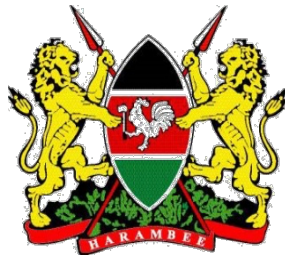


Social Transformation
through Access to Justice

THE JUDICIARY



E-FILING USER GUIDE

ONLINE COURT SERVICES

APRIL 2023

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DEFINITION OF TERMS

- 1) **Filing A New Case** – this involves filing a fresh case with the result being allocation/generation of a case number.
- 2) **Subsequent Filing/Filing in an Existing Case** – This involves the case initiator filing case documents to an existing case, within a selected bundle. No fee is charged for subsequent filing since the initial fee covers all the documents in the bundle.
- 3) **Filing an Application/Response/Defense** – this involves filing application and responses to a case.
- 4) **Court Fee Document Bundles** – a grouping of relevant documents to be filed for a certain case type as outlined in the new gazetted court fees schedule. The fee is attached to the entire bundle and not the individual documents.
- 5) **General Documents Bundles** – Comprises all the documents required to be filed, that are not in the gazetted document bundles or zero rated.
- 6) **Security for Costs** - is the security required of a party to litigation to assure payment of expenses.
- 7) **Public Information Kiosk** -A web-based repository of cases filed which shows the status of a case.
- 8) **E-Service-** An alternative means by which pleadings may be served electronically through the e-filing system.
- 9) **Mapping/Linking** - It is connecting the law firm or individual to an existing case to enable them file additional documents.
- 10) **Payment Reference Number (PRN)/ Customer Reference Number-** This is a unique set of numbers and letters used in a financial transaction and is linked to a case number.
- 11) **Lodging Request**-This is asking for a particular service / activity via e-filing.
- 12) **Different Natures of requires-** Request for mapping, request for case registration
- 13) **Case Activities** - These are a series of scheduled activities that are undertaken in the life-cycle of a case.

- 
- 14) **Documents from court**- These are documents that are generated by the court to be served to parties. e.g Orders, Rulings, Judgements.
- 15) **Case fees**- This is money that is charged on filing of documents.
- 16) **Tracking Number** - This is a unique identifier for a case. It's mostly used when a case number has not been allocated.

1. INTRODUCTION TO THE E-FILING SYSTEM

1.1. Background

The Social Transformation through Access to Justice (STAJ) seeks to increased access to justice all litigants with the use of digital platforms to guarantee improved proximity to court station through a multidoor approach for access to justice.

The E-Filing solutions is a key project for the vision and has been developed to provide a platform for the Public, Advocates, Law firms, Lawyers, businesses, government and all interested parties to access online court services that include case information, case filing, case tracking from filing to delivery of justice through an online portal from any location of the world.

1.2. Access to the E-filing System

The Judiciary E-filing System is a web-based application and can be accessed via the link <https://efiling.court.go.ke/>. The platform has a public information interface and a free subscription model that will provide members of the public access to case information. To access the public case information for any case you will visit the Public Information Kiosk. To access case specific details that include case documents and filing services you will require to sign up and create a user account.

1.2.1. Access to Public Case Information

The platform public case information can be access at the homepage using three menus namely;

- a) Public Information Kiosk
- b) Probate and Administration (P&A) Matters Filed
- c) Validate Orders

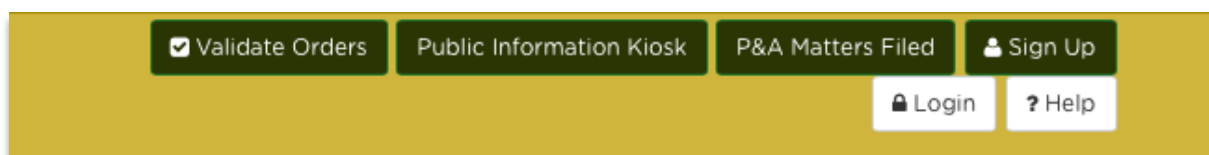


Figure 1.1: Public Access Menus

1.2.2. Access to Personal Case Information

The platform provides for a detailed view of your case information to file new cases, file documents, track case progress, read documents filed among other features. You will require to create account by signing up the platforms in four types of account namely;

- a) An Individual Account
- b) A Law Firm Account
- c) An Organization Account
- d) A State Department Account (Exclusive to Government Organizations)

All litigants with active cases are required to create an account to access the E-filing system.

1.3. Getting Started in the E-filing System

To start using the platform you can directly start accessing the publicly available case information using the Public Information Kiosk menu to search for courts and cases through this link <https://efiling.court.go.ke/kiosks>. This will provide you with immediate access to court services information desks.

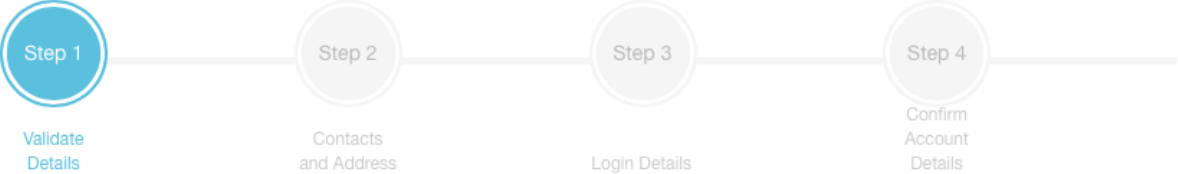
The get to an advance section of the E-filing system you will require to create one of the accounts available by using the sign-up page or link https://efiling.court.go.ke/auth/register_account/ to registers and start filing new cases and additional document to existing cases. The requirements for creating an account are summarized below.

1.3.1. Prerequisites for Signing up to an Individual E-Filing Account

These are personal accounts created by individuals or any member of the public who do not have representations. Advocates can also create individual accounts which they can use to manage their matters in their respective law firms, below are prerequisites

- 1) Names as they appear in the National ID
- 2) ID number
- 3) A valid email addresses
- 4) Valid phone number

- 5) Postal Address
- 6) Physical Location
- 7) Preferred password



☐ Law Firm
 ☐ Organization
 ☒ Individual

Nationality

ID Number: *

First Name as per your ID: *

Last Name: *

Gender * ⓘ

PWD? *

Year of Birth *

Email Address *

Mobile Number *

Figure 1.2: Signup Page for Individuals Accounts

1.3.2. Prerequisites for Signing up to an Organization Account

These are accounts used by Companies / organizations with in-house advocates / organizations that have not contracted a law firm to manage their matters

- 1) Name of the organization
- 2) Company registration number
- 3) Valid organization email address
- 4) Valid organization phone number
- 5) Postal address

- 6) Physical location
- 7) Preferred password

Step 1: Validate Details

Step 2: Contacts and Address

Step 3: Login Details

Step 4: Confirm Account Details

☐ Law Firm ☒ Organization ☐ Individual

Company Registration Number:

Organization Name:

Email Address*

Mobile Number *

Figure 1.3: Signup Page for Organization Accounts

1.3.3. Prerequisites for Signing up to a Law Firm E-Filing Account

These are accounts created by the Law firms which they use to manage their matters in court. Below are prerequisites

- 1) Name of the law firm
- 2) Law Firm registration number
- 3) Valid law firm email address
- 4) Valid phone number
- 5) Postal address
- 6) Physical location
- 7) Preferred password

Step 1
Validate Details

Step 2
Contacts and Address

Step 3
Login Details

Step 4
Confirm Account Details

☒ Law Firm ☐ Organization ☐ Individual

Law Firm Registration No:

Law Firm Name:

Email Address*:

Mobile Number*:

Previous Next Cancel

Figure 1.4: Signup Page for The Law Firm Accounts

1.3.3.1. Creating Advocates in the Law Firm

The law Firms are advised to use the provision to create advocates to manage the cases in the law firms. The advocates are required to first create an individual account first then added as an e-filing user accounts in the law firms' account. The steps to add the advocate in the law firm are as follows;

- Create an Individual Account by Sign up and activate account
- The administrator of the Law firms will Log into the law firm's account
- Select the option for Manage Users
- Enter the email address of the user you wish to map onto the account and click search user as shown below;

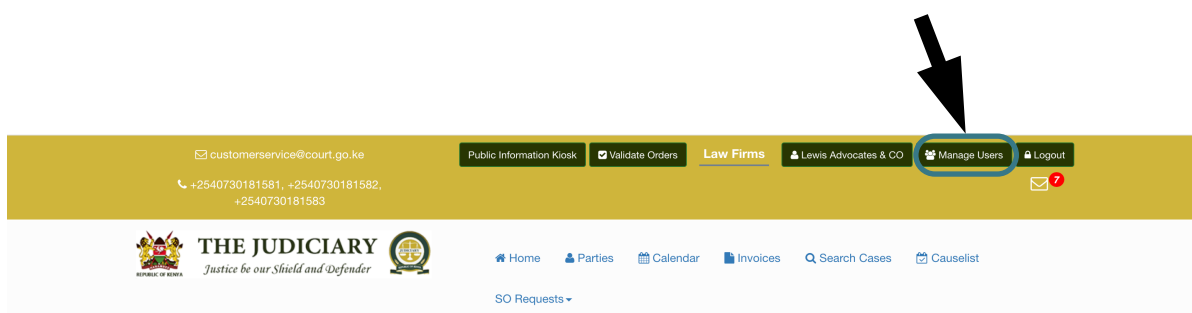


Figure 1.5: Manage User Menu for a Law Firm Accounts

- e) Once the account is found, click add and the account will be associated to the law firm's account

customerservice@court.go.ke

Public Information Kiosk Validate Orders **Law Firms** Lewis Advocates & CO Manage Users Logout

+2540730181581, +2540730181582, +2540730181583

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Home Parties Calendar Invoices Search Cases Causelist

SO Requests

Please note, before adding a user to your organization, he/she must be already having an 'INDIVIDUAL' account on E-filing. Use the registered email to search the user, then add the user to your organization.

User Email *

#	Name	Email	Phone	Status	Actions
No users are available.					

Figure 1.6: User Added to the Law Firm Accounts

1.3.3.2. Access by Advocates in the Law Firm

The advocates will access the court services for the law firm as an Individual user or the law firm account. The user will be required to select one of the options. When logged in as an individual, the user can only view personal individual matters associated to their account. However, when logged in using the individual account credentials but selects the law firm option, the user will be able to see the matters associated to the law firm.

When the advocate with a mapped individual user account leaves a law firm, the administrator can unmap the account from the law firm's account hence denying unauthorized access by an advocate who is no longer associated to a particular law firm.

NB: An individual advocate can only be mapped to a law firm if they have already created an individual E-Filing account in the E-Filing system

1.3.4. Prerequisites for signing up to State E- filing Account

These are accounts associated to government agencies, state corporations, authorities e.t.c. Users cannot sign-up for these accounts from the E-Filing system, but a request has to be sent to the Directorate of ICT for creation of

such accounts. This ensures that only authorized government officials are granted access to the accounts associated to a particular government agency.

- a) An official letter containing (name of the state organ, email address, phone number and postal address) shall be sent to the Judiciary ICT Directorate via the email address **courtsystems@court.go.ke**
- b) Once the account has been created, the requester is informed and the login credentials are provided.

1.3.5. Activation of Accounts Once Created

All user will require to open the Activation links that shall be sent to the respective email addresses to activate the E-filing accounts. Users are expected to click on the link provided to allow access and start using the court services

2. COURT FILING SERVICES

2.1. Getting Started for Filing a Case

The Judiciary E-filing System is a web-based application and can be accessed via the link: <https://efiling.court.go.ke/>. Ensure that all the details to commence the filing are ready as summarized below;

- a) Ensure you have an active and existing E-Filing Account. If not, you will be required to signup as specified in section 1.3 in this user guide
- b) Ensure you have all Case Documents in Soft Copy and in PDF format and properly labeled i.e Pleading, Affidavit, Annexures, plaint etc. with a Max size of 50 MB for each file.
- c) Ensure you have Sufficient Money to pay court fees and security of cost through the online platform using preferably the mobile money services
- d) That you have the necessary tools e.g Desktop, laptop, internet connection. In case you don't have the tools contact the Judiciary customer case desk for assistance.

