kshs. 100,000/= 10% on the balance thereafter	1 Hour
Application for Creditors Voluntary Liquidation	i. FORM NO. 32A ii. FORM NO. 32B	On the first Kshs. 1,000,000/= pay Kshs. 150,000/= 10% on the balance thereafter	1 Hour
Application for Company Voluntary Arrangement	i. FORM NO. 32 ii. FORM NO. 32C (amended) iii. FORM NO. 32D iv. Directors' proposal	Kshs. 40,000	1 Hour
Application for Administration through Court	i. FORM NO. 32 ii. FORM NO. 32D iii. FORM NO. 36	Kshs. 40,000	1 Hour
Issuance of a Certificate of Compliance for a Liquidation Petition	Member's petition (director & shareholders)	i. FORM NO. 32C ii. FORM NO. 32D iii. FORM NO. 32	1 Hour
	Creditor's petition	i. FORM NO. 32C ii. FORM NO. 32D iii. FORM NO. 32E	
		Kshs. 40,000	

Business Registration Service is committed to

"COURTESY, RESPONSIVENESS & INTEGRITY 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, responsiveness and integrity in service delivery should be Reported to:

BUSINESS REGISTRATION SERVICE CONTACTS:

Director General Business Registration Service (BRS)
Sheria House, 2nd Floor, Harambee Avenue, Nairobi
P. O. Box 30031-00100 NAIROBI, KENYA
Tel: 0714 777 800 / 0743 946 151
Email: eo@brs.go.ke | complaints@brs.go.ke
website: www.brs.go.ke

COMMISSION ON ADMINISTRATIVE JUSTICE CONTACTS:

The Commission Secretary/ CEO
Commission on Administrative Justice / Ombudsman at
2nd floor, West End Towers, - Westlands
P.O. Box 20414 - 00200, NAIROBI.
Tel: +254-20-2270000
Email: Complain@ombudsman.go.ke