REPUBLIC OF KENYA

SERVICE DELIVERY CHARTER

ENVIRONMENT AND LAND COURT

The purpose of this Charter is to outline the service standards expected from the Court. We are committed to providing quality services that meet our customers' needs. We endeavor to serve with integrity, impartiality and humility.

SERVICE	REQUIREMENTS	COST	SERVICE COMMITMENT
1. REGISTRY			
Registration of cases(plaints, petitions, applications)	Presentation of Pleadings at the Registry	Cost will depend on the nature of claim, and as per Court Fee Schedule	10 minutes
Assessment of court fees	Presentation of Pleadings at the Registry	Nil	10 minutes
Signing of orders/summons/warrants and notices	Extracted orders and duly filled warrants, notices and summons	Nil	30 minutes
Issuance of summons	Written Request	Ksh 50	30 minutes
Issuance of Warrants	Written Request	As provided in the Court Fee Schedule	30 minutes
Issuance of Notices	Written Request	As provided in the Court Fee Schedule	30 minutes
Notices of courts not sitting	Updated Contacts of the Parties	Nil	3 days in advance
Typing of proceedings	Written request	Certified Ksh 60, uncertified ksh 30 per page	30 days
Photocopy services (proceedings and peadings)	Written request	Certified Ksh 30, uncertified Ksh 10	30 minutes
Certification of proceedings/ documents	Written request	Ksh 100	15 minutes
Preparation and Posting of cause lists	Updated Contacts	Nil	7 days in advance
Allocation of dates	A request to Deputy Registrar through the registry	Nil	5 Minutes
File Perusal	Written Request	Nil	5 Minutes
Locating a misplaced file	Report to Deputy Registrar	Nil	3 hours
Reconstruction of a missing file	Written request to the Deputy Registrar for Reconstruction	Nil	1 day
Extraction of decrees and orders	Order	Nil	30 minutes
Preparation of certificate of costs	A filed bill of costs	Nil	30 minutes
Entry of interlocutory judgements	A formal letter requesting entry of interlocutory judgement and payment of requisite fees	Ksh 400	1 day
Preparation of Appeals documents for admission	File Memorandum of Appeal	Ksh 1,500	10 days
Execution, issuance of warrants of attachments and arrest, NTSC	Warrants	Warrants of attachment Ksh 950, Warrants of Arrest Ksh 525, NTSC Ksh 450	30 minutes
Advance communication of adjournments/hearings/Judgement/ ruling dates	Updated Contacts	Nil	7 days in advance
Service of court processes	Application	3 km radius within the court station Ksh 300, outside of the 3 km radius Ksh 400	7 days
Transfer of files	Application	ksh 475	1 day
2. JUDICIAL FUNCTIONS			
Hearing and determination of cases	Presence in court	Nil	360 days
Approval of bond/Surety	Examination of the surety by the court then court issues orders of release if approved	Nil	1 day
Certifying urgent applications	Duly filed application under certificate of urgency	Nil	1 day
Hearing and determination of injunctions applications	Duly filed application	Nil	60 days
Hearing and determination of other applications	Duly filed application	Nil	180 days
Hearing and determination of certified urgent applications	Duly filed urgent application	Nil	30 days
Delivery of judgement after case conclusion	Presence in court	Nil	60 days after close of hearing

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

DEPUTY REGISTRAR, REGISTRAR- ENVIRONMENT AND LAND COURT, PRINCIPAL JUDGE, OMBUDSPERSON,
P.O. Box 30041 - 00100, Nairobi, Kenya.
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