



CITIZENS' SERVICE CHARTER



VISION

To be a world class film and broadcast content regulator

MISSION

To safeguard national values and norms through efficient and effective film and broadcast content regulatory services

CORE VALUES

- Professionalism
- Innovation
- Teamwork
- Accountability
- Integrity

SERVICE		CUSTOMER OBLIGATION	CHARGES (KES)	TIMELINE
Issuance of filming licenses	Full length feature Film	1. Duly filled application form 2. Detailed synopsis 3. Screenplay 4. Shooting schedule 5. List of equipment	License fees 15,000 per film Filming Fees – 1,000 per filming day	Within 48 hours
	TV Series (Per Season)	1. Detailed synopsis 2. Screenplay 3. Shooting schedule 4. List of equipment	License fees 15,000 per film Filming Fees – 1,000 per filming day	Within 48 hours
	Documentary/ Short film/ feature/ Advertisements	1. Duly filled application form 2. Either detailed synopsis, Script, treatment or storyboard 3. Shooting schedule 4. List of equipment	License fees 5,000 per film Filming Fees – 1,000 per filming day	10-25 minutes
Registration of film agents		1. Duly filled application form 2. Company certificate of incorporation or registration 3. VAT Certificate 4. Professional certificate 5. List of equipment	12,000 p.a.	15 minutes
Issuance of film stickers			10 per sticker	
Classification & Rating of films	Posters and Trailers	1. Film in prescribed format.	1,000	1 working day
	Commercials	2. Duly filled application form.	1,000	
	Features/ Documentaries		100 per minute	
Issuance of classification catalogues				
Issuance of exhibitor's licence	Video shop	Duly filled application form	2,000	15 minutes
	PlayStation		2,000	
	Theatre		10,000 (per screen)	
Issuance of distributor's licence		Duly filled application form	3,000	15 minutes
Inspection of exhibitors and distributors' premises		Compliance	FREE	
Monitoring of free-to-air TV and Radio		Compliance	FREE	



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