2.2. Filing New Case

2.2.1. Selecting a Court and Adding Parties

The

- a) **Step 1:** On the Home Page Click on **File New Case** Button

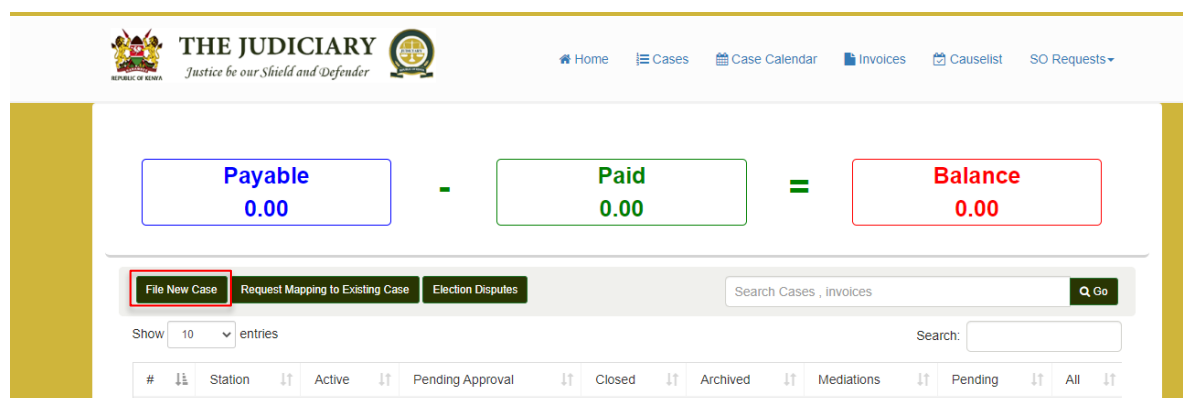


Figure 2.1: Filing Dashboard

- b) **Step 2:** Under the “Select where you want to file” drop down, select the Court Rank from the drop-down list. i.e Supreme Court, Court of Appeal, High Court, Magistrate Court.
- c) **Step 3:** Select Court Station and Court Division and click on proceed

button

Figure 2.2: Selecting the Court to File

- d) **Step 4:** Answer Leading questions and select the Mandatory documents for filing
- 1) What are you filing or applying for?
 - 2) Other than (a), do you have any other application? If yes pick

appropriately.

Figure 2.3: Selecting the Documents to File

e) **Step 5:** Use “Add Case Party” button to add parties.

NO.	Category	Party Type	Party Name	Files
1	Individual	1st Petitioner	JOHANA MSAMBWE	Upload

Figure 2.4: Uploading the Documents to File

f) **Step 6:** The “Add Case Party” option allows you to toggle through different party types from the pop-up window.

Add Case Parties. Individual

☒ Individual ☐ Non-GOK Organization ☐ State Organization ☐ Political Party

Party Level *

Case Party Type *

ID/Passport Number

Add Case Parties. Non-GOK Organization

☐ Individual ☒ Non-GOK Organization ☐ State Organization ☐ Political Party

Party Level *

Case Party Type *

Organization Name *

KRA PIN/Business Reg. Number

Postal Address *

Physical Location *

Mobile Number

Organization Email

Add Case Parties. State Organization

☐ Individual ☐ Non-GOK Organization ☒ State Organization ☐ Political Party

Includes all Govt. Ministries, Commissions & Independent Offices, County Govts, Legislature and Parastatals.

Party Level *

Case Party Type *

State Sector *

State Organization*

Add Case Parties. Political Party

☐ Individual ☐ Non-GOK Organization ☐ State Organization ☒ Political Party

Includes all Political Parties Registered and Recognized by The Office of Registrar Political Parties (ORPP)

Party Level *

Case Party Type *

Political Party *

Figure 2.5: Adding the Case Parties

Note:

Ensure that the Party names and the contacts details (email address & phone number) entered belong to the parties and not the law firm on record/any other agent.

2.2.2. Adding Documents

- a) **Step 1:** All documents are required to be in a portable document format (PDF). While submitting multiple documents, each document shall be uploaded separately.
- b) **Step 2:** Upon uploading the individual document, they are then submitted as a bundle.
- c) **Step 3:** Each document may contain multiple pages. The system does not allow a PDF file larger than twenty-five megabytes (25MB).
- d) **Step 4:** For documents larger than twenty-five megabytes, the document must be separated into smaller sections.
- e) **Step 5:** The documents submitted must be legible.

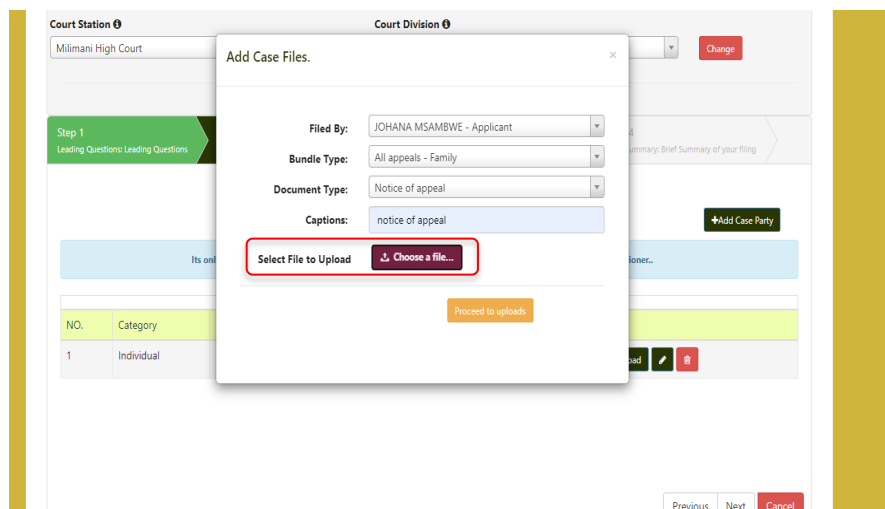


Figure 2.6: Adding the Documents for Upload

2.2.3. Capturing Additional Case Information Summary

- a) **Step 1:** Add additional information in summary about the case under “Case Summary/Prayer”.
 - a) For succession type citation.
 - b) For appeal select lower court details.
- Once this is done click on the “Next” button.

Figure 2.7: Adding the Case Information Summary

2.2.4. Making Payment and Submit Filing

- a) **Step 1:** Confirm the Details entered and Click on the “**Confirm and submit**” button.

Figure 2.7: Confirm and Submit Case Filing

- b) **Step 2:** Proceed to the case fees tab to view the amount invoiced, click on “Pay Now”.

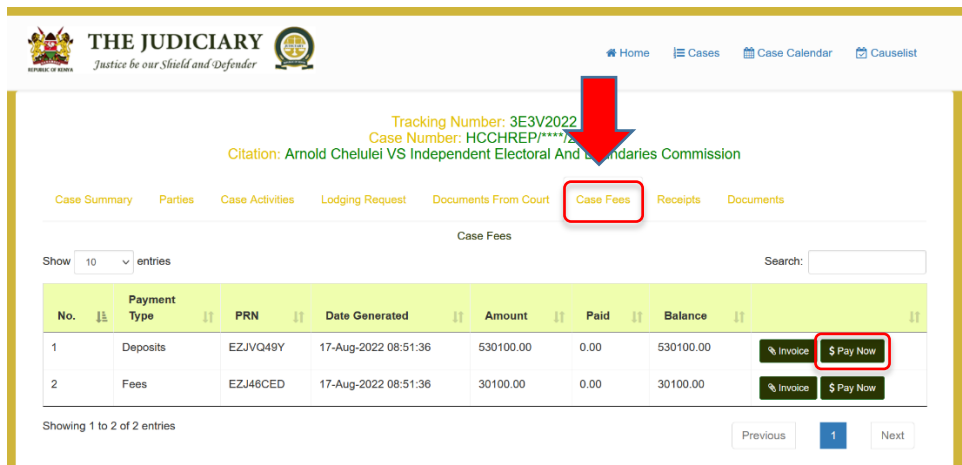


Figure 2.8: Making Payment for the Court Fee

- c) **Step 3:** A pop-up window with various payment options will display to allow the user to choose the mode of payment.

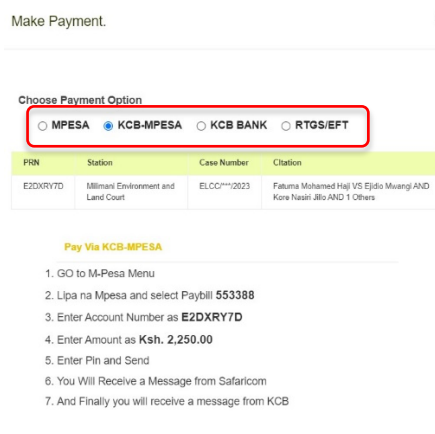


Figure 2.9: Select the Payment Method

- d) **Step 4:** After payment the system issues a Receipt, which is accessed through the receipt tab, subsequently the Case number is auto-generated.

Note:

- 1) Once a document is submitted, the system does not permit any user to change or delete.
- 2) Users should make every effort to ensure that they do not submit anything other than what is intended.
- 3) Criminal cases filed by the ODPP are initiated through the UADILIFU system.

- 4) For Protection and care cases, they are initiated by the Department of Children Services.

2.2.5. History of Approved Requests

To view the history of all e-service approvals in a case:

- Step 1-** Search and open case,
- Step 2-** In the menu below the tracking number, click on **“E-service Approvals”** and view the status of the request.

Case HCCOMM/E628/2021

TRACKING NUMBER [PJKH2021](#)

Active

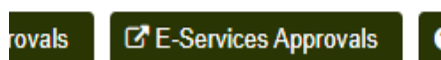


Figure 2.10: Check the Progress of the Request

- Step 3-** view the request status ranging from **“NEW PENDING APPROVALS”** to **“ALL REJECTIONS”**

Case HCCOMM/E428/2022

TRACKING NUMBER [5EYC2022](#)

Active

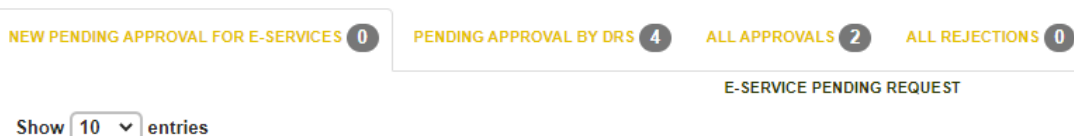


Figure 2.11: The Request Status Dashboard

Step 4- to view generated and served documents eg. *Summons*, click on **“ALL APPROVALS”**, click on **“click Here”** and proceed to download.

NEW PENDING APPROVAL FOR E-SERVICES 0 PENDING APPROVAL BY DRS 4 ALL APPROVALS 2 ALL REJECTIONS 0					
Show 10 entries					
NO.	Party Type	Party Name	Date Requested	Number of Party	
1	HCCOMM/E428/2022	Nelson Andayi Havi T/A Havi & Company Advocates	2022-11-04 12:28:47	1	Click Here
2	HCCOMM/E428/2022	Nelson Andayi Havi T/A Havi & Company Advocates	2022-11-04 12:27:55	1	Click Here

Figure 2.12: The Request Status Dashboard

2.3. Filing in an Existing Case

2.3.1. Pre-requisites of Filing in an Existing Cases

A party, an organization or a law firm that wishes to file pleadings in an existing case must be granted access to the case. A request for linking is initiated from their E-filing Account.

Below is the process of initiating a linking request;

- a) **Step 1:** Click to the “Request Mapping to Existing Case” Tab on the Home page of the e-filing portal.

File New Case

Request Mapping to Existing Case

Election Disputes

Search Cases , invoices

Q Go

Show

10

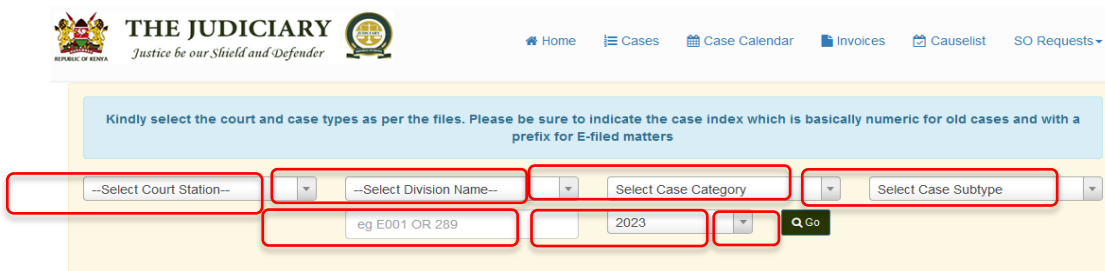
entries

Search:

#	Station	Active	Pending Approval	Closed	Archived	Mediations	Pending	All
1	Supreme Court	0	0	0	2	0	2	4
2	Nairobi Court of Appeal	2	0	0	0	0	2	4
3	Kisumu Court of Appeal	1	0	0	0	0	0	1
4	Milimani High Court	26	0	2	0	0	32	60
5	Kakamega High Court	1	0	0	0	0	0	1

Figure 2.13: Dashboard for Law Firm

- b) **Step 2:** Select the station, division, case type and the subtype.
- c) **Step 3:** Type the case number and the year of registration.



