



SERVICE DELIVERY CHARTER



HIGH 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 you with integrity, impartiality and humility.

SERVICE	REQUIREMENTS	COST	SERVICE COMMITMENT
1. REGISTRY			
Registration of cases(plaints, pleas, petitions, applications, Probate and Adminstration petitions)	Presentation of pleadings at the registry as to the checklist provided by the specific registry	Amount payable is assessed depending on the claim/case. This is to be provided at specific registry	10 minutes
Assessment of court fees	Presentation of pleadings at the registry	Nil	10 minutes
Signing of Orders/Warrants/ Notices/ Taxation Notices	Extracted Orders/Warrants/Notices/Taxation notices	Provided by specific registry	30 minutes
Issuance of summons	A formal request	Ksh 50	
Notices of court not sitting	Updated contact information	Nil	3 days
Typing of proceedings	A written request and a deposit of typing fee	Certified Ksh 60 per page, uncertified ksh 30 per page	10 days
Certification of proceedings/documents	A written request	Ksh 100	15 minutes
Photocopy services (Proceedings and pleadings)	A Written request	Certified Ksh 30 per page, uncertified Ksh 10 per page	30 minutes
Allocation of dates	A letter requesting for fixing of a date	Nil	Immediately
Preparation and Posting of cause lists	Updated contact information	Nil	7 days in advance
File perusal	A Written request	Nil	Immediately
Locating a misplaced file	A complaint letter to the Deputy Registrar	Nil	3 hours
Reconstructing a missing file	An application for reconstruction to the Deputy Registrar	Nil	1 day
Extraction of decrees and orders	Formal application to the registry specifying the order required,	Court fee Ksh 150 for order	30 minutes
Preparation of certificate of costs	Application to Deputy Registrar for taxation	Ksh 325	30 minutes
Entry of interlocutory judgements	Application by way of Notice	Ksh 400	1 day
Preparation of appeal documents for admission	Memorandum of Appeal	Ksh 1,500	10 days
Calling of lower court records for appeals		Nil	3 days
Issuance of warrants of attachment and arrest, NTSC	Application	Warrant of attachment- Ksh 950 Warrant of arrest -Ksh 525 NTSC -Ksh 450	30 minutes
Advance communication of hearings, judgements, ruling dates	Updated contact information	Nil	7 days in advance
Service of court processes	Written Request	3 km radius within the court station Ksh 300, outside of the 3 km radius Ksh 400	7 days
Transfer of files to other courts	Application to court	Ksh 475	1 day
Taking appeal files for admission		Nil	1 day
Processing of cash bail/Fine	Application, deposit of cashbail/payment of fine	Nil	10 minutes
Processing of bond	Presentation of security with a valuation report, a verification report and proof of identification by the surety	Nil	30 minutes
Refund of cashbail	A formal application, Original receipt, proof of identification, bank details of the applicant	Nil	20 minutes
Discharge of security	Application	Nil	20 minutes
Preparation of remand warrant		Nil	10 minutes
Return of exhibits	Application	Nil	30 minutes
Preparation of release order		Nil	10 minutes
2. SUCCESSION CAUSES			
Approval of a Probate and Adminstration Petition by Judicial Officer	Present the Probate and Adminstration petition and appropriate documents as per the checklist in the registry	Without a will(interstate) -Ksh 2,350, with a will(testate) Ksh 1,450, Public trustee 1,275	2 days
Sending of gazette notice to Principal Registry		Nil	7 days
Forwarding of approved petition to Government Printer	Payment of gazzetement fees	Ksh 3,460 deposited at the National Bank of Kenya for Government Printer	5 days
Approval of a Published Petition	Present copy of gazette notice	Nil	2 days
Typing of Grants of Adminstration		Nil	2 days
Signing of Grants of Letters of Adminstration		Nil	3 days
Confirmation of Grants	A formal application (summons for confirmation of grant)	Between Ksh 750 - Ksh 1500	6 months
Singing of Certificate of Confirmation of Grants		Nil	
Fixing hearing dates for confirmation of Grants		Nil	15 minutes
Typing certificate of confirmed of Grant		Nil	3 days
3. COURT FUNCTIONS			
Hearing and determination of cases			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			1 day
Hearing and determination of injuctions applications			60 days as provided under order 40 of the Civil Procedure Rules
Hearing and determination of other applications			180 days
Hearing and determination of certified urgent applications			30 days
Delivery of judgement after case conclusion	Presence of Parties		60 days as provided under rule 21 of the Civil Procedure rules and upon giving of notice for criminal matters

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

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