



PRIVATE SECURITY REGULATORY AUTHORITY

CITIZEN SERVICE DELIVERY CHARTER

Services	Customer Requirements	Timelines
Submission of Documents	✓ Submission of all documents as required in the checklist	30 minutes
Registration	<ul style="list-style-type: none"> i. Cover letter addressed to the Director General/CEO stating interest to register with the Authority; ii. Company certificate of incorporation or formal registration document; iii. Certified copies of identification documents (certified copies of passport in case of a foreign national) for every director, trustee, partner, shareholder; iv. Valid certificate of good conduct for every director, trustee, partner, shareholder; v. Certified shareholder certificate: CR12; vi. Copy of KRA Pin certificate for the company and all trustee, partner, shareholder; vii. Three years audited accounts of the firm; viii. Two recent color passport size photo for every director, trustee, partner, shareholder; ix. Immigration status and a valid work permit in case of an expatriate; x. Physical address, email addresses and telephone number of every director, trustee, partner, shareholder; 	Within 90 Days from the date of submitting all documentations. However, for applications that take more than 90 days the client will be informed of the delay

	<ul style="list-style-type: none"> xi. Names, addresses, email addresses and telephone numbers of every person performing executive functions in respect of the security firms; and xii. Certificate of discharge from disciplined forces. 	
Issuance of certificate	✓ Any outstanding issue(s) addressed	30 Minutes
Acknowledgement Letters	✓ File is in order	2 days
Change of director(s)	<ul style="list-style-type: none"> ✓ 2 Passport size photograph of incoming director(s) ✓ Copies of ID/passport of incoming officials ✓ Minutes of meeting proposing changes ✓ Proof of death if change is as a result of death of official 	2 days to acknowledge
Change of Address	✓ Duly filled PSR9	<p>2 days to acknowledge</p> <p>To update the database Note: Letter confirming changes will be sent to Customer within 3 days</p>
Certification of Documents (Certified copy of certificate)	✓ Request letter	1 day
Change of Name	<ul style="list-style-type: none"> ✓ Application seeking consent, stating proposed change and reasons for the same signed by directors ✓ Minutes of meeting proposing change 	<p>2 days to acknowledge</p> <p>Changes to be effected within 90 days</p>
Replacement of lost Certificate	<ul style="list-style-type: none"> ✓ Application for the same signed by directors ✓ Police Abstract ✓ Minutes of meeting proposing replacement 	<p>2 days to acknowledge</p> <p>Approval to be granted within 30 days</p>
Dissolution	<ul style="list-style-type: none"> ✓ Notification signed by directors ✓ Copy of minutes authorizing the dissolution ✓ Evidence of receipt of employee terminal dues ✓ Copy of Kenya Gazette notice for dissolution 	<p>2 days to acknowledge</p> <p>Approval to be granted within 90 days</p>

	<ul style="list-style-type: none"> ✓ Surrender original registration certificate 	
Security company Re-instatement	<ul style="list-style-type: none"> ✓ Submission of all documents as required in the checklist 	Within 90 Days from the date of submission. However, for applications that take more than 90 days the client will be informed of the delay
Receiving and processing of complaints	<ul style="list-style-type: none"> ✓ Lodging of a complaint via letter, email, phone call or physically at the office ✓ Duly filled complaints form 	<p>2 days to acknowledge. Frontline complaint resolved immediately Investigation to be completed within 10 days</p>