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Home Cases Case Calendar Invoices Causelist SO Requests

Kindly select the court and case types as per the files. Please be sure to indicate the case index which is basically numeric for old cases and with a prefix for E-filed matters

--Select Court Station-- --Select Division Name-- Select Case Category Select Case Subtype

eg E001 OR 289 2023 Go

Figure 2.14: Enter Details to Search for a Case

We have four possible scenarios from the above process;

1. Scenario 1: Case Already linked
2. Scenario 2: Case Party Not Captured
3. Scenario 3: Case Not Registered
4. Scenario 4: Law Firm not Linked

2.3.1.1. Scenario 1: Case Already Linked/Mapped

In case of the case is already linked /Mapped, the case will be available on your dashboard. You will need to search for the case and follow the steps below to file on an existing case;

- a) **Step 1:** Search for the case then **Click** on the **Go to Case Details** Button highlighted below;

Serial	Tracking Number	Case Number	Citation	Station	Filing Date	View
1	CNKQ2020	COACAPPL/E007/2020	Jacob James VS William David	Nairobi Court of Appeal	2 Years Ago	

Go to Case Details

#	Party Name	Party Type	Phone Number	Email	ID No/Passport/Pin Number	Law Firms
1	Jacob James	Applicant				Lewis Advocates & CO

Figure 2.15: Case Search Result

- b) **Step 2:** Click on the **File Additional Documents** Button highlighted to initiate the filing of Case documents

Citation: Jacob James VS William David

Case Summary Parties Case Activities Lodging Request Documents From Court Case Fees Receipts Documents

Case Documents **File Additional Documents**

Show 10 entries Search:

#	Date	Files	Filed by	Fee Payable	Fees Paid	Status
1	19-Jul-2020 02:07:52	1 file(s)	Lewis Advocates & CO	150.00	0.00	Not Paid

Figure 2.16: Case Lodging Request Dashboard

2.3.1.2. Scenario 2: Case Party not Captured

In the scenario that your case party is not captured in the system for the case, you will follow the steps below to have case party added to the case

- a) **Step 1:** Click on the **Request for a Party whom you represent to be added** Button highlighted below;

Serial	Tracking Number	Case Number	Citation	Station	Filing Date	View
1	2J7F2020	COACAPPL/E009/2020	Rift Valley Machinery Services Limited VS Agro Complex (K) Limited AND REGISTRAR OF COMPANIES AND 1 Others	Nairobi Court of Appeal	2 Years Ago	

+ Request for a Party whom you Represent to be added

Figure 2.17: Request to add A Case Party

- b) **Step 2:** Capture the details of the case party as highlighted below.
And then click save case party button

☒ Individual ☐ Organization

Party Level *

Case Party Type *

ID/Passport Number/ALIEN No.

Party Full Name *

Gender *

Nationality *

Party Mobile Number *

Party Email Address *

Representations

Brief Details:

Please Upload a scanned copy of the initial pleadings e.g. plaint, memo of appearance clearly indicating Case numbers and all the case parties. This is to ensure that verification and linkage process is accurate

Scanned Copy of the Original file:

Figure 2.18: Add A Case Party Details

A Request for Additional party on Existing Case to a Law Firm or Advocate is Received in CTS and reviewed by court registry staff for approval/rejection. Notification is sent to the litigant upon review by court registry staff

2.3.1.3. Scenario 3: Case Not Registered

In the scenario where Case is not registered in the system, follow the steps below to have case details registered as illustrated below;

- a) **Step 1:** Click on the **Request for Registration** Button highlighted below, to initiate case registration

The Case is Not Registered. You can initiate the registration and submit a request to be added. This will entail an elaborate process of verifications and approvals. You are therefore required to submit accurate data including phone numbers, ID numbers of parties and emails addresses

Serial	Tracking Number	Case Number	Citation	Station	Filing Date	View
Seems Like the Case is not Registered.						
Request Registrations						

Figure 2.19: Request to Register A Case

A Request for case registration on Existing Case is Received in CTS and reviewed by court registry staff for approval/rejection. Notification is sent to the litigant upon review by court registry staff

2.3.1.4. Scenario 4: Law Firm not Mapped to a Case

In the scenario where the Law Firm is not mapped to the case, follow the steps below to have case mapped to the Law Firm

- a) **Step 1:** Select the party you wish to represent.

Kindly select the court and case types as per the files. Please be sure to indicate the case index which is basically numeric for old cases and with a prefix for E-filed matters

Milimani High Court High Court Commercial and Tax HCCOMM - High Court Commer... Commercial Matters

E001 2023 Q Go

Serial	Tracking Number	Case Number	Citation	Station	Filing Date	View
1	Y3EQ2022	HCCOMM/E001/2023	Charles Migichi Mungai VS Multimedia University Of Kenya	Milimani High Court	1 Month Ago	

Request for a Party whom you Represent to be added

#	Party Name	Party Type	Phone Number	Email	ID No/Passport/Pin Number	Law Firms
1	CHARLES MIGICHI MUNGAI	Plaintiff	+254722702581	m.clarionarchitects@gmail.com		A.K. Ndumu Advocates
2	MULTIMEDIA UNIVERSITY OF KENYA	Defendant	0724257083	info@mmu.ac.ke		Do you Represent this Party?

Figure 2.20: Select the Party to Represent

- b) **Step 2:** Fill all the required fields on the pop-up window.

Request Case to be added to your Profile

Kindly note that this will initiate a request for the selected case to be mapped into your profiles. This will be subjected into a number of verification process including perusal of the files as well as Notices of appointment letter available in the file. The staff in the registry will approve the request upon confirmation.

Party Email Address :

Party Phone Number :

Party ID No./Passport No :

Party:

Brief Details:

Please Take a screenshot of the files clearly indicating Case numbers and all the case parties. This is to ensure that verification and linkage process is accurate

Scanned Copy of the Original file:

Figure 2.21: Upload the Cover page of Original Pleading as Evidence

- c) **Step 3:** Send the request for approval by the registry that will then be verified for approve or rejection of the request. Once this is concluded the user will receive a notification of the success or with information to resubmit with clear details.

2.3.2. Continuous Filing in Existing Case (File Additional Documents)

Filing additional documents is can commence once all the steps in section 2.3.1 above have been completed and approved. The party will have been either linked or mapped. The matters will now be available on the dashboard for accessing court services as illustrated in the figure below;

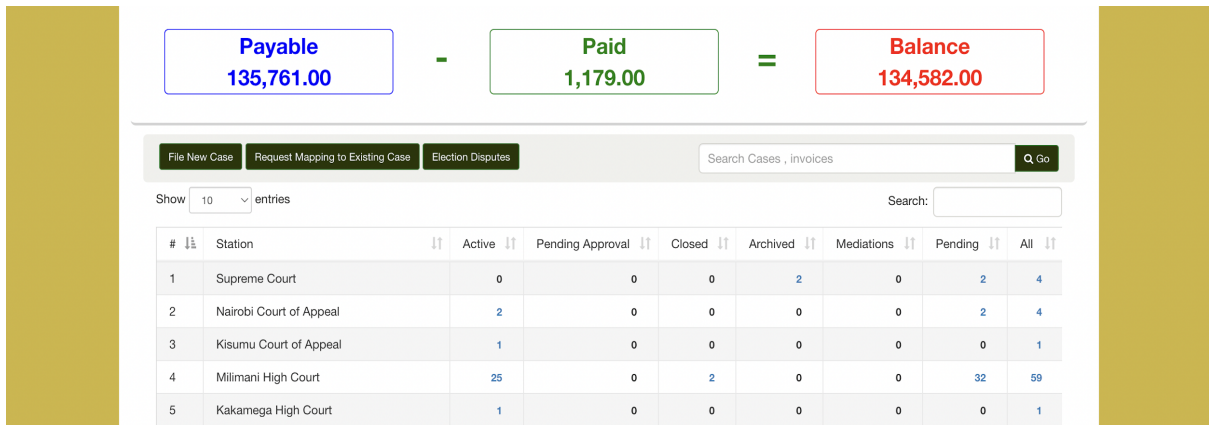


Figure 2.22: E-Filing Dashboard Case Statistic Per Court

- a) **Step 1:** Check your dashboard and search for a case, click on **VIEW** button once case found

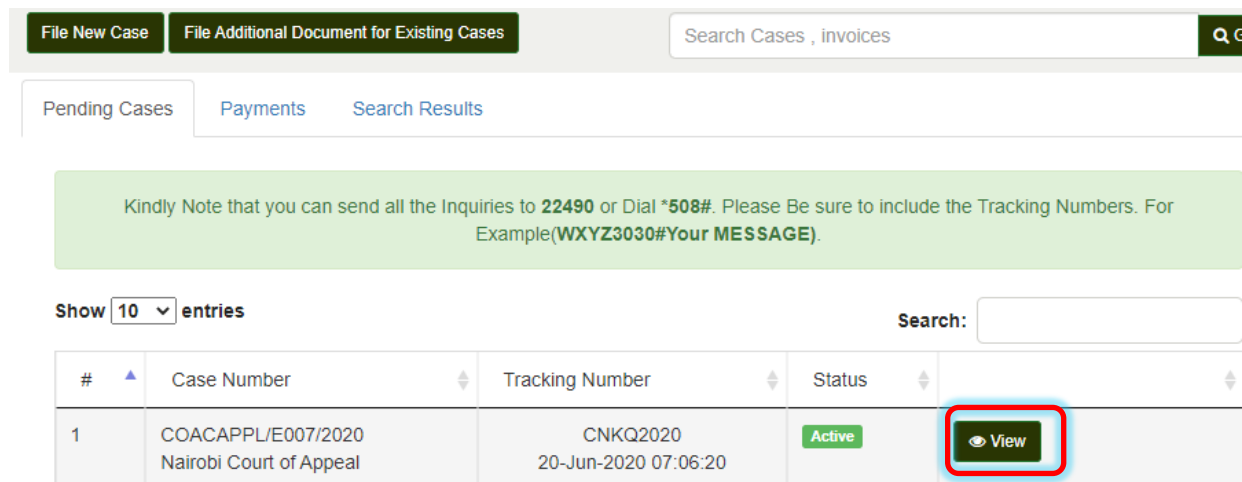


Figure 2.23: Case Search Results

- b) **Step 2:** Click on the 'Lodging Request' Tab and then '**File Additional Documents**' button.



Figure 2.24: Lodging and Filing an Additional Document

- c) **Step 3:** Select the case party, and select type of filing, select bundle, document and upload file.

