

# SERVICE DELIVERY CHARTER

## OFFICE OF THE REGISTRAR ENVIRONMENT AND LAND COURT



**THIS CHARTER OUTLINES THE SERVICE STANDARDS EXPECTED FROM THE OREL, WE ARE COMMITTED TO PROVIDING QUALITY SERVICES THAT MEET OUR CLIENTS' NEEDS AND WE ENDEAVOR TO SERVE WITH INTEGRITY, IMPARTIALITY, AND HUMILITY**

ROLE/ ACTIVITY	REQUIREMENTS	COST	TIMELINE
Surrender of Imprest	Self-submit the requisite imprest documents after completion of the activity on your account of the ERP platform. The documents required are: <ul style="list-style-type: none"> <li>• Work Ticket, boarding pass, bus ticket, SGR ticket or taxi receipts.</li> <li>• Attendance sheets</li> <li>• Approval of the activity.</li> <li>• Cause list (if applicable)</li> <li>• Duly filled Returns Template (if applicable)</li> </ul>	Nil	48 hours
Provision of Travel Tickets	Request for travel ticket to be submitted at least 10 working days prior to date of travel. <ul style="list-style-type: none"> <li>• Approval for the activity.</li> <li>• Request for procurement of the ticket to the Registrar or AIE holder indicating date, time of travel and official name as per ID/passport.</li> </ul>	Nil	7 Days
Facilitation of Visa applications for official foreign travel	The documents required to process Visa and Note Verbal are: <ul style="list-style-type: none"> <li>• Invitation letter to applicant from host/ event organizer.</li> <li>• Approval letter to travel out of the country from the Hon. Chief Justice.</li> <li>• Copy of Applicant's passport.</li> </ul>	Nil	14 Working Days
Facilitation of Per diem for official foreign travel	<ul style="list-style-type: none"> <li>• Invitation letter to applicant from host/ event organizer.</li> <li>• Approval letter to travel out of the country from the Hon. Chief Justice.</li> <li>• Copy of Applicant's passport.</li> <li>• Boarding Pass.</li> <li>• A copy of passport page on the entry and exit stamped by the immigration officials</li> </ul>	Nil	14 days
Facilitation of Passport application / renewal	<ul style="list-style-type: none"> <li>• Duly filled application form</li> <li>• Copy of ID and expired passport (for renewal application)</li> <li>• Original Birth certificate (for new application)</li> <li>• Receipt as proof payment</li> <li>• Introduction letter from Registrar's office to access VIP services</li> </ul>	Nil	5 Days
Facilitation of reimbursement claims for medical expenses	<ul style="list-style-type: none"> <li>• Medical claim form duly completed by the attending doctor and original payment receipts</li> </ul>	Nil	2 Days
Facilitation of Payment of per diems for Circuits / Benches / Judgement Writing / Part-Heard / Service Week or other official activities.	<ul style="list-style-type: none"> <li>• Request letter to the registrar ELC</li> <li>• Approval by Hon Chief Justice, or Principal judge ELC</li> <li>• Causelist</li> <li>• Proof of travel (work ticket, boarding pass)</li> <li>• Details of the claimants(PJ Nos /force Nos.,JSG No.,number of days for the activity)</li> <li>• A duly filled returns template</li> </ul>	Nil	14 days
Reimbursement of utility bills	<ul style="list-style-type: none"> <li>• Mpesa/water bills/KPLC statements reflecting the payments made.</li> </ul>	Nil	2 days
Facilitation of movers services	<ul style="list-style-type: none"> <li>• Transfer letter</li> <li>• Duly filled movers form</li> </ul>	Nil	2 days
Facilitation of transfer allowances	<ul style="list-style-type: none"> <li>• Transfer letter</li> <li>• Reporting letter by the new station</li> <li>• Current Payslips (for drivers and Ushers)</li> </ul>	Nil	2 days
Handling of request for drivers and ushers	<ul style="list-style-type: none"> <li>• Forward the request letter to Judiciary Police Unit</li> </ul>	Nil	24 hrs
Request for judicial staff	<ul style="list-style-type: none"> <li>• Write to the chief registrar copied to director human resource</li> </ul>	Nil	24 hrs
Facilitate Replacement/Repair of Vehicles	<ul style="list-style-type: none"> <li>• Write to assistant director transport with repair/ maintenance support documents</li> </ul>	Nil	24 hrs
Handling Inquiries oral/written	<ul style="list-style-type: none"> <li>• Acknowledging complaints and actioning on customer feedback form</li> </ul>	Nil	1 Day

**Any service that does not meet the standards and commitments of this Charter may be reported to the following:**

Registrar, Environment and Lands Court, P.O Box 30041, 00100. GPO, Nairobi, KENYA.

E-mail: [registrarel@court.go.ke](mailto:registrarel@court.go.ke), Help Line: 0730181481 or 0730181486

OR

The Chief Registrar of the Judiciary, P.O. Box 30041-00100, GPO Nairobi, Kenya, Office Tel: 020221221 E-mail: [chiefregistrar@court.go.ke](mailto:chiefregistrar@court.go.ke)

OR

The Office of the Judiciary Ombudsman, Supreme Court Building Room 10, P.O. Box 30041-00100, GPO Nairobi, KENYA.

Tel: 0730181555/165, Email: [service@court.go.ke](mailto:service@court.go.ke)

