



CITIZENS' SERVICE DELIVERY CHARTER



VISION

MISSION

An Informed and Empowered Consumer

To create a conducive and facilitative environment to spur industry growth through efficient and effective regulation of film content

CORE VALUES

• Professionalism

• Innovation

• Integrity

NO.	SERVICE	SERVICE REQUIREMENT(S)	CHARGES (KES)	TIMELINE	
1.	Registration of Film Agents	1. Duly filled application form 2. Company Certificate of Incorporation or Registration 3. CR12 4. KRA PIN Certificate 5. Professional Certificate 6. Company Profile	12,000 annually	Within one (1) working day	
2.	Registration of Local Filmmakers	1. Duly filled application form 2. Company Certificate of Incorporation or Registration 3. KRA PIN Certificate 4. Company Profile	Free	Within one (1) working day	
3.	Issuance of Filming Licences	Feature Film	1. Duly filled application form 2. Synopsis 3. Screenplay 4. Shooting Schedule 5. List of equipment	Licence fees 15,000 per film Filming Fees – 1,000 per filming day	Within two (2) working days
	Series: TV Series, Web Series and Docuseries (per season)	1. Duly filled application form 2. Synopsis 3. Screenplay 4. Shooting Schedule 5. List of equipment	Licence fees 15,000 per season Filming Fees – 1,000 per filming day	Within two (2) working days	
	Documentary, Short Film, Corporate Video, Feature, Music Video, Promotional Video etc.	1. Duly filled application form 2. Detailed synopsis, Script, Treatment or Storyboard 3. Shooting schedule 4. List of equipment	Licence fees 5,000 per film Filming Fees – 1,000 per filming day	Within one (1) working day	
	Advertisement	1. Duly filled application form 2. Treatment 3. Shooting schedule 4. List of equipment	Licence fees 5,000 per film Filming Fees – 1,000 per filming day	Within one (1) working day	
	Filming License Extension	Shooting schedule	Filming Fees – 1,000 per filming day	Within one (1) working day	
4.	Work Permit Recommendation	1. A letter 2. Copy of a Valid Passport(s) 3. Copy of a Valid filming licence	Free	Within two (2) working days	
5.	Film Data Request	A written request to the Chief Executive Officer	Free	Within two (2) working days	
6.	Classification of Films and Related Posters	Poster	1. Duly filled in application form	1,000 per poster	within one (1) working day
		Trailer	2. Film in the prescribed format	1,000 per trailer	
		Commercial		1,000 per film	
		Feature/Documentary		100 per minute	
7.	Issuance of Film Exhibition Licences	Video Show	1. Duly filled application form	2,000 annually	Within one (1) working day
		Video Game Show	2. Certificate of Business Registration or Incorporation	2,000 annually	
		Cinema/Mobile		10,000 (per screen) annually	
		Cinema/Outdoor/Indoor			
		Digital Billboard			
Virtual Reality		10,000 annually			
8.	Issuance of Film Distribution Licences	Movie Shop, Video Game Shop/Cinema Distributor	1. Duly filled application form 2. Certificate of Business Registration or Incorporation	5,000 annually (inclusive of film stickers)	Within one (1) working day
9.	Issuance of Compliance Letter	Duly filled application form	Free	Within two (2) working days	
10.	Booking of Spaces at the Nairobi Film Centre	Main Artist Cinema Hall	Duly filled application form	50,000	Within one (1) working day upon approval to use the space
		Screen Two		30,000	
		Management Room		20,000	
		VIP Lounge		20,000	

For any complaints, comments or requests for information please get in touch with;

Kenya Film Classification Board

Uchumi House, 15th Floor
P.O. Box 44226-00100 Nairobi, Kenya
Tel no: 020 2250 600/020 2241 804/020 2251 258
Cell no: +254 711 222 204/+254 777 753 355
Email: info@kfcg.go.ke
Website: www.kfcg.go.ke