Filed By: Jacob James - Applicant

Type of Payment: Fees

Bundle Type: ☒ Filing of Applications/Defense/Responses/Memos ☐ General Documents (0 -rated)

Select Bundle: Notice of motion (500.00)

Figure 2.25: Selecting the Type of Document

- d) **Step 4:** Submit and Pay, and an invoice will be generated under '**Case Fees**' tab. Click invoice to generate the invoice

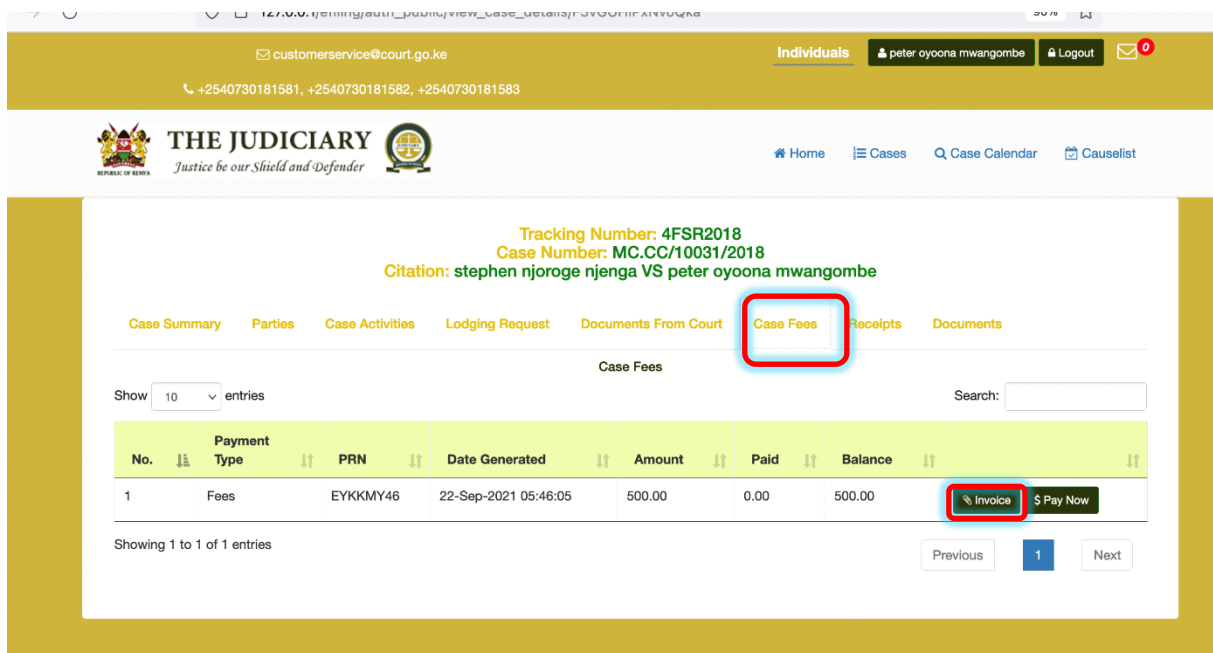


Figure 2.26: Generating the Invoice for the Documents

Invoice Generated

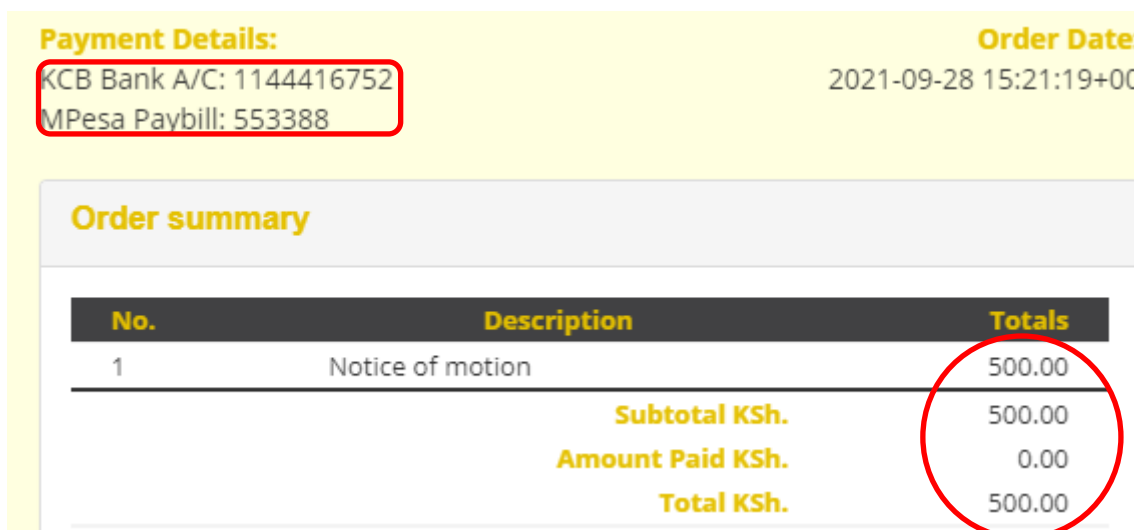


Figure 2.27: Making Payments for the Documents

Note:

- To file an Application under **Certificate of Urgency** the option is found under "Filing of application/Defense/Responses/Memos.
- The applicant must select the **certificate of urgency** from the drop down and make requisite payments.

2.4. Execution of Court Documents

The types of requests under this function includes:

- 1) Request for Rulings, Judgment and Proceedings
- 2) Request for Decree
- 3) Warrants of sale and Attachment.
- 4) Notice to Show Cause (NTSC).
- 5) Proceedings and Transcripts,
- 6) Request for default Judgment

2.4.1. Request for Rulings, Judgment and Proceedings

a) **Step 1:** Click the case to view the case details.

The screenshot displays the 'MSCC Millimani Small Claims Court' section of the e-filing system. It features a table with 6 entries, each containing case details and a 'View Case' icon. The icon in the second row is highlighted with a red box.

#	Case No	Tracking No.	Age	Filing Date	Status	Citation	View Case
1	SCCCOMM/E137/2023	DGSU2023	3 Weeks	12-Jan-2023 16:47:12	Closed	Stephen Maina Kamau VS WYCLIFFE...	View Case
2	SCCCOMM/E133/2023	V96S2023	3 Weeks	12-Jan-2023 15:37:12	Closed	ROSKY CREDIT LTD VS GEORGE...	View Case
3	SCCCOMM/E8080/2022	U8382022	1 Month	22-Dec-2022 14:51:22	Closed	PUNCH LIMITED VS DAVID NG'ANG'A...	View Case
4	SCCC/E3365/2022	FBEG2022	3 Months	03-Nov-2022 15:31:03	Closed	Gideon Mutisya Maweu VS John...	View Case
5	SCCCOMM/E6255/2022	UTRA2022	3 Months	14-Oct-2022 07:28:14	Closed	Benard Clinton Kimanzi VS...	View Case
6	SCCC/E2861/2022	ERBA2022	4 Months	29-Sep-2022 09:54:29	Closed	PATRICK KAMAU SANARE VS FARGO...	View Case

Figure 2.28: Select the Court Documents to be Served

- b) **Step 2: Click** on Lodging request tab and then Click on the post Judgement Request button

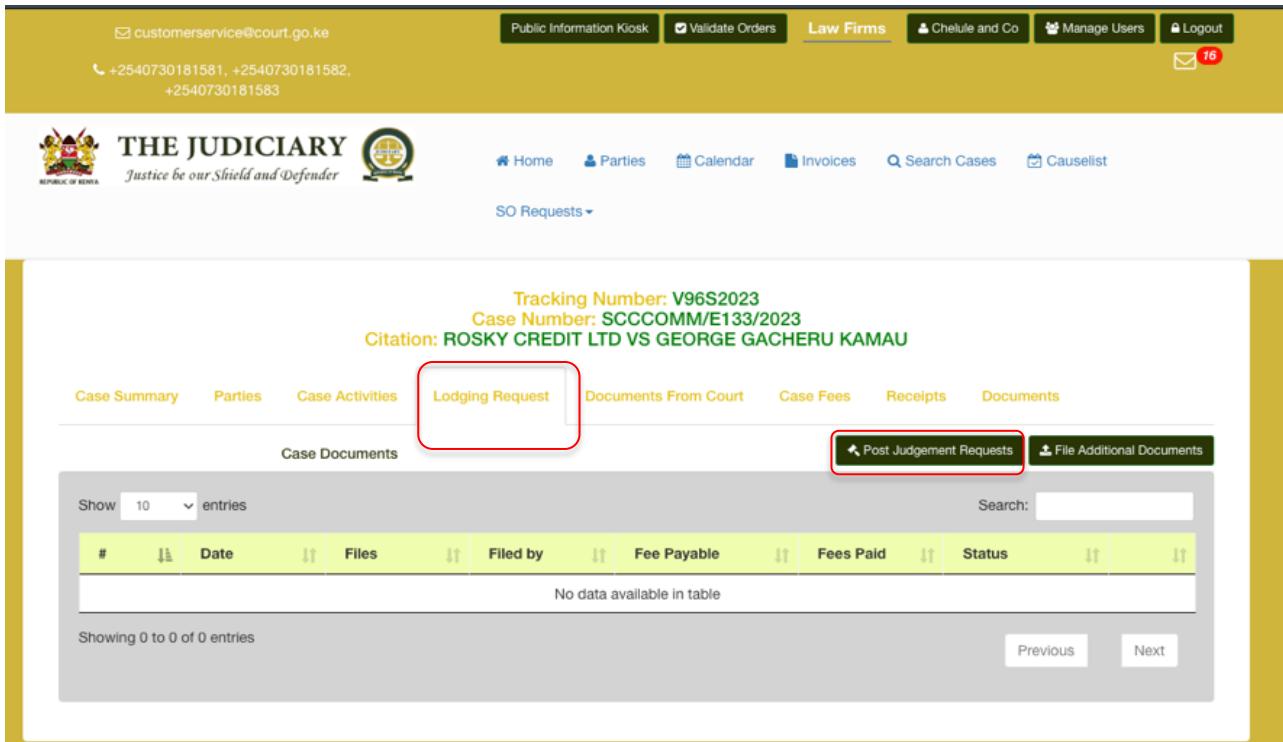


Figure 2.29: Select the Post Judgement Request

- c) **Step 3: Select** request for ruling/judgement/proceedings on the request type.

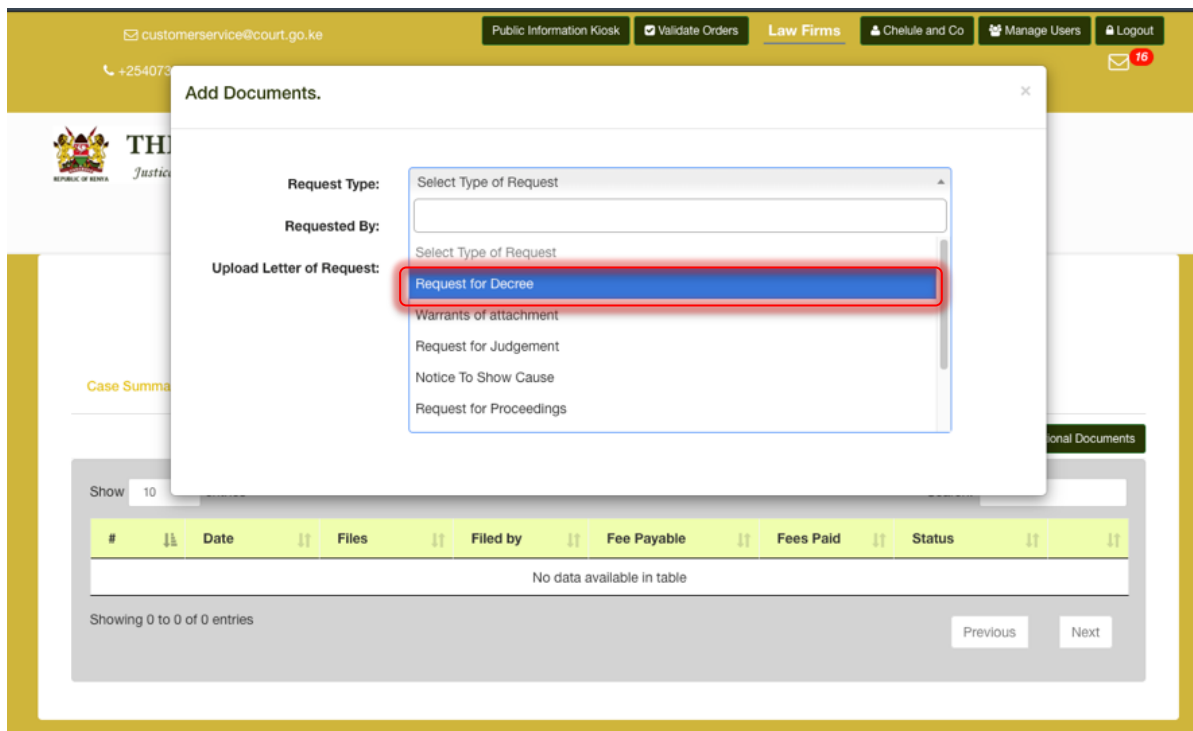


Figure 2.30: Select the Court Documents to be Served

d) **Step 4** Select the party and upload letter of request.

