



A PBO VOLUNTARY SERVICE CHARTER FOR CITIZENS¹

We, the Staff and Board Members of Public Benefits Organisations recognize the important duty we have to the people, County and National Government of the Republic of Kenya. We exist to promote the public good, support democratic development, social cohesion and tolerance within society and respect for the rule of law. We complement the primary duty of the County and National Government to provide essential public services.

We believe effective and efficient self-regulation is the basic foundation for an effective PBO sector. For this to work, we have to maintain and be seen to uphold the highest standards of governance, transparency and accountability. It is both a legal requirement and a matter of integrity for all PBOs whether we work locally, nationally or internationally.

We undertake to transform the sector by undertaking the following actions, as enshrined in the PBO Act 2013:

1. Initiate and maintain open, respectful and an informed dialogue with citizens, County and National Governments;
2. Upon commencement of the PBO Act, we invite you to hold us accountable to this Act and voluntary service charter;
3. Keep all documents, as required by law, available to the public in our offices and on our websites. This will include audited annual accounts and reports, current annual budget, list of the Board members or Directors and principal registered Officers;
4. Make the PBO Act and this charter available to the public, in our offices and websites; in both Kiswahili and English;
5. Align our constitutions and practices with the provisions of the PBO Act especially with regards to disclosing the source and use of funding, maintaining integrity in our all systems including sound Board oversight;

¹ This has been drawn from the Public Benefits Organisations Act passed by the National Assembly (2012) and assented to by the President of the Republic of Kenya (14th January 2013) but which has yet to be commenced by the Cabinet Secretary for Devolution and Planning. This version was developed after considerable debate by over 300 PBO leaders between March 3 and 21. It will be circulated for individual members of PBO staff and governance to sign.

6. Publish and implement conflict of interest guidelines to ensure that the personal interests of our members, the staff and volunteers do not conflict with those of the organization and the public at large;
7. Act inclusively and not discriminate against any person or groups unless in the interest of assisting targeted populations who are marginalized;
8. Ensure that every person who serves on the governing body serves on a voluntary basis and shall only be eligible for the reimbursement of costs;
9. Maintain a high standard of professionalism in service and interactions with people through honesty, fairness, integrity, respect for confidentiality, objectivity, care, diligence, prudence, timeliness and straightforwardness;
10. Actively identify and address any other behavior that is against the spirit of the Act;
11. Use our resources solely to support the public benefit purposes for which the organization was established;
12. Intentionally build the capacity of local organisations which are registered and compliant with the PBO Act and other laws that regulate the activities of these organisations;
13. Uphold diversity in the composition of the governance bodies of our organizations and ensure that at least one third of the Board members are Kenyan citizens, resident in Kenya;
14. Only apply for work permits for positions necessary for the proper functioning of the organization where no persons with comparable skills are locally available. Such employees shall contribute towards building local capacity to perform the same roles.
15. Actively research, educate and support citizens to express their views. We further commit to advocate in the public interest and express our views on any issues of public policy
16. We shall not engage in fundraising or campaigning in support of any political party or candidate for appointive or elective office
17. Following commencement of the Act in its current form, we commit to register and undertake all practical steps to comply with the provisions of the PBO Act 2013.

CSO Reference Group Secretariat

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Signatories						
	Name	Organisation	Position	Telephone	Email	County
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TEN EASY STEPS TO IMPLEMENT THIS CHARTER

This Charter is a voluntary Charter. It is a declaration of our commitment to transforming our organisations consistent with the PBO Act (2013) and Article 6 of the Constitution.

As colleagues, we invite you to;

1. Table the Act and Charter for discussion, adoption and signatures by individual members of staff and your governance board;
2. Scan and email your signatures to info@pboact.or.ke or call Faith at the CSO Reference Group to arrange collection. Office: +254720600656
3. Have the Board and Management regularly track the implementation of any actions that are required to bring your PBO in line with the PBO Act;
4. Prominently display this Charter in all of your organisational offices;
5. Publicize your commitment to this Charter and its principles and commitments in all of your Information Education and Communication (IEC) materials;
6. Request media and other public networks to publicize the Charter;
7. Provide copies and discuss the Charter and the Act with local and county administration offices in areas you are working;
8. Sensitize and invite community leaders, local and county administration to hold all PBO's accountable to the commitments in the Charter;
9. Use every opportunity such as network and project activities, meetings and other forums to raise awareness and disseminate the Charter;
10. Share lessons and experiences from awareness raising and implementation of the Charter with the CSO Reference Group and other PBOs.