You can also direct your complaints to the Commission on Administrative Justice on:



Commission on Administrative Justice/Office of the Ombudsman

Head Office, West End Towers, 2nd Floor, Opposite Aga Khan High School – Westlands
P.O. Box 20414 – 00200, Nairobi, Kenya
Tel: +254-20-2270000 /2303000 / 2603765 / 2409574/0777 125818/ 0800221349 (Toll free)
Email : info@ombudsman.go.ke/complain@ombudsman.go.ke
Website: www.ombudsman.go.ke



MKATABA WA UTOAJI HUDUMA KWA WANANCHI



MAONO

DHAMIRA

Mteja mwenye uelewa na kuwezesha

Kuunda mazingira yanayofaa na wezeshi ili kukuza ukuaji wa tasnia kupitia udhibiti bora na mzuri wa yaliyomo kwenye filamu

MAADILI YA MSINGI

• Utaalamu

• Ubunifu

• Uadilifu

NO.	HUDUMA	MAHITAJI YA HUDUMA	GHARAMA (KSH)	MUDA
1.	Usajili wa Wakala wa Filamu	1. Fomu ya maombi iliyojazwa ipasavyo 2. Cheti cha Usajili au Cheti cha Kuanzishwa kwa Kampuni 3. CR12 4. Cheti cha PIN cha KRA 5. Cheti cha Kitaaluma 6. Wasifu wa Kampuni	12,000 kwa mwaka	Ndani ya siku moja (1) ya kazi
2.	Usajili wa Watengenezaji Filamu wa Ndani	1. Fomu ya maombi iliyojazwa ipasavyo 2. Cheti cha Usajili au Cheti cha Kuanzishwa kwa Kampuni 3. Cheti cha PIN cha KRA 4. Wasifu wa Kampuni	Bila malipo	Ndani ya siku moja (1) ya kazi
3.	Utoaji leseni za kurekodi filamu	1. Fomu ya maombi iliyojazwa ipasavyo 2. Muhtasari wa hadithi 3. Mwandiko wa filamu 4. Ratiba ya kurekodi filamu 5. Orodha ya vifaa	Ada ya leseni: 15,000 kwa kila filamu Ada ya kurekodi filamu: 1,000 kwa kila siku ya kurekodi filamu	Ndani ya siku mbili (2) za kazi
	Mfululizi wa Filamu/Series: Mfululizo wa Televisheni, Mfululizo wa Mtandao Mfululizo wa Hati (kwa msimu)	1. Fomu ya maombi iliyojazwa ipasavyo 2. Muhtasari wa hadithi 3. Mwandiko wa filamu 4. Ratiba ya kurekodi filamu 5. Orodha ya vifaa	Ada ya leseni ni shilingi 15,000 kwa kila msimu. Ada ya kurekodi filamu: 1,000 kwa kila siku ya kurekodi filamu	Ndani ya siku mbili (2) za kazi
	Filamu za Hati, Filamu Fupi, Video za Kibiashara, Filamu Ndefu, Video za Muziki, Video za Kukuza	1. Fomu ya maombi iliyojazwa ipasavyo 2. Muhtasari wa kina, Mwandiko wa filamu, au Mchoro wa hadithi Ratiba ya kurekodi filamu 3. Orodha ya vifaa	Ada ya leseni: 5,000 kwa kila filamu Ada ya kurekodi filamu: 1,000 kwa kila siku ya kurekodi filamu	Ndani ya siku moja (1) ya kazi
	Tangazo la Biashara	1. Fomu ya maombi iliyojazwa ipasavyo 2. Matibabu (Film Treatment) 3. Ratiba ya kurekodi filamu 4. Orodha ya vifaa	Ada ya leseni: 5,000 kwa kila filamu Ada ya kurekodi filamu: 1,000 kwa kila siku ya kurekodi filamu	Ndani ya siku moja (1) ya kazi