The screenshot shows the 'Add Documents' modal in the court e-filing system. The modal has a header with contact information and navigation links. The main content area includes a 'Request Type' dropdown set to 'Request for Judgement' and a 'Requested By' dropdown set to 'ROSKY CREDIT LTD - Claimant'. A red box highlights the 'Upload Letter of Request' section, which contains a document preview and a 'Document Caption' field with the value 'Request for Judgement'. Below the preview are 'Cancel', 'Upload', and 'Browse ...' buttons.

Figure 2.31: Upload the Court Document

e) **Step 5** You will see a table with the requests and the status. (Submitted Waiting processing, Processing, published).

Tracking Number: V96S2023
Case Number: SCCCOMM/E133/2023
Citation: ROSKY CREDIT LTD VS GEORGE GACHERU KAMAU

Case Summary Parties Case Activities **Lodging Request** Documents From Court Case Fees Receipts Documents

Case Documents Post Judgement Requests File Additional Documents

Show 10 entries Search:

#	Request Type	Date Requested	Files	Requested by	Status
1	Request for Decree	06-Feb-2023 02:02:01	file(s)	Chelule and Co	Published Download
2	Request for Certificate of Order Against the Government	07-Feb-2023 09:02:41	file(s)	Chelule and Co	Published Download
3	Notice To Show Cause	07-Feb-2023 11:02:28	file(s)	Chelule and Co	Published Download
4	Request for Judgement	07-Feb-2023 12:02:35	file(s)	Chelule and Co	Submitted Waiting processing

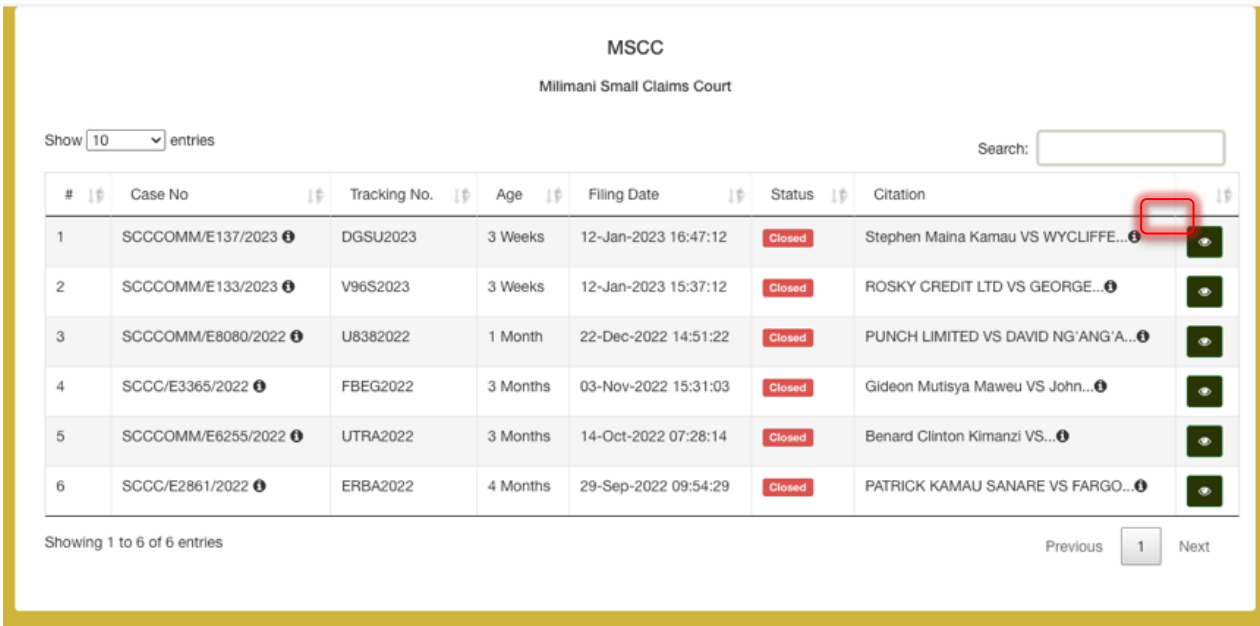
Showing 1 to 4 of 4 entries Previous 1 Next

#	Date	Files	Filed by	Fee Payable	Fees Paid	Status
---	------	-------	----------	-------------	-----------	--------

Figure 2.32: Check the Progress of the Request

2.4.2. Request for Decree

a) **Step 1 Click** the case to view the case details



MSCC
Millmani Small Claims Court

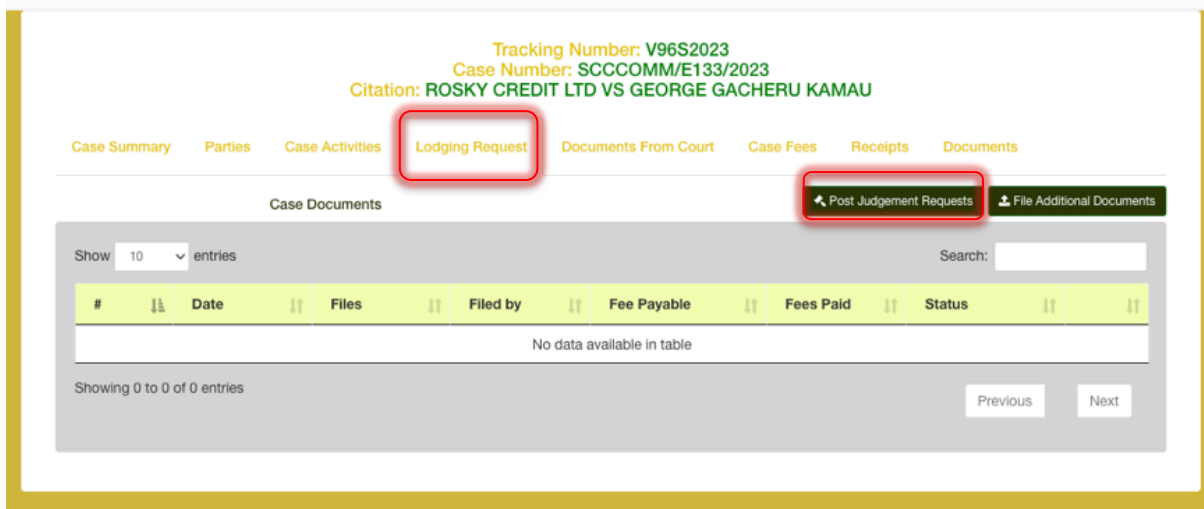
Show 10 entries Search:

#	Case No	Tracking No.	Age	Filing Date	Status	Citation	
1	SCCCOMM/E137/2023	DGSU2023	3 Weeks	12-Jan-2023 16:47:12	Closed	Stephen Maina Kamau VS WYCLIFFE...	
2	SCCCOMM/E133/2023	V96S2023	3 Weeks	12-Jan-2023 15:37:12	Closed	ROSKY CREDIT LTD VS GEORGE...	
3	SCCCOMM/E8080/2022	U8382022	1 Month	22-Dec-2022 14:51:22	Closed	PUNCH LIMITED VS DAVID NG'ANG'A...	
4	SCCC/E3365/2022	FBEG2022	3 Months	03-Nov-2022 15:31:03	Closed	Gideon Mutisya Maweu VS John...	
5	SCCCOMM/E6255/2022	UTRA2022	3 Months	14-Oct-2022 07:28:14	Closed	Benard Clinton Kimanzi VS...	
6	SCCC/E2861/2022	ERBA2022	4 Months	29-Sep-2022 09:54:29	Closed	PATRICK KAMAU SANARE VS FARGO...	

Showing 1 to 6 of 6 entries Previous 1 Next

Figure 2.33: Check the Progress of the Request

b) **Step 2:** Click on lodging request and Click on Post Judgement Request



Tracking Number: V96S2023
Case Number: SCCCMM/E133/2023
Citation: ROSKY CREDIT LTD VS GEORGE GACHERU KAMAU

Case Summary Parties Case Activities **Lodging Request** Documents From Court Case Fees Receipts Documents

Case Documents **Post Judgement Requests** File Additional Documents

Show 10 entries Search:

#	Date	Files	Filed by	Fee Payable	Fees Paid	Status
No data available in table						

Showing 0 to 0 of 0 entries Previous Next

Figure 2.34: Select the Post Judgement Request

- c) **Step 3:** Select the party and specify if it is a new decree or an amended decree and upload if it's an amended decree, you will have to upload the decree to be amended and the letter of request

Figure 2.35: Select the Court Documents to be Served

- d) **Step 4** You will see a table with the requests and the status. (Submitted Waiting processing, Pro

Figure 2.36: Check the Progress of the Request

2.4.3. How to Request for an E-Service

- a) **Step 1:** Log into the system and identify the case to which the e-Service is to be initiated / effected
- b) **Step 2:** Select the Lodging Request TAB
- c) **Step 3:** Select the Submit Lodging Request

Case Documents

Case Summary Parties Case Activities **Lodging Request** Documents From Court Case Fees Receipts Documents

File Additional Documents

Show 10 entries Search:

#	Date	Files	Filed by	Fee Payable	Fees Paid	Status	
1	24-Feb-2023 04:02:39	1 file(s)	DAVID RICHARD KARANJA MAINA	1,000.00	1,000.00	Not Paid	Submit Lodging Request
2	25-May-2022 07:05:17	1 file(s)	DAVID RICHARD KARANJA MAINA	500.00	500.00	Not Paid	Submit Lodging Request

Figure 2.37: Request for the E-service of the Document

- d) **Step 4:** Populate the contact details of the parties in the fields indicated below to enable the other parties get notification of the filing then Click Next

It is the responsibility of the Plaintiff or Respondent to provide the Email and Phone of the other party and ensure that they have received the notifications

Petitioner - JOHN MURUMA CHIKATI **Not Served**

Alternate Email Address * 5nHLKh1j@invalid.info

Alternate Phone Number * 0730181583

Respondent - GULF ENERGY LIMITED **Not Served**

Methods ☒ Via Email ☐ Process Server ☐ Firm or Advocate

Alternate Email Address *

Alternate Phone Number *

Previous Next Cancel

Law Firms
Advocates
Process Servers
Service Through Email or SMS

Request for Assistance

+254730181040
lctsupport@court.go.ke

Figure 2.38: Enter Contact Details of Parties to be Served

e) **Step 5:** Confirm the document filed and the Fees paid and once verified,

#	Date	Caption	Description	Coming for
1	2 Years	Test test	Annexure	Registration/Filing-Application

Service Options

- Law Firms
- Advocates
- Process Servers
- Service Through Email or SMS

Request for Assistance

+254730181040
ictsupport@court.go.ke

Previous Next Cancel

Figure 2.39: Confirmation of Filed Documents

f) **Step 6:** Select the type of document to be generated by the Court from the Drop-Down as shown below.

Below is the List of Documents that will be shared with selected parties or Law firms representing the selected parties for the purpose of E-Services.

Request Type: Summons to Enter Appearance

Explain or Describe the Request

Explain the Request here briefly.

Service Options

- Law Firms
- Advocates
- Process Servers
- Service Through Email or SMS

Request for Assistance

+254730181040
ictsupport@court.go.ke

Previous Next Submit Cancel

Figure 2.40: Select the Court Documents to be Served

g) **Step 7:** Click **SUBMIT** and wait for Confirmation from Court under the Notification Button not later than **24 hours**.



2.4.4. Request for Proceedings

a) **Step 1:** Click the case to view the case details.

THE JUDICIARY
Justice be our Shield and Defender

Home Parties Calendar Invoices Search Cases Causelist
SO Requests

MSCC
Millimani Small Claims Court

Show 10 entries Search:

#	Case No	Tracking No.	Age	Filing Date	Status	Citation
1	SCCCOMM/E137/2023	DGSU2023	3 Weeks	12-Jan-2023 16:47:12	Closed	Stephen Maina Kamau VS WYCLIFFE...
2	SCCCOMM/E133/2023	V96S2023	3 Weeks	12-Jan-2023 15:37:12	Closed	ROSKY CREDIT LTD VS GEORGE...
3	SCCCOMM/E8080/2022	U8382022	1 Month	22-Dec-2022 14:51:22	Closed	PUNCH LIMITED VS DAVID NG'ANG'A...
4	SCCC/E3365/2022	FBEG2022	3 Months	03-Nov-2022 15:31:03	Closed	Gideon Mutisya Maweu VS John...
5	SCCCOMM/E6255/2022	UTRA2022	3 Months	14-Oct-2022 07:28:14	Closed	Benard Clinton Kimanzi VS...
6	SCCC/E2861/2022	ERBA2022	4 Months	29-Sep-2022 09:54:29	Closed	PATRICK KAMAU SANARE VS FARGO...

