



MINISTRY OF YOUTH AFFAIRS,
CREATIVE ECONOMY AND SPORTS

REPUBLIC OF KENYA

STATE DEPARTMENT FOR SPORTS
CITIZENS' SERVICE DELIVERY CHARTER

S/NO	SERVICES OFFERED	CLIENT/CUSTOMER REQUIREMENTS	CHARGES	TIMELINES
1	Response to general enquiries	<ul style="list-style-type: none"> Clear and accurate information and requests National ID/Passport 	Free	On spot
2	Response to specific inquiries	<ul style="list-style-type: none"> Clear and accurate topical information and correspondences National ID/Passport 	Free	1-5 working days
3	Response to telephone calls	<ul style="list-style-type: none"> Phone call 	Free	Second Ring
4	Provision of advisory services	<ul style="list-style-type: none"> Clear and accurate topical information and correspondences National ID/ Passport Telephone and email contacts Postal addresses and codes 	Free	1-5 working days
5	Resolving public complaints	<ul style="list-style-type: none"> Lodged complaint Telephone and email contacts Postal addresses and codes 	Free	Within 7 working days
6	Tender Advert: Opening, Evaluation and Award of Tender Contract Agreement Signing	<ul style="list-style-type: none"> Certificate of Company Registration Valid Tax Compliance Certificate Valid AGPO Certificate Any other requirement as per the respective advertisement 	1,000	Within 90 days
7	Payments to merchants/ suppliers/ contractors	<ul style="list-style-type: none"> Copy of LPO/LSOs Delivery Notes Original Invoices Inspection and acceptance Certificate 	Free	Within 30 days
8	Scout and nurture talents in sports	<ul style="list-style-type: none"> Proficiency in a specific sports discipline Evidence of selection in the Talanta App 	Free	1 -4 weeks
9	Registration of Sports organizational (Club, Federation, Sports Academy, Private Sports Club, County Sports Associations)	<ul style="list-style-type: none"> Duly Completed application Form A or Form J issued by the Sports Registrar A copy of the Constitution and Strategic Plan Details of the Officials (Passport Photo, Copies of ID, NSSF and NHIF) Chapter six (6) compliance certificates for all officials (HELB, EACC, KRA PIN and Compliance Certificate, CRB and Certificate of Good Conduct from the Police) Members List <p>Note: Three (3) sets of combined documents to submitted - One (1) original and two copies. Note: All attached documents should be certified by Commissioner of Oaths or the Sports Registrar</p>	-	Within 45 days upon fulfillment of all necessary requirements
		Categories for Registration <ul style="list-style-type: none"> Multi-Sport Organization, County Multi-Sport Association and Private Sports Club 	50,000	
		<ul style="list-style-type: none"> National Sports Organization and County Sports Association 	10,000	
		<ul style="list-style-type: none"> Club affiliated to a national sports organization or County sports association 	1,000	
10	Renewal and Replacement of Registration of Sports Organizations	<ul style="list-style-type: none"> Valid Compliance certificates for all officials: (HELB, EACC, KRA PIN and Compliance Certificate, CRB and Certificate of Good conduct) 		Within 7 days upon fulfillment of all the necessary requirements
		Categories for Renewals/Replacements <ul style="list-style-type: none"> Annual renewals 	200	
		<ul style="list-style-type: none"> Replacement 	600	
11	Licensing of Professional Sports Person/ Coach	<ul style="list-style-type: none"> Duly Completed application form F issued by the Sports Registrar Full names of the applicant as per the ID Passport photo, Copies of ID, NSSF and NHIF Academic certificates Valid Compliance certificates for all officials (HELB, EACC, KRA PIN and Compliance Certificate, CRB and Certificate of Good Conduct from the Police) Anti-doping commitment letter Recommendation Letter from Club/Federation <p>Note: All attached documents should be certified by Commissioner of Oaths or the Sports Registrar</p>	-	Within 45 days upon fulfillment of all necessary requirements
		Categories for Licensing <ul style="list-style-type: none"> Professional Sports Organization 	100,000	
		<ul style="list-style-type: none"> Professional sports person 	2,000	
12	Dissolution of a Sports body	<ul style="list-style-type: none"> Notification of the Sports Registrar three months prior to the planned dissolution in form L and Q as provided in the Sports Registrar regulations Minutes of the AGM meetings Insolvency proceedings Proof indicating that rights of the creditors were honoured 	1,000	Within 7 days upon fulfillment of all the necessary requirements
13	Arbitration or mediation	<ul style="list-style-type: none"> Formal request/referral of a sports dispute to the Sports Registrar 		Within 30 days
		Categories for Arbitration/Mediation <ul style="list-style-type: none"> One member panel 	90,000	
		<ul style="list-style-type: none"> Three members panel 	150,000	
14	Observation of elections	<ul style="list-style-type: none"> Notice for election at least 28 days before election Detailed information of the contestants and independent panel presiding over the election Compliance certificates for all officials (HELB, EACC, KRA PIN and Compliance Certificate, CRB and Certificate of Good Conduct from the Police) 	Free	The entire election period
15	Recommendations for issuance of visas to sports teams	<ul style="list-style-type: none"> Approved calendar of events Formal request from the applicant Invitation letters from event organizers Names of the participants Valid passports 	Free	Within 2 days upon fulfillment of all necessary requirements
16	Recommendations for waiver of taxes on donated sports equipment	<ul style="list-style-type: none"> Formal requests to the State Department at least one (1) month before arrival of goods Clear description of the equipment/goods to be received Proof of registration Approval by the National Treasury 	Free	Within 2 days upon fulfillment of all necessary requirements
17	Funding eligible sports persons	<ul style="list-style-type: none"> Approved calendar of events Formal request at least three months before the commencement of the programme Written recommendation by the respective federation Proof to have met the age category requirements Proof of attainment of qualifying mark Itemized and costed facilitation requirements for the activity Letter of invitation for the hosting entity/body/agency 	Free	Within 30 days upon receipt of the request
18	Facilitating vulnerable groups to participate in sports	<ul style="list-style-type: none"> Formal proposals and requests from vulnerable groups federations 	Free	Within 7 days upon fulfillment of all necessary requirements

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service rendered that does not conform to the above standard or any officer who does not live up to the commitment to courtesy and excellence in service delivery, should be reported to:

Principal Secretary,
The State Department for Sports,
Talanta Plaza, Upper Hill
P O Box 49849-00100, Nairobi.
Tel: +254-711-797-797/738-309-871
Website: www.sports.go.ke
E-mail: info@sports.go.ke

Cabinet Secretary,
Ministry of Youth Affairs, Creative Economy and Sports
Talanta Plaza, Upper Hill
P O Box 49849-00100, Nairobi.
Tel: +254-711-797-797/738-309-871
Website: www.moyasa.go.ke
E-mail: info@moyasa.go.ke

The Commission Secretary/ Chief Executive Officer
Commission on Administrative Justice
West End Towers, 2nd floor
Waiyaki Way - Westlands
P.O. Box 20414-00200 NAIROBI
Tel: +254(020) 2270000/2303000
Toll -Free 0800 - 221349
Email: feedback@ombudsman.go.ke