

SERVICE CHARTER



KENYA COPYRIGHT BOARD
PROTECTING COPYRIGHT, ENCOURAGING CREATIVITY



REPUBLIC OF KENYA



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Preamble

The Kenya Copyright Board (KECOBO) is a State Corporation established under Section 3 of the Copyright Act Cap 130 of the laws of Kenya, to administer and enforce Copyright and related rights in Kenya.

The Kenya Copyright Board has developed this guide to communicate and demonstrate its commitment to providing quality service to internal and external customers. This guide outlines KECOBO's Functions, Quality Policy, Vision, Mission, Core Values and Range of Services.

Functions of the Kenya Copyright Board

Under its mandate to administer and enforce copyright and related rights, the Kenya Copyright Board shall;

1. Direct, coordinate and oversee the implementation of the laws and international treaties and conventions to which Kenya is a party to and which relate to copyright and other rights recognized by the Act and ensure the observance thereof.
2. License and supervise the activities of Collective Management Organisations as provided for under the Act.
3. Devise and implement training programmes on copyright and related rights.
4. Constant review of the copyright and related rights law.
5. Enlighten and inform the public on matters relating to copyright and related rights.
6. Maintain an effective databank on authors and their works; administer all matters of copyright and related rights in Kenya as provided for under this Act; and deal with Ancillary matters connected with its functions under the Act.
7. Ensure the protection of traditional knowledge and traditional cultural expressions.

Quality Policy

The Kenya Copyright Board is committed to operate and maintain a Quality Management System (QMS) in accordance with the requirements of the ISO 9001:2008 QMS International Standard.

Our Vision

To be a world class agency for the administration and enforcement of copyright and management of traditional knowledge.

Our Mission

To promote the growth of the creative industries through effective administration and enforcement of copyright for socio-economic development in Kenya.

Our Principles and Core Values

- ❑ **Integrity** - The management and other members of staff of KECOBO ascribe to high standards of personal ethics and integrity in the conduct of the Board's affairs.
- ❑ **Teamwork** - The members of staff and the Board of KECOBO will work with a joint spirit in their endeavour to achieve the set goals for the Board.
- ❑ **Accountability and Transparency** - The Board will be accountable for its actions and decisions, accept responsibility for them and disclose the results in a transparent manner to its stakeholders. Further, the Board shall facilitate access to information and ensure clarity and accuracy of its communications with the stakeholders.
- ❑ **Respect for diversity** - The Board will uphold respect for diversity and avoid discrimination of any kind on account of gender, race, tribe, creed, colour or religion.

- Customer focus** - The Board shall establish and maintain effective mutually beneficial relations with its customers by understanding and prioritising their needs.
- Excellence** - The management and staff of KECOBO shall endeavour to observe high standards in the provision of service to its clients.

Our Pledge in Achievement of Vision 2030

The Kenya Copyright Board will ensure strict enforcement of copyright law with a view to boosting creativity and enhancing wealth and job creation.

Our Stakeholders

- Creative authors such as composers, literary authors and visual artists.
- Producers of creative works.
- Government.
- Industry organisations.
- Collective Management Organisations.
- Media.
- Schools, tertiary institutions and research organisations.
- Users of copyright works.
- Custodians of traditional knowledge and traditional cultural expressions.
- Enforcement agencies.

Our Service Standards

We commit ourselves to:

- Attend to you promptly and refer you to the relevant service point on your visit to the office.
- Respond to your correspondence within 7 days upon receipt of your letter.
- Treat your concerns with the confidentiality and urgency they deserve.

Our Range of Services:

SERVICE	REQUIREMENT	COST	DURATION
Registration of copyright works	<ul style="list-style-type: none"> Completed registration forms duly signed and commissioned 2 original copies of the work Authority letter where author is not present 	Kshs. 1,000/= per work	4 working days
Anti-Piracy Security Device (APSD)	<ul style="list-style-type: none"> Proof of registration of copyright Duly filled authentication forms Authority letter where author is not present 	Kshs. 4/= for each APSD and bar code sticker	3 working days
Prosecution of copyright infringement cases	<ul style="list-style-type: none"> Complaint made and evidence of ownership 	Free of charge	Reasonable period
Legal Advice on Copyright	<ul style="list-style-type: none"> Appointment with the Legal Counsel 	Free of charge	14 to 21 days
Mediation in copyright disputes	<ul style="list-style-type: none"> Copies of both original and infringing works. Supporting documentary evidence Consent of both parties to mediate 	Free of charge	Reasonable period
Training of rights holders	<ul style="list-style-type: none"> Written request At least two weeks notice 	Free of charge	Confirm training within 7 days of receiving request Training duration is between half and one full day

SERVICE	REQUIREMENT	COST	DURATION
Licensing of Collective Management Organisations (CMOs)	<p>Registration of a new CMO</p> <ul style="list-style-type: none"> • Certified copy of the certificate of registration • Certified copy of the memorandum and articles of association • The capacity for collection and distribution of the royalties • Deeds of assignment of rights by the members 	Kshs. 250,000/=	<p>Within three months</p> <p>NB: The application for licensing should be lodged at least three months before the expiry of the license</p>
	<p>Registration renewal for an existing CMO</p> <ul style="list-style-type: none"> • Certified copies of the annual returns where applicable • The CMOs audited accounts of the year preceding the application where applicable • A report of its operations during the year preceding the application • Deeds of assignment of rights by the members • The capacity for collection and distribution of the royalties 	1% to 3% of the CMO's last year's revenue as per their last audited accounts.	

Obligations of our clients/stakeholders

- Provide the Kenya Copyright Board with accurate and timely information for any action to be taken.
- Submit all the requirements needed for registration of copyright and administration of the Anti-Piracy Security Device (APSD).
- Report any cases of corruption and unprofessionalism by our staff.
- Uphold courtesy and professionalism and refrain from unethical behavior and tendency to compromise or intimidate officers.

Complaints

The Kenya Copyright Board (KECOBO) views complaints as being key to the continuous improvement of services. If you have a complaint about KECOBO staff or the standard of our services, please send us your feedback through email, telephone, suggestion boxes and the customer feedback forms available at our reception. The management promises to respond promptly and appropriately. The Kenya Copyright Board also guarantees confidentiality and privacy of all communications.

Our Contacts

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in support of