Showing 1 to 6 of 6 entries Previous 1 Next

Figure 2.41: Select the Court Documents to be Served

b) **Step 2:** Click on Lodging request tab and then Click on the post Judgement Request button

customerservice@court.go.ke Public Information Kiosk Validate Orders Law Firms Check and Co Manage Users Logout 16

THE JUDICIARY
Justice be our Shield and Defender

Home Parties Calendar Invoices Search Cases Causelist
SO Requests

Tracking Number: V96S2023
Case Number: SCCCMM/E133/2023
Citation: ROSKY CREDIT LTD VS GEORGE GACHERU KAMAU

Case Summary Parties Case Activities Lodging Request Documents From Court Case Fees Receipts Documents

Case Documents Post Judgement Requests File Additional Documents

Show 10 entries Search:

#	Date	Files	Filed by	Fee Payable	Fees Paid	Status
No data available in table						

Showing 0 to 0 of 0 entries Previous Next

Figure 2.42: Select the Post Judgement Request

c) **Step 3:** Select request for ruling/judgement/proceedings on the request type.

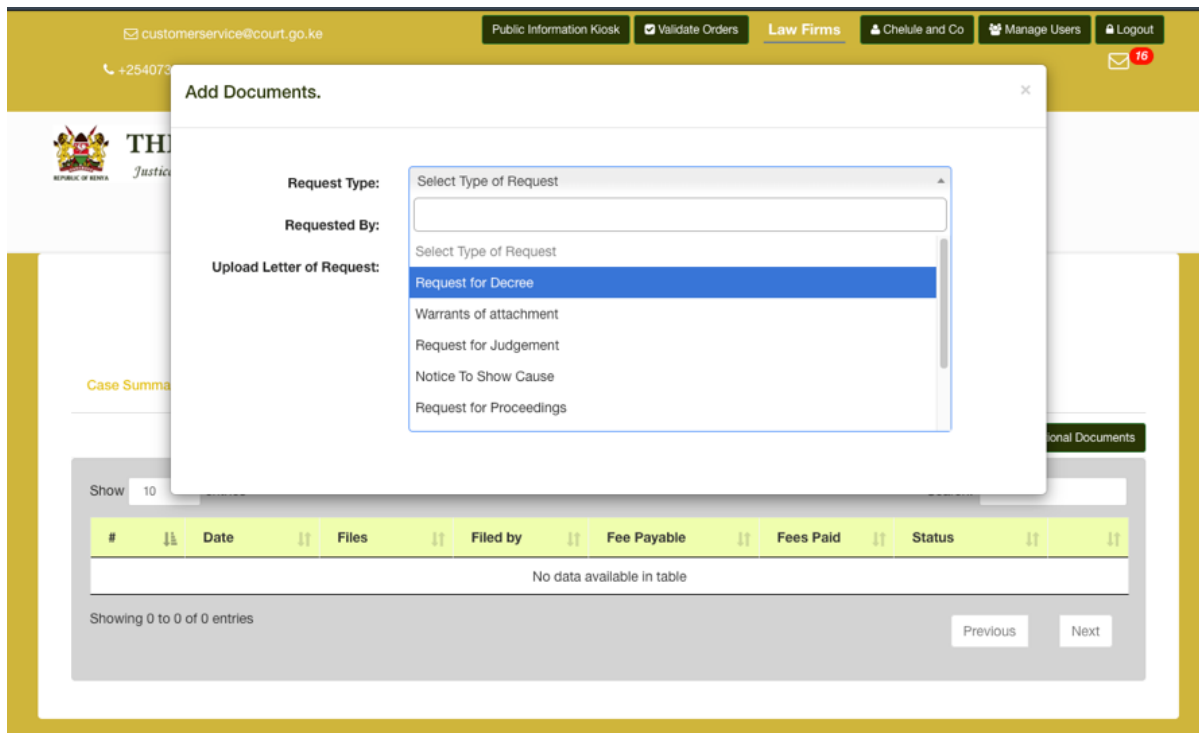


Figure 2.43: Select the Court Documents to be Served

d) **Step 4:** Select the party and upload letter of request.

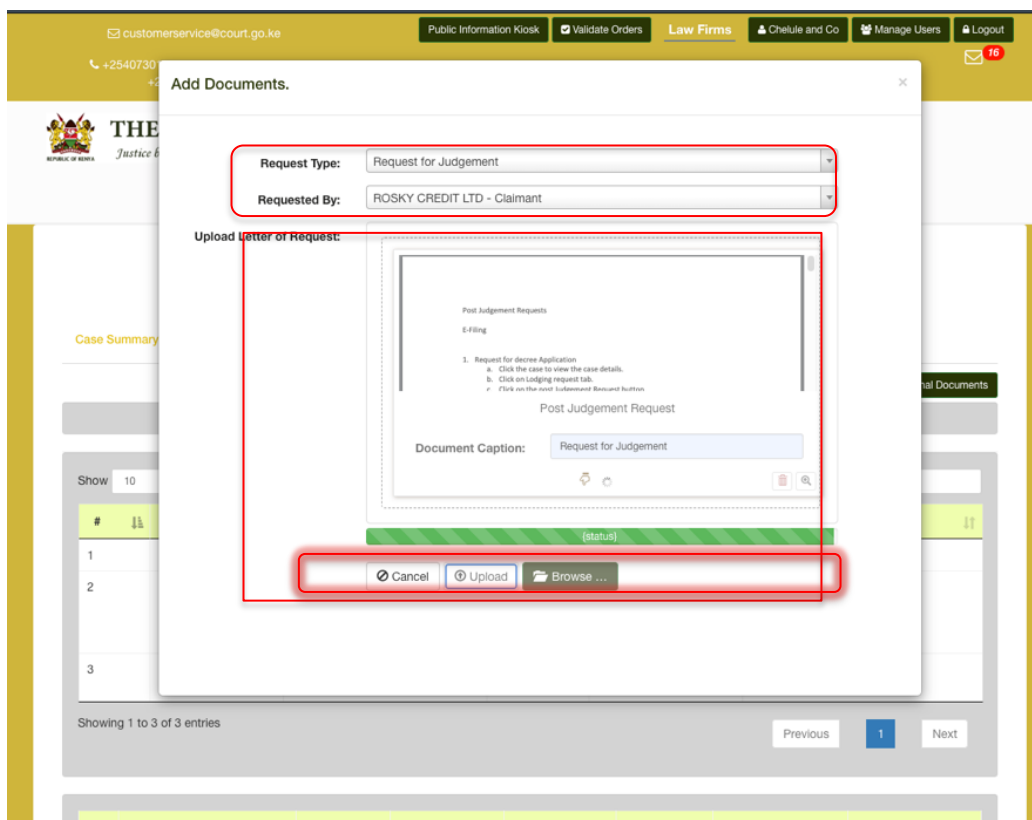


Figure 2.44: Upload the Court Document

e) **Step 5:** You will see a table with the requests and the status. (Submitted Waiting processing, Processing, published).

Tracking Number: V96S2023
Case Number: SCCCOMM/E133/2023
Citation: ROSKY CREDIT LTD VS GEORGE GACHERU KAMAU

Case Summary Parties Case Activities **Lodging Request** Documents From Court Case Fees Receipts Documents

Case Documents [Post Judgement Requests](#) [File Additional Documents](#)

Show 10 entries Search:

#	Request Type	Date Requested	Files	Requested by	Status
1	Request for Decree	06-Feb-2023 02:02:01	file(s)	Chelule and Co	Published Download
2	Request for Certificate of Order Against the Government	07-Feb-2023 09:02:41	file(s)	Chelule and Co	Published Download
3	Notice To Show Cause	07-Feb-2023 11:02:28	file(s)	Chelule and Co	Published Download
4	Request for Judgement	07-Feb-2023 12:02:35	file(s)	Chelule and Co	Submitted Waiting processing

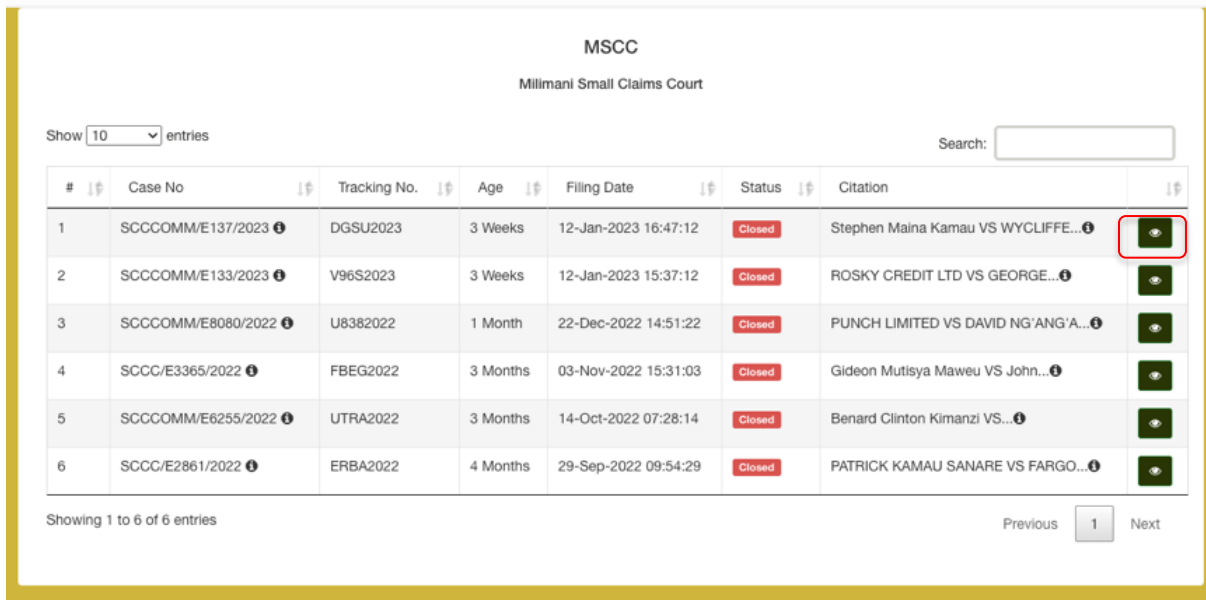
Showing 1 to 4 of 4 entries Previous 1 Next

#	Date	Files	Filed by	Fee Payable	Fees Paid	Status
---	------	-------	----------	-------------	-----------	--------

Figure 2.45: Check the Progress of the Request

2.4.5. Request for Notice to Show Cause

- a) **Step 1:** Click the case to view the case details.
- b) **Step 2:** Click on Lodging request tab and then Click on the post Judgement Request button.



MSCC
Milimani Small Claims Court

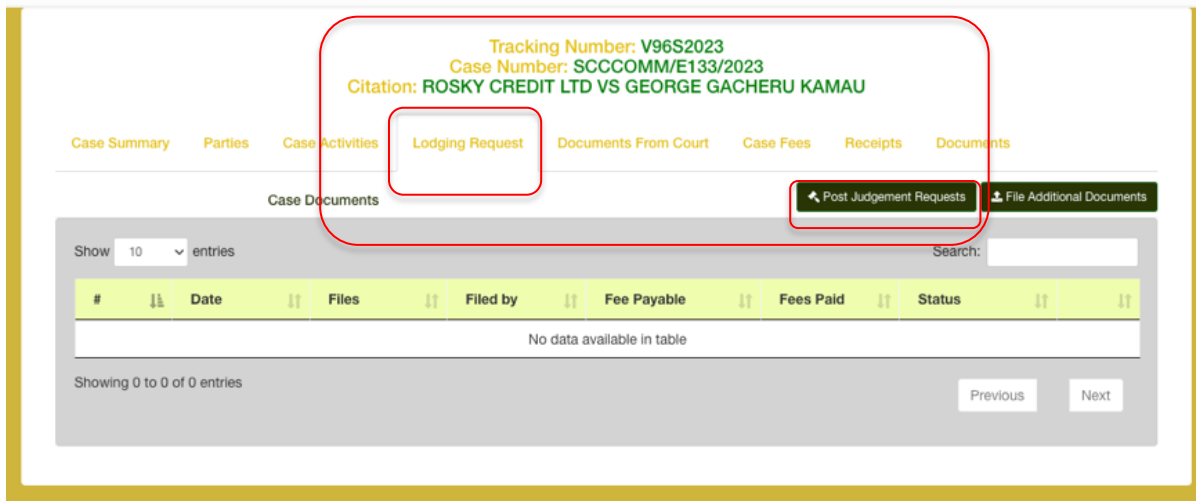
Show 10 entries Search:

#	Case No	Tracking No.	Age	Filing Date	Status	Citation
1	SCCCOMM/E137/2023	DGSU2023	3 Weeks	12-Jan-2023 16:47:12	Closed	Stephen Maina Kamau VS WYCLIFFE...
2	SCCCOMM/E133/2023	V96S2023	3 Weeks	12-Jan-2023 15:37:12	Closed	ROSKY CREDIT LTD VS GEORGE...
3	SCCCOMM/E8080/2022	U8382022	1 Month	22-Dec-2022 14:51:22	Closed	PUNCH LIMITED VS DAVID NG'ANG'A...
4	SCCC/E3365/2022	FBEG2022	3 Months	03-Nov-2022 15:31:03	Closed	Gideon Mutisya Maweu VS John...
5	SCCCOMM/E6255/2022	UTRA2022	3 Months	14-Oct-2022 07:28:14	Closed	Benard Clinton Kimanzi VS...
6	SCCC/E2861/2022	ERBA2022	4 Months	29-Sep-2022 09:54:29	Closed	PATRICK KAMAU SANARE VS FARGO...

