



REPUBLIC OF KENYA

OFFICE OF THE ATTORNEY-GENERAL AND DEPARTMENT OF JUSTICE

REGISTRAR-GENERAL'S DEPARTMENT

MARRIAGES SECTION (LICENSING OF MARRIAGE OFFICIALS)

CUSTOMER SERVICE DELIVERY CHARTER

This charter provides information about our core functions and range of services that the Department renders, the requirements, timelines and fees and complaint mechanisms where our services fall short of the standards.

MANDATE

To offer registration services for Marriage Officials.

CORE VALUES

Our core values include:

- Professionalism;
- Transparency and Accountability;
- Efficiency and Effectiveness;
- Equity and fairness;
- Integrity;
- Teamwork;
- Courtesy and Customer focus and;
- Non-discrimination.

CUSTOMERS' OBLIGATIONS

To provide quality services to our customers we expect them to:

- Be respectful and courteous;
- Provide accurate and timely information;
- Provide feedback and;
- Refrain from offering inducement, gifts or favors in return for services rendered or to be rendered.

SECTIONS UNDER THE DEPARTMENT

- Marriages

CORE FUNCTIONS:

- Licensing of Marriage Officials

SERVICES OFFERED

1. LICENSING OF MARRIAGE OFFICIALS (ALL ARE DONE AT THE REGISTRAR OF MARRIAGES OFFICE, NAIROBI ONLY)

NO.	SERVICE OFFERED	CUSTOMER REQUIREMENTS	DURATION	FEE (KSh.)
1.	Licensing of church ministers of faith	<ul style="list-style-type: none">Letter of request from the church signed by church officialCopy of church registration certificateCopy of National I.D for the Minister to be licensedColored passport size photo for the minister to be licensed	14 days	2,000/=
2.	Renewal of ministers of faith licenses	<ul style="list-style-type: none">Letter of request from the church signed by church officialCopy of church registration certificateCopy of National I.D for the Minister to be licensedColored passport size photo for the minister to be licensedSurrender of the old license	14 days	1,000/=
3.	Licensing of Hindu ministers of faith	<ul style="list-style-type: none">Letter of request from the Hindu or Sikh CouncilCopy of temple registration certificateCopy of National I.D for the Minister to be licensedColored passport size photo for the minister to be licensed	14 days	1,000/=
4.	Issuance of marriage books	<ul style="list-style-type: none">Letter of request from the church signed by church officialCopy of pastor's licenseCopy of certificate of registration of the churchCopy of national I.D of the pastor	1 day	20,000/=
5.	Verification of Marriage Documents	<ul style="list-style-type: none">Letter requesting verification of marriage documentRelevant marriage document attached	7 Days	No Fee
6.	Registration of Foreign Marriages	<ul style="list-style-type: none">Original and copy of the Foreign marriage certificate issuedCopies of identification documents for the parties to the marriageIf certificate not in English, a translated copy notarized by the relevant Embassy	1 Day	KSH. 1,000
7.	Determination of Objections	<ul style="list-style-type: none">Letter of objection to marry (Any office where notice is placed or a gazetted area of worship where wedding is to take place)	7 Days	No Fee

The Office of the Attorney-General and Department of Justice is a corruption free zone. It is an offense to compromise or give a bribe to a public servant for delivery of services.

COMMITMENT TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service that does not conform to the above standards or any officer who is not upto to the commitments to courtesy and excellence in service delivery should be reported to:

<p>The Solicitor-General/Accounting Officer, