



PUBLIC NOTICE

CONSULTATIVE FORUM WITH THE INSTITUTE OF CERTIFIED SECRETARIES & LAW SOCIETY OF KENYA PRACTITIONERS ON SERVICE DELIVERY & SYSTEM ENHANCEMENTS

The Service wishes to inform all stakeholders that on Wednesday, 29 July 2026, a consultative meeting was held with practitioners from the Institute of Certified Secretaries (ICS) and the Law Society of Kenya (LSK) to deliberate on operational and system-related matters concerning the BRS Version II platform.

The engagement focused on addressing emergent concerns, strengthening BRS-practitioner collaboration, enhancing system functionality and communication, and building institutional capacity.

The meeting further discussed and resolved to:

1. Jointly develop and implement, within August 2026, a Code of Conduct and an implementation framework to guide the reinstatement of a structured *Green Channel* on the BRS Version II platform for qualified and in good standing practitioners. The framework will define clear roles, responsibilities, and accountability measures for all parties.
2. Convene a joint technical working session involving BRS, ICS, LSK, and the system developer hosted by the Institute of Certified Secretaries in August 2026. Before this meeting, a Rapid Results Initiative (RRI) and system deep-dive exercise shall be undertaken involving BRS and the system developer to clear any bugs in the system before the session with practitioners to address system challenges, validate workflows, and conduct User Acceptance Testing (UAT) for key system enhancements.
3. Continue implementing system improvements to enhance data integrity, workflow efficiency, user interface and experience (UI/UX), and application processing timelines. It was agreed that data integrity concerns, including inconsistencies between BRS V1 and BRS V2 records and errors affecting

official outputs, would be treated as high-priority technical issues requiring urgent resolution by BRS and the system developer.

4. Have the Service implement measures to enhance queue management by improving the visibility and prioritization of applications. The enhancement should enable better tracking of applications and processing duration, to improve efficiency and turnaround time.
5. Ensure that all approved Practice Notes, including those relating to trusts as published on the BRS website, shall be applied consistently by BRS reviewers. Accordingly, practitioners who comply with the approved Practice Notes should not be subjected to additional, conflicting, or inconsistent requirements.
6. Convene frequent joint training programmes and specialised Continuing Professional Development (CPD) sessions be conducted to strengthen collaboration and enhance mutual understanding between practitioners and BRS officers

Following the meeting, BRS has reintroduced the chat/comment feature on the BRS Version II platform to enable direct communication between clients and application reviewers, improving efficiency and turnaround time.

We also wish to inform our stakeholders that the Service is currently processing one hundred and thirty-four (134) Company Limited by Guarantee (CLG) applications that had been pending vetting, to clear the backlog of applications.



KENNETH GATHUMA
DIRECTOR-GENERAL

Friday, July 31, 2026