

# CITIZENS' SERVICE DELIVERY CHARTER

## OUR VISION

The trusted regulator of an inclusive Capital Markets

## OUR MISSION

To regulate and promote the development of an orderly, fair, and efficient capital and commodities markets that safeguard stakeholder Interests.

SERVICE	REQUIREMENTS	USER CHARGES (KSHS)	TIMELINE
Response to enquiries	<ul style="list-style-type: none"> <li>• Written</li> <li>• Verbal</li> <li>• Walk-ins</li> </ul>	Free	<ul style="list-style-type: none"> <li>• Written – 14 days</li> <li>• Verbal – Immediate</li> <li>• Walk-ins – Immediate</li> </ul>
Processing applications for a license	<ul style="list-style-type: none"> <li>• Submit a complete application as per the checklist on CMA website <a href="http://www.cma.or.ke">www.cma.or.ke</a></li> <li>• Satisfactory background checks</li> </ul>	<p>Stockbroker or Dealer, Investment Adviser, Fund Manager, Investment Banks, Authorized Depositories, Authorized Securities Dealers, REITs, Derivatives Brokers, Securities Exchange, Derivatives Exchange (Kshs 2,500)</p> <p>Commodity Exchange, Commodity Broker (Kshs 10,000)</p>	90 days upon fulfilment of all the requirements in column 2
Processing applications for Issuances and Approvals	<ul style="list-style-type: none"> <li>• Submit a complete application</li> </ul>	Refer to the Second Schedule of the Licensing Requirements Regulations on the CMA website <a href="http://www.cma.or.ke">www.cma.or.ke</a>	90 days upon fulfilment of all the requirements in column 2
Investigate capital markets malpractices	Conducting of major investigations with available information	Free	Average of 5 months complex cases
Complaints handling	<p>Acknowledgement of complaints in writing for Walk-ins, email, online upon being received</p> <p>Resolution of complaints</p>	Free	<p>2 business days</p> <p>Average 3 months</p>
Provision of investor education and general information	Walk-in or call or written request	Free	2 days to acknowledge request upon receipt

**Excellent and quality service is not a privilege, it is your right  
“Commitment to Courtesy and Excellence in Service Delivery”**

Any service that does not conform to the above standards or any officer who does not live up to commitment to courtesy and excellence in Service Delivery should be reported to:

The Chief Executive Officer,  
Capital Markets Authority  
P.O. Box 74800-00200 Nairobi  
Embankment Plaza, 3rd Floor,  
Longonot Road, Upper Hill

**OR**

The Commission Secretary/Chief Executive Officer,  
Commission on Administrative Justice,  
2nd Floor, West End Towers,  
Opposite Aga Khan High School, Waiyaki Way  
P.O. Box 20414 – 00200, NAIROBI

Tel: +254 (020) 2264900 / 2221910 / 2722825  
/ 2226225  
Email: corporate@cma.or.ke

Tel: +254-20-2270000/2303000/2603765/2441211  
8030666 or 0722207767  
Email: info@ombudsman.go.ke (for general inquiries)  
complain@ombudsman.go.ke (for complaints)