Showing 1 to 6 of 6 entries Previous 1 Next

Figure 2.46: Select the Case for Documents to be Served

- c) **Step 3:** Select request for Notice to Show Cause on the request type and select the party.



Tracking Number: V96S2023
Case Number: SCCCMM/E133/2023
Citation: ROSKY CREDIT LTD VS GEORGE GACHERU KAMAU

Case Summary Parties Case Activities **Lodging Request** Documents From Court Case Fees Receipts Documents

Case Documents

Post Judgement Requests File Additional Documents

Show 10 entries Search:

#	Date	Files	Filed by	Fee Payable	Fees Paid	Status
No data available in table						

Showing 0 to 0 of 0 entries Previous Next

Figure 2.47: Select the Post Judgement Request

d) **Step 4:** Select the party and upload letter of request

Request Type: Notice To Show Cause

Requested By: ROSKY CREDIT LTD - Claimant

Decretal Amount: 890000

Indicate Amount Paid(Where Applicable): 89000

Decree Date: 2023-02-06

Upload Application of Notice to show cause:

Post Judgement Request

Document Caption: Request for NTSC

Buttons: Remove, Upload, Browse, Upload selected files

Figure 2.48: Upload the Court Document

e) **Step 5:** You will see a table with the requests and the status. (Submitted Waiting processing, Processing, published).

Tracking Number: V96S2023
Case Number: SCCCOMM/E133/2023
Citation: ROSKY CREDIT LTD VS GEORGE GACHERU KAMAU

Case Summary Parties Case Activities **Lodging Request** Documents From Court Case Fees Receipts Documents

Case Documents Post Judgement Requests File Additional Documents

Show 10 entries Search:

#	Request Type	Date Requested	Files	Requested by	Status
1	Request for Decree	06-Feb-2023 02:02:01	file(s)	Chelule and Co	Published Download
2	Request for Certificate of Order Against the Government	07-Feb-2023 09:02:41	file(s)	Chelule and Co	Published Download
3	Notice To Show Cause	07-Feb-2023 11:02:28	file(s)	Chelule and Co	Submitted Waiting processing

Figure 2.49: Check the Progress of the Request

3. FILING ELECTION PETITIONS

3.1. Filing Election Petition Case

a) **Step 1:** Click 'Election Disputes' button.

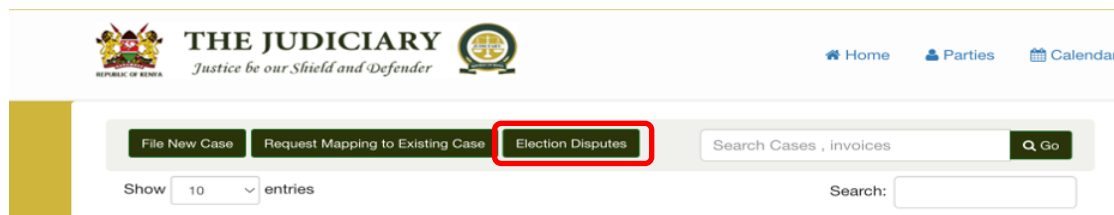


Figure 3.1: The Election Petitions Button

b) **Step 2:** Select the Petition Category

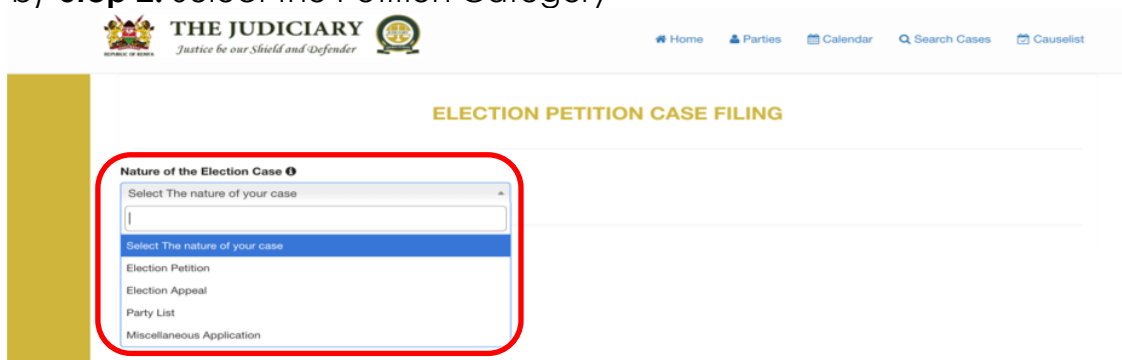


Figure 3.2: The Election Petitions Case Types

c) **Step 3:** Select Elective Post

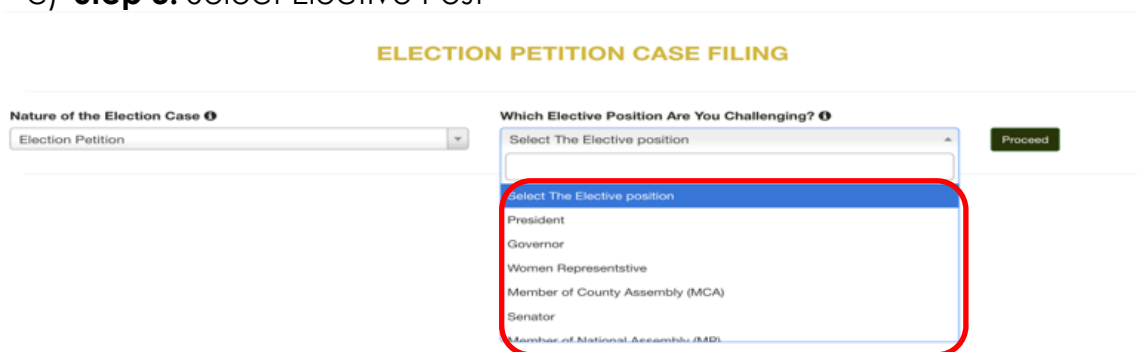


Figure 3.3: The Election Petitions Elective Post

d) **Step 4:** Select the electoral area, and the system will automatically guide to the court station where the case will be filed and fee to be paid.

Figure 3.3: Select the Election Petitions Case Documents

e) **Step 5:** Add case parties and upload files by the initiator case party.

NO.	Category	Party Type	Party Name	Files
1	Individuals	1st Plaintiff	Ariana Grande	verifying_affidavit.pdf (238.0 KB) Delete statement_of_claim.pdf (400.5 KB) Delete plaint.pdf (400.5 KB) Delete
2	Individuals	1st Respondent	Juma Usher	Remove File

Figure 3.4: Select the Election Petitions Case Documents

f) **Step 6:** Input additional details, such as Date of Declaration of Results

Figure 3.5: Capture the Election Petitions Case Information Summary

g) **Step 7:** Confirm and submit

Election Petition

Election Petition Case Details

Date of Declaration of Results	05 Jul 2022	Elective Post	Governor
Electoral Area	County: MOMBASA Constituency: N/A Ward: N/A		
Case Summary	case summary		
Prayers	prayers		

Case Parties

Juma Mgombea VS Independent Electoral And Boundaries Commission

Category	Party Type	Party Name	Nationality	Title
Individuals	1st Petitioner	Juma Mgombea	Kenyan	
State	1st Respondent	Independent Electoral and Boundaries Commission	N/A	N/A

Case Documents

No.	File Bundle	Date Uploaded	Amount Payable
1.	Election petition	2022-07-26 00:24:30	30,100.00
Total			30,100.00

Previous Next **CONFIRM AND SUBMIT** Cancel

Figure 3.5: Confirm and Submit

h) **Step 8:** Court Fees Payment

The new case is listed but without a case number, click on the `eye` icon to view the case and pay fee

Show 10 entries Search:

#	Case No	Tracking No.	Age	Filing Date	Status	Citation
1	HCCHREP/****/2022	Q9T22022	1 Second	26-Jul-2022 03:25:26	Active	Juma Mgombea VS Independent...

Figure 3.6: Click Eye Button to View Case Details

The case details view, under the **Case Fees** tab, you can view the auto-assessed fee and pay. For EDR matters the system automatically adds security fee as a deposit. Upon full payment is done, a case number will be issued

Case Summary Parties Case Activities Lodging Request Documents From Court **Case Fees** Receipts Documents

Case Fees

Show 10 entries Search:

No.	Payment Type	PRN	Date Generated	Amount	Paid	Balance
1	Fees	EZH9NPH3	26-Jul-2022 03:28:24	500000.00	0.00	500000.00
2	Deposits	EZH3CZG4	26-Jul-2022 03:28:22	1000000.00	0.00	1000000.00

Figure 3.7: Click on Pay Now to Make Payment

4. ROLES CATEGORIZATION FOR VARIOUS SYSTEM USERS

4.1. Overview of the Roles

In order for the system to function optimally, there must be a coordinated approach by all the system users. The external users (Advocates, self-representing litigants e.t.c) place specific requests through the system which must be addressed by the internal users of the system (Judicial officers and judiciary staff). For instance before a party is able to access their case files, a request for mapping / linking must be sent to the registry by the party for the registry staff to approve to enable subsequent filing. Therefore, it follows that each user has specific role(s) in the system. The roles can be classified into the following four (4) categories:

- a) **Judicial Functions** - These are functions which are judicial in nature and are only performed by authorized Judicial Officers (Judges and Judicial Officers)
- b) **Registry Functions** - These are the general registry works carried out by the Judiciary staff (Court Administrators, Archivists, Court Assistants and any designated staff working in the court registries)
- c) **ICT Functions** - These are system related functions which are conducted by the ICT officers of the Judiciary
- d) **Law Firm/ Advocates Functions** - These are functions conducted by the advocates in relation to the matters mapped onto the law firm accounts

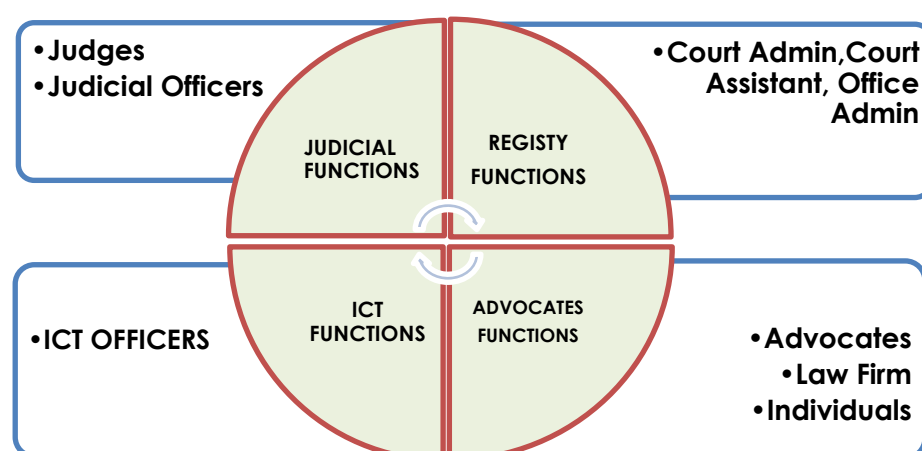


Figure 4.1: Responsibility Matrix at the E-Registry

4.2. Judicial Functions

These are Judicial functions carried out in the system by Judges and Judicial Officers;

