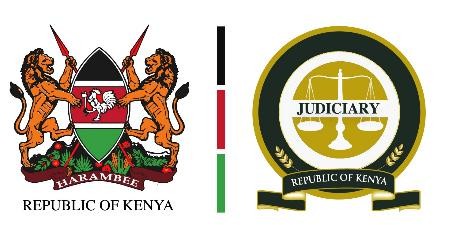
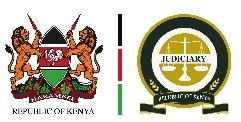
**OFFICE OF THE REGISTRAR**

**ENVIRONMENT AND LAND COURT**

**THE PURPOSE OF THIS CHARTER IS TO OUTLINE THE SERVICE STANDARDS EXPECTED FROM THIS DIRECTORATE, WE ARE COMMITTED TO PROVIDING QUALITY SERVICES THAT MEET OUR CUSTOMERS NEEDS, WE ENDEAVOUR TO SERVE WITH INTERGRITY, IMPARTIALITY AND HUMILITY**



**SERVICE DELIVERY CHARTER**

|  |  |  |  |
| --- | --- | --- | --- |
| **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:   * Work Ticket, boarding pass, bus ticket, SGR ticket or taxi receipts. * Attendance sheets * Approval of the activity. * Cause list (if applicable) * Duly filled Returns Template (if applicable) | Nil | 48 hours |
| Provision of Travel Tickets | Request for travel ticket to be submitted at least 10 working days prior to date of travel.  The documents required are:   * Approval for the activity. * Request for procurement of the ticket to the Registrar or AIE holder indicating date, time of travel and official name as per ID/passport. | Nil | 7 Days |
| Facilitation of Visa application for official foreign travel | The documents required to process Visa and Note Verbal are:   * Invitation letter to applicant from host/ event organizer. * Approval letter to travel out of the country from the Hon. Chief Justice. * Copy of Applicant’s passport. | Nil | 14 Working Days |
| Faci;litation for Per diem for official foreign travel | * Invitation letter to applicant from host/ event organizer. * Approval letter to travel out of the country from the Hon. Chief Justice. * Copy of Applicant’s passport. * Boarding Pass. * A copy of passport page on the entry and exit stamped by the immigration officials | Nil | 14 days |
| Facilitation of Passport application/ renewal | * Duly filled application form * Copy of ID and expired passport (for renewal application) * Original Birth certificate (for new application) * Receipt as proof payment * Introduction letter from Registrar’s office to access VIP services | Nil | 5 Days |
| Facilitation of Claims for medical expenses incurred | * Medical claim form duly completed by the attending doctor and original payment receipts | Nil | 2 Days |
| Facilitation of Payment of per diem;   1. Circuits/Benches/Judgement Writing/Part-Heard/Service Week | * Request letter to the Registrar ORELC - * Approval by relevant authority * Causelist * Proof of travel (work ticket, boarding pass) * Details of the claimants (PJ Nos/force Nos., JSG No., number of days for the activity) * A duly filled return template | Nil | 14 days |
| Reimbursement of utility bills | * Mpesa/water bills/KPLC statements reflecting the payments made. | Nil | 2 days |
| Facilitation of Movers Services | * Transfer letter * Duly filled movers form | Nil | 2 days |
| Faci;litation of Transfer Allowances | * Transfer letter * Reporting letter * Current payslips (for drivers and Ushers) | Nil | 2 days |
| Handling of Request for drivers and ushers | Forward the request letter to JPU | Nil | 24 hrs |
| Request for staff | Write to HR | Nil | 24 hrs |
| Facilitate Replacement/Repair of Vehicles | Write to Director Transport with repair/ maintenance documents | Nil | 24 hrs |
| Handling Inquiries oral/written | Acknowledging complains, Actioning | Nil | Immediate |
| Customer Feedback Form | Nil | 1 Day |