



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"> <li>Clear and accurate information and requests</li> <li>National ID/Passport</li> </ul>	Free	On spot
2	Response to specific inquiries	<ul style="list-style-type: none"> <li>Clear and accurate topical information and correspondences</li> <li>National ID/Passport</li> </ul>	Free	1-5 working days
3	Response to telephone calls	<ul style="list-style-type: none"> <li>Phone call</li> </ul>	Free	Second Ring
4	Provision of advisory services	<ul style="list-style-type: none"> <li>Clear and accurate topical information and correspondences</li> <li>National ID/ Passport</li> <li>Telephone and email contacts</li> <li>Postal addresses and codes</li> </ul>	Free	1-5 working days
5	Resolving public complaints	<ul style="list-style-type: none"> <li>Lodged complaint</li> <li>Telephone and email contacts</li> <li>Postal addresses and codes</li> </ul>	Free	Within 7 working days
6	Award of tender/ contract to youth, women and Persons with Disabilities	<ul style="list-style-type: none"> <li>Original and copy of valid AGPO Certificate</li> <li>Any other requirement as per the respective advertisement</li> </ul>	Free	Within 28 days
7	Award of tender/ contract to other merchants	<ul style="list-style-type: none"> <li>Duly filled tender documents</li> <li>Valid registration certificate</li> <li>Valid KRA PIN certificate</li> <li>KRA compliance certificate</li> <li>Any other requirement as per the respective advertisement</li> </ul>	Free	Within 28 days
8	Payments to merchants/ suppliers/ contractors.	<ul style="list-style-type: none"> <li>Serialized Copy of LPO/ LSOs</li> <li>Serialized signed and stamped original Delivery Notes</li> <li>Serialized original Invoices</li> </ul>	Free	Within 28 days
9	Scout and nurture talents in sports	<ul style="list-style-type: none"> <li>Proficiency in a specific sports discipline</li> <li>Evidence of selection in the Talanta App</li> </ul>	Free	1 -4 weeks
10	Registration of Sports organizational (Club, Federation, Sports Academy, Private Sports Club, County Sports Associations)	<ul style="list-style-type: none"> <li>Duly Completed application Form A or Form J issued by the Registrar of Sports</li> <li>A copy of the Constitution and Strategic Plan</li> <li>Details of the Officials (Passport Photo, Copies of ID, NSSF and NHIF)</li> <li>Chapter six (6) compliance certificates for all officials (HELB, EACC, KRA PIN and Compliance Certificate, CRB and Certificate of Good Conduct from the Police)</li> <li>Members List</li> </ul> <p><b>Note:</b> Three (3) sets of combined documents to be submitted - One (1) original and two copies. Note: All attached documents should be certified by Commissioner of Oaths or the Registrar of Sports</p>	-	Within 45 days upon fulfillment of all necessary requirements
		Categories for Registration <ul style="list-style-type: none"> <li>Multi-Sport Organization, County Multi-Sport Association and Private Sports Club</li> </ul>	50,000	
		<ul style="list-style-type: none"> <li>National Sports Organization and County Sports Association</li> </ul>	10,000	
		<ul style="list-style-type: none"> <li>Club affiliated to a national sports organization or County sports association</li> </ul>	1,000	
11	Renewal and Replacement of Registration of Sports Organizations	<ul style="list-style-type: none"> <li>Compliance certificates for all officials: (HELB, EACC, KRA PIN and Compliance Certificate, CRB and Certificate of Good conduct)</li> </ul>	-	Within 7 Days upon fulfillment of all the necessary requirements
		Categories for Renewals/Replacements <ul style="list-style-type: none"> <li>Annual renewals</li> </ul>	200	
		<ul style="list-style-type: none"> <li>Replacement</li> </ul>	600	
12	Licensing of Professional Sports Person/ Coach	<ul style="list-style-type: none"> <li>Duly Completed application form F issued by the Registrar of Sports</li> <li>Full names of the applicant as per the ID</li> <li>Passport photo, Copies of ID, NSSF and NHIF</li> <li>Academic certificates</li> <li>Compliance certificates for all officials (HELB, EACC, KRA PIN and Compliance Certificate, CRB and Certificate of Good Conduct from the Police)</li> <li>Anti-doping commitment letter</li> <li>Recommendation Letter from Club/Federation</li> </ul> <p><b>Note:</b> All attached documents should be certified by Commissioner of Oaths or the Registrar of Sports</p>	-	Within 45 days upon fulfillment of all necessary requirements
		Categories for Licensing <ul style="list-style-type: none"> <li>Professional Sports Organization</li> </ul>	100,000	
		<ul style="list-style-type: none"> <li>Professional sports person</li> </ul>	2,000	
13	Dissolution of a Sports body	<ul style="list-style-type: none"> <li>Notification of the Registrar of Sports three months prior to the planned dissolution in form L and Q as provided in the Registrar of Sports regulations</li> <li>Minutes of the AGM meetings</li> <li>Insolvency proceedings</li> <li>Proof indicating that rights of the creditors were honoured</li> </ul>	1,000	Within 7 Days upon fulfillment of all the necessary recruitments
14	Arbitration or mediation	<ul style="list-style-type: none"> <li>Formal request/referral of a sports dispute to the Registrar of Sports</li> </ul>	-	Within 30 Days
		Categories for Arbitration/Mediation <ul style="list-style-type: none"> <li>One member panel</li> </ul>	90,000	
		<ul style="list-style-type: none"> <li>Three members panel</li> </ul>	150,000	
15	Observation of elections	<ul style="list-style-type: none"> <li>Notice for election at least 28 days before election</li> <li>Detailed information of the contestants and independent panel presiding over the election</li> <li>Compliance certificates for all officials (HELB, EACC, KRA PIN and Compliance Certificate, CRB and Certificate of Good Conduct from the Police)</li> </ul>	Free	The entire election period
16	Recommendations for issuance of visas to sports teams	<ul style="list-style-type: none"> <li>Approved calendar of events</li> <li>Formal request from the applicant</li> <li>Invitation letters from event organizers</li> <li>Names of the participants</li> <li>Valid passports</li> </ul>	Free	Within 2 Days upon fulfillment of all necessary requirements
17	Recommendations for waiver of taxes on donated sports equipment	<ul style="list-style-type: none"> <li>Formal requests to the State Department at least one (1) month before arrival of goods</li> <li>Clear description of the equipment/goods to be received</li> <li>Proof of registration</li> <li>Approval by the National Treasury</li> </ul>	Free	Within 2 Days upon fulfillment of all necessary requirements
18	Funding eligible sports persons	<ul style="list-style-type: none"> <li>Approved calendar of events</li> <li>Formal request at least three months before the commencement of the programme</li> <li>Written recommendation by the respective federation</li> <li>Proof to have met the age category requirements</li> <li>Proof of attainment of qualifying mark</li> <li>Itemized and costed facilitation requirements for the activity</li> <li>Letter of invitation for the hosting entity/body/agency</li> </ul>	Free	Within 30 Days upon receipt of the request
19	Facilitating vulnerable groups to participate in sports	<ul style="list-style-type: none"> <li>Formal proposals and requests from vulnerable groups federations</li> </ul>	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