

Service	Requirement	COST		Duration
		Natural person-	Corporate entities (Association, state, corporations, registered business names and limited liability companies)	
Request for a certified copy of documents held by the Board	Form C.R 11	Sh. 500	Sh. 1000	48 hours
Legal Advice on Copyright	•Appointment with the Legal Counsel	Free of charge		0 to 7 days
Mediation in copyright disputes	•Copies of both original and infringing works. •Supporting documentary evidence •Consent of both parties to mediation	Free of charge		Reasonable period
Training of rights holders	•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
Licensing of Collective Management Organisations (CMOs)	Registration of a new CMO •Certified copy of the certificate of registration •Certified copy of the memorandum and articles of association •Proof of capacity for collection and distribution of royalties •Deeds of assignment of rights by the members	Sh. 250,000/=		Within three months NB: The application for licensing should be lodged at least three months before the expiry of the existing license
	Renewal of Registration for an existing CMO •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 •Proof of capacity for collection and distribution of the royalties	Sh. 100 per member on the CMO register subject to a minimum fee of Sh. 200,000		

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.
- Submit any additional documents when required
- Report any cases of corruption and unprofessionalism by our staff.
- Uphold courtesy and professionalism and refrain from unethical behaviour and tendency to compromise or intimidate officers.




Complaints

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 undertakes to respond promptly and appropriately. The Kenya Copyright Board also guarantees confidentiality and privacy of all communications.

Our Contacts

Kenya Copyright Board
5th Floor, NHIF Building-Community,
Ragati Road/Ngong Road,
P. O. Box 34670-00100,
Nairobi - Kenya.
Tel: +254 20 253 3859

Email: info@copyright.go.ke
Website: www.copyright.go.ke

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KENYA COPYRIGHT BOARD

SERVICE CHARTER

Preamble

The Kenya Copyright Board (KECOBO) is a State Corporation established under Section 3 of the Copyright Act No 12 of 2001 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 and timely 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, co-ordinate and oversee the implementation of laws and international treaties and conventions to which Kenya is a party and which relate to copyright and related rights and ensure the observance thereof;
2. License and supervise the activities of Collective Management Organisations;
3. Devise promotion, introduction and training programs on copyright and related rights, to which end it may co-ordinate its work with national or international organisations concerned with the same subject matter;
4. Organise the legislation on copyright and related rights and propose other arrangements that will ensure its constant improvement and continuing effectiveness;
5. Maintain an effective data bank on authors and their works;
6. Enlighten and inform the public on matters relating to copyright and related rights;
7. Administer all matters of copyright and related rights in Kenya and to deal with ancillary matters connected with its functions under the Copyright Act.



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 9001:2015 QMS International Standard.

Vision

To be a global leader in the administration and enforcement of copyright and related rights.

Mission

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

Core Values

To fulfil our mandate and in pursuit of our Vision and Mission, our operations and culture will be guided by the following core values:

Integrity - We shall be honest, truthful, trustworthy, confidential, accountable and transparent in our actions.

Excellence - We shall provide high quality services, through commitment to our work and professional development.

Customer Focus - We listen to both our internal and external customers and seek to exceed their expectations.

Leadership - We shall endeavour to motivate and inspire staff towards the attainment of the vision of the Board.

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 Agencies.
- 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.
- Regional and International organisations that deal with copyright and related rights matters.

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
		Natural person-	Corporate entities (Association, state, corporations, registered business names and limited liability companies)	
Registration of copyright works	Register your work on the National Rights Registry by going to nrr.copyright.go.ke , create an account and upload your work. You can also go to www.copyright.go.ke and choose E-Copyright Registration. This will take you to the National Rights registry.			48 hours
Copyright registration per work		Sh. 100	Sh. 500	48 hours
Copyright Registration per software		Sh. 500	Sh. 1000	48 hours
Application to amend name or address of the copyright holder	Request through nrr.copyright.go.ke	Sh. 100	Sh. 300	48 hours
Application to have a change of ownership of a registered copyright work		Sh. 100	Sh. 100	48 hours
Application for recordal of a license or assignment in the copyright register	Form C R 4	Sh. 5,000	Sh. 10,000	3 Days