	Uongezaji wa muda wa leseni ya kurekodi filamu	Ratiba ya kurekodi filamu	Ada ya kurekodi filamu: 1,000 kwa kila siku ya kurekodi filamu	Ndani ya siku moja (1) ya kazi
4.	Mapendekezo ya Kibali cha Kazi	1. Barua 2. Nakala ya Pasipoti Halali 3. Nakala ya leseni halali ya kurekodi filamu	Bila malipo	Ndani ya siku mbili (2) za kazi
5.	Ombi la Takwimu za Filamu	Ombi la kuandikwa kwa Mkurugenzi Mtendaji	Bila malipo	Ndani ya siku mbili (2) za kazi
6.	Uainishaji wa Filamu na Mabango Husika	Bango la filamu Tangazo la awali ya Filamu/Vidokezo Tangazo la Kibiashara Filamu Ndefu/Filamu za Hati	1,000 kwa kila bango 1,000 kwa kila tangazo la awali ya filamu/vidokezo 1,000 kwa kila filamu 100 kwa dakika	Ndani ya siku moja (1) ya kazi
	Utoaji wa Leseni ya Usambazaji/ Uonyeshaji wa Filamu	Onyesho la Video Onyesho la Michezo ya Video Sinema/ya Kusogezewa Sinema/Bodi ya Kidijitali ya Nje/Ndani Uhalisia wa Kielektroniki (Virtual Reality)	1. Fomu ya maombi iliyojazwa ipasavyo 2. Cheti cha Usajili wa Biashara au cha Kuanzishwa kwa Kampuni	2,000 kwa mwaka 2,000 kwa mwaka 10,000 kwa mwaka (kwa kila skrini) 10,000 kwa mwaka
	Utoaji wa Leseni ya Usambazaji wa Filamu	Duka la Filamu, Duka la Michezo ya Video/Msambazaji wa Sinema	1. Fomu ya maombi iliyojazwa ipasavyo 2. Cheti cha Usajili wa Biashara au cha Kuanzishwa kwa Kampuni	5,000 kwa mwaka (ikiwemo stika za filamu)
	Utoaji wa Barua ya Uzingatiaji wa Masharti	Fomu ya maombi iliyojazwa ipasavyo	Bila malipo	Ndani ya siku mbili (2) za kazi
10.	Uhifadhi wa Maeneo/Nafasi katika Nairobi Film Centre	Ukumbi Mkuu wa Sinema Ukumbi wa Skrini ya Pili Chumba cha Usimamizi Chumba cha VIP Terrace	Fomu ya maombi iliyojazwa ipasavyo	Ndani ya siku moja (1) ya kazi baada ya uidhinishaji wa kutumia nafasi
			50,000	
			30,000	
			20,000	
			20,000	
		30,000		

Kwa malalamiko, maoni au maombi ya kupata taarifa, tafadhali wasiliana na;

Bodi ya Uainishaji wa Filamu Nchini Kenya

Jengo la Uchumi, Ghorofa ya 15
S.L.P. 44226-00100 Nairobi, Kenya
Simu: 020 2250 600 / 020 2241 804 / 020 2251 258
Simu ya Mkononi: +254 711 222 204 / +254 777 753 355
Barua Pepe: info@kfcg.go.ke
Tovuti: www.kfcg.go.ke



Unaweza pia kuelekeza malalamiko yako kwa Tume ya Haki ya Utawala kupitia:



Tume ya Haki ya Utawala / Ofisi ya Ombudsman

Makao Makuu, West End Towers, Ghorofa ya 2, Mkabala na Shule ya Aga Khan High School – Westlands
S.L.P. 20414 – 00200, Nairobi, Kenya
Simu: +254-20-2270000 / 2303000 / 2603765 / 2409574 / 0777 125818 / 0800 221 349 (Bure)
Barua Pepe: info@ombudsman.go.ke/complain@ombudsman.go.ke
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