4.2.1. 4.2.1 Roles of Judges

- a) Issuance of directions and publishing of orders in the system
- b) Deliver rulings & judgments in the system
- c) Order for hearing dates and mentions
- d) Monitor the DCRT in the system to ensure its accuracy

4.2.2. Roles of Magistrates and Kadhis

- a) Issuance of directions and publishing of orders in the system
- b) Signing of orders issued by their respective courts
- c) Certification of court documents in the system
- d) Deliver rulings & judgments in the system
- e) Order for hearing dates and mentions
- f) Monitor the DCRT in the system to ensure its accuracy
- g) Signing of Notice to Appear in Divorce Cases
- h) Monitor registry dashboards

4.2.3. Roles of Deputy Registrars

- a) Drafting and publishing Rulings and Orders in CTS
- b) Approval of allocation of cases to Judges
- c) Approval of allocation of hearing and Mention dates
- d) Approval of court deposits, cash bail and fines in the CTS
- e) Acknowledgement and approval of summons to enter appearance
- f) Custodian of the master diary in the system
- g) Daily Supervision of the CTS Registry operations
- h) Approves court documents for certification and extraction
- i) Approves adding of users/staff to the system.
- j) Approval of cause list before dissemination
- k) Approval of any changes to case details in the system
- l) Monitor registry dashboards

4.3. Registry Functions

These are registry functions carried out in the system by the authorised judiciary staff:

4.3.1. Roles of Court Administrators

- a) Supervise activities in the CTS and ensure the following:
 - 1) That court fees and costs paid were correctly assessed and paid.
 - 2) That Orders are immediately extracted upon being published by the Judges/ judicial officer.
 - 3) That proceedings are continually typed and uploaded into the CTS
- b) Ensure that file folders are opened for each case registered in the system for purposes of holding proceedings and an index of the pleadings uploaded into the CTS
- c) Make request to DICT for addition of new CTS users in the registry
- d) Assigning roles and widgets to new staff in the system
- e) Monitoring processes and procedures to ensure compliance and enhance accountability
- f) Timely access to correspondences and actioning appropriately
- g) Timely supervision and dissemination of cause list
- h) Verify if the correct court fees have been paid
- i) Mapping CTS users
- j) Mapping of Judicial officers to the court rooms
- k) Approving payment of fees and deposits in the Case Tracking System
- l) Preparation of timely periodic management and statutory reports.
- m) Electronic archiving of duplicated matters and wrongly filed matters
- n) Verification of the DCRT before forwarding to DPOP

4.3.2. Roles of Court Assistants - Front Office

- a) Mapping / linking of litigants and advocates to existing cases
- b) Receiving and verifying documents online
- c) Verify the correctness of the assessed court fees and confirm full payment of the fees
- d) Invoice litigants on under-assessments

- e) Approve Stage I of summons to Enter Appearance, Notice of taxation and Acknowledgement of filed court documents
- f) Real-time update of the case tracking system with newly entered activities
- g) Maintain and update requisite case registers
- h) Processing bonds for approval
- i) Process requests for entry of interlocutory / default judgment

4.3.3. Roles of Court Assistants – Back Office

- a) Scanning and uploading of manual files into the CTS and verify that documents in the system are the same as documents on the physical file.
- b) Continuous audit of the case files to ensure that all pending files have future dates in the system and the concluded files are marked as closed
- c) Retrieve files and prepare records of matters without dates for directions before the Deputy Registrar
- d) Identifying records for disposal in accordance with existing statutory rules and regulations
- e) Appraising records for disposal in accordance with existing statutory rules and regulations
- f) Retrieval of files

Date Section

- a) Date fixing of cases as requested by parties and timely update in the system
- b) Verify the correctness of the auto-generated causelist
- c) Ensure court links accompany each cause list
- d) Ensure a weekly draft cause list is published at the Kenya Law Reports Website

Execution Section

- e) Verification of Draft Court orders from parties and approval for publishing by the respective Judicial Officers

- f) Access and process requests for decrees, executions and warrants
- g) Update the case tracking system

4.3.4. Roles of Court Assistants – Courtrooms/Virtual Courts

- a) Updating Case Outcomes including applications under certificate of urgency to ensure accurate returns
- b) Continuous Scanning and uploading of court proceedings into the case tracking system
- c) Ensure each file folder has an index of documents in the CTS
- d) Verify scanned documents in the system are in order.
- e) Create court links for the court sessions and ensure that they are updated in the causelist
- f) Extract orders from the directions published by Judges/Judicial officers
- g) Ensuring all files cause listed are available prior to court sessions
- h) Facilitate access by all parties into the virtual and physical court sessions
- i) Diarizing dates for cases as given in court and updating in the case tracking system

4.3.5. Roles of Office Administrators – Back Office

- a) Typing of proceedings and uploading in the system
- b) Typing ruling, judgments and Extra of orders and uploading in the system.

4.4. ICT Functions

The ICT functions carried in the system by ICT Officers include the following:

- a) Training of Internal system users on CTS & E-Filing
- b) Training of External System on E-Filing
- c) Providing user support to internal users (Judges & Staff)
- d) Providing user support to external users (Litigants)
- e) Providing feedback to the Director on areas of system improvement

- f) Conducting system development to enhance the functionality of the system.

4.5. Law Firm/Advocates Functions

- a) Request for Court services including mapping, linking, generation of court documents, dates, eService, acknowledgment of filings
- b) Filing of cases on E-Filing
- c) Download and upload Court documents

5. FAQs ON E-FILING SYSTEM

5.1. GETTING STARTED

1. What is the E-Filing system?

E-Filing System provides a platform for the Public, Advocates, Law firms, Lawyers, businesses, government and all interested parties to access court services that include case information, case filing, case tracking from filing to delivery of justice through an online portal from any location of the world.

2. How do I get started?

In order to access the efilng system, all users need to register for an account in the system. Visit the Judiciary website at www.judiciary.go.ke and select the efilng TAB or directly visit the link <https://efiling.court.go.ke>.

5.2. CREATING AN ACCOUNT

3. When do I register as an individual, organization or law firm?

- g) Individual Accounts - these are personal accounts created by individuals who do not have representations. Advocates can also create individual accounts which they can use to manage their matters in their respective law firms as demonstrated below.
- h) Law Firms Accounts - these are accounts created by the Law firms which they use to manage their matters in court.
- i) Organization Accounts - These are accounts used by Companies / organisations with in-house advocates / organizations that have not contracted a law firm to manage their matters
- j) State Accounts - these are accounts associated to government agencies, state corporations, authorities e.t.c. Users cannot sign-up for these accounts from the efilng system, but a request has to be sent to the Directorate of ICT for creation of such accounts. This ensures that only authorised government officials are granted access to the accounts associated to a particular government agency.

5.3. WHERE IS E-FILING ACTIVE

4. Which courts can I file electronically?

- a) The Supreme Court
- b) All Court of Appeal Stations
- c) All Court stations within the county of Nairobi including:
 - 1) Milimani High Court
 - 2) Employment and Labour Relations Court Nairobi
 - 3) Environment and Land Court Nairobi
 - 4) Milimani Magistrate Court
 - 5) Milimani Magistrate Commercial Court
 - 6) Makadara Law Courts
 - 7) Kibera Law Courts
 - 8) JKIA Law Courts
- d) All Court stations within the county of Mombasa including:
 - 1) Mombasa Law Courts
 - 2) Mombasa High Court
 - 3) Mombasa Employment and Labour Relations Court
 - 4) Mombasa Environment and Land Court
 - 5) Mombasa Chief Magistrates Court
 - 6) Mombasa Chief Kadhi's Court
 - 7) Tononoka Law Courts
 - 8) Shanzu Law Courts
 - 9) Shanzu Gender Based Violence Court

5.4. WHO CAN E-FILE

5. Who can file a case?

- a) Members of the public
- b) Members of the Law Society of Kenya
- c) Any organizations
- d) Government agencies e.g Office of the DPP, AG Office, EACC e.t.c

6. What do I need to be able to file a case?

- a) Ensure you have an active account in the system
- b) Ensure you have a valid email address
- c) Ensure you have selected the right court where you want to file
- d) Ensure you have all Case Documents in Soft Copy and in PDF format and properly named e.g. (Affidavit, Annexures, plaint etc.)
- e) Ensure you have Sufficient Money to pay court fees either in MPESA or Bank
- f) There is internet connection to your Computer or Laptop
- g) Ensure you have your ID Number, Email & Phone Number or for the parties you are representing

5.5. PREPARING E-FILE DOCUMENTS

7. What format of documents is required for uploading in the system?

- a) The Portable Document Format (PDF)

8. What is the maximum upload size of a case file?

- a) The maximum upload size is 50MB

9. What happens if I surpass the maximum upload size of 50MB?

- a) The User will be required to split the documents to volumes of 50MB and label volumes appropriately and then proceed to upload separately the document volumes

10. Who will assess the court fees?

The system will automatically assess the fees and may be reviewed by the court if under-assessment is identified

11. Can I save my work and continue to file later?

- a) Yes

12. What date is considered the file date when a document is e-filed?

- a) The document is considered e-filed upon full payment of the assessed court fees. The system automatically time-stamps the document as such.

13. Can I get access to file documents into an existing case?

Yes, you will request to file to an existing case and await verification by the court to continue filing.

5.6. MAKING ONLINE PAYMENTS

14. Which payment methods are available in the E-Filing system?

- a) The options available are MPESA, KCB Teller, KCB Mtaani and RTGS more payment options to be added in the near future.

15. How will I confirm payment has been successful?

- a) You will receive notification from the bank through an SMS and electronic receipt in your portal

5.7. SUPPORT FOR TECHNICAL ISSUES

16. Who will I call in case of technical issues?

- a) Judiciary Customer Service Desk can be reached via the following contacts

Email customerservice@court.go.ke

Mobile +254 730 181 581

Mobile +254 730 181 582

Mobile +254 730 181 583

OPEN FROM 8AM - 5PM WEEKDAYS ONLY

17. How will I track the issues reported to the customer case desk?

- a) A ticket will be sent to your email address and can be tracked online

18. What happens if I have no internet and ICT equipment?

- a) The Judiciary will provide e-filing support centers to assist those who have no capacity to access the system
- b) Alternative means can also be sought from Cyber Cafe centers

5.8. BENEFITS TO LITIGANTS/ADVOCATES AND THE PUBLIC

19. What is the benefit of e-filing to lawyers/advocates?

- a) Judges and Judicial Officers can conduct court Sessions from any convenient locations hence limited number of adjournments besides providing convenience to Judges and Judicial Officers
- b) Litigants can virtually attend court sessions at comfort of their homes or Offices, hence removing the need to travel to court premises

- c) Eliminates the need for litigants and member of public to travel to court registry premises to get this case information thus providing convenience to the member of public and plan for their Court attendance.
- d) Litigants can access Case Outcomes online without coming to the court registries
- e) Litigants can plan court attendance by accessing scheduled activities online
- f) The system has provided a platform for Judges and Judicial Officers to draft and publish court decisions which are available to litigants in real time
- g) Judges and Judicial Officers are able to access electronic case documents thus enabling them to work remotely
- h) The system generates court statistics to enable the courts to report on Court performance accurately and timely
- i) Automated Fee Assessment has eliminated the perennial problem of Underassessment and over Assessment of Court Fees
- j) E-Receipting Process has eradicated the malady of fake receipts which leads to revenue leakages.

20.What is the likely shortcoming of e-filing?

- a) Inadequate internet connectivity
- b) Unstable power supply
- c) Inadequate technological know-how by users.

21.How long is a document filed electronically be retained in the Judiciary server?

Pursuant to the Records Disposal (Courts) Rules, 1968 the documents should be retained for 12 years from the date of the final judgment or order for civil cases and 3 years from the date of judgment or order in criminal cases.

22. What rules should the court follow when determining whether a document is accepted or returned?

- a) There must be evidence of payment of the requisite fees.
- b) The supporting documents required by law should be attached.
- c) The parties, case number and court should be cited correctly.
- d) Documents should be properly dated and executed.



The E-filing User Guide

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