MINISTRY OF LABOUR AND SOCIAL PROTECTION

STATE DEPARTMENT FOR SOCIAL PROTECTION AND SENIOR CITIZEN AFFAIRS

DIRECTORATE OF SOCIAL DEVELOPMENT

COMMUNITY GROUP REGISTRATION FREQUENTLY ASKED QUESTIONS (FAQs)

1. **What is a community group?**
   - A community group is a voluntary association of individuals from the same community
   - It should be self-organized for a common purpose aimed at improving the livelihood of the group members or for a community benefit

2. **What are the categories of community groups?**
   - Welfare groups
   - Socio-Economic groups
   - Community Service Groups/Community Projects'
   - Special interest groups
   - Integrated Refugee Groups

3. **What are the types of groups registered?**
   - **Self-Help Groups (SHGs)**:
     - Women;
     - Men;
     - Youth;
     - Persons with Disability;
     - Older persons;
     - Mixed groups (a combination of the above); and
     - Special interest groups
   - **Community Based Organizations (CBOs)**

4. **Who registers a community group?**
   - The Director of Social Development

5. **Where do I register a community group?**
   - Sub-County Social Development Office
   - Huduma Centres
   - Online
     - Log in at www.ecitizen.go.ke through your account
     - Click **Ministry of Labour and Social Protection** for redirection to Community Development Management Information System (CDMIS)

6. **What are the requirements for registering a community group?**
   - Pre-registration training certificate (Issued by SDO after training)
   - Duly filled prescribed application form
   - List of members
   - Copy of IDs of group members
   - Group Minutes and duly signed attendance list
   - Group Constitution
   - For Integrated Refugee Groups (IRGs), the duly filled application form with recommendation by the Department of Refugee Services (DRS)
   - Registration fee

7. **What is the minimum number of members required to form a community group?**
   - Self Help Group-10
   - Community Based Organization- 10
   - Special interest group- 5

8. **How long does it take to acquire a community group certificate?**
   - The community group certificate will be issued within 14 days after approval of registration and submission of payment.

9. **How much do I require to register a community group (in Kes)?**
   - Self Help Group-1000
   - Community Based Organization- 5000

10. **How often should community group certificates be renewed?**
    - Community group certificates are renewed annually after the first two years of registration.

11. **What do I require when renewing a community group certificate?**
    - Group minutes and duly signed attendance list
    - Group progress report
    - Financial report
    - A duly filled renewal form
    - Renewal fee**:** Self Help Group- Kes200; Community based Organizations- Kes500
    - Copy of group constitution if revised

12. **What happens if my certificate is lost, defaced and I need a new Certificate?**
    You require:
    - A police abstract
    - Group minutes and duly signed attendance list
    - A copy of the original certificate where applicable
    - A replacement fee of Kes1,000 for Self Help Group and Kes5,000 for Community Based Organizations

13. **What is expected from community groups once registered?**
    - Submission of annual progress reports
    - Keeping an updated group membership register
    - Report unresolved grievances
    - Submit audited financial records
    - Updates on elections and officials

14. **Under what circumstances can a certificate of registration be withdrawn?**

- If the certificate is used for other reasons other than what was stated at the point of registration
- If the group is dissolved
- If a group fails to renew their certificate after four consecutive years

15. What do I need to open a group account?
- A bank introduction letter
- A copy of an up-to-date group certificate
- Minutes indicating the bank, branch, group officials and the bank signatories including their ID numbers and their positions
- Duly signed list of members
- Copy of group constitution
- Copies of IDs of bank signatories

16. Where do I report group complaints and grievances?
- The Social Development Committee
- The Sub-County Social Development Officer
- The County Social Development Office
- As much as possible have a dispute resolution mechanism in your constitution

17. What support is available to community groups from Government?
- Linkages and referrals to Government agencies that offer financial service such as the Hustler Fund, Uwezo, Youth and Women Enterprise Fund, National Government Affirmative Action Fund (NGAAF)
- Linkages and referrals to non-state agencies
- Technical support and capacity building

18. In the new community group registration ACT what do I need to do differently?
- Conform to the provisions of the community registration Act
- You need to register in the community development management information system (CDMIS).
- Acquire the new certificates developed in compliance with the Act
- Have a pre-registration and post-registration training certificates