



## CITIZENS' SERVICE DELIVERY CHARTER

### OUR VISION

To be an innovative regulator of a robust and globally competitive capital market

### OUR MISSION

To make Kenya's capital market the premier choice for investors and issuers through robust regulation, supporting innovation and enhanced investor protection

### OUR CORE VALUES

Integrity, Commitment, Responsiveness, Innovation and Continuous Learning, and Collaboration & Teamwork

SERVICE	REQUIREMENTS	USER CHARGES (KSHS)	TIME LINE
Maintain and continuously update the list of registered suppliers, contractors and consultants according to the procurement needs	Tender Application	Free	Within 45 days after tender opening and following evaluation to confirm eligibility and capability
Payment for goods and services	Invoice, LPO/LSO, and delivery documents	Free	30 Days
Refund for Fees and Levies	Refund claim	Free	30 Days
Handling Complaints	Specific details and disclosure of identity	Free	7 Days
Communication on License Applications	Submission of complete application in compliance with Capital Markets Act and relevant Regulations	2,500 for license applications (Refer to Second Schedule of the Capital Markets (Licensing Requirements)(General) Regulations 2002 for specific approval fees)	14 working days to receive communication on outstanding issues after lodging an application
Communication on Issues and Approvals Applications	Submission of complete application in compliance with Capital Markets Act and relevant Regulations	Approval fees determined by the type of approval sought (Refer to Second Schedule of the Capital Markets (Licensing Requirements)(General) Regulations 2002 for specific approval fees)	14 working days to receive communication on outstanding issues after lodging an application
Access to Information (Except for circumstances exempted under Section 24 of The Constitution and Section 6 of the Access to Information Act, 2016)	Written application in English or Kiswahili	Free	<p>Within 5 days to transfer the application to another public entity if the information requested is held by that public entity</p> <p>Within 7 days to respond to applicant confirming receipt of application and/or transfer to another public entity</p> <p>Within 21 days to process application and communicate CMA's decision on the application to the requester</p>

**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,  
Capital Markets Authority  
P.O. Box 74800-00200, Nairobi  
Embankment Plaza, 3rd Floor, Longonot Road, Upper Hill  
Tel:+254-20-2264900/2221910 or 0722207767  
Email: corporate@cma.or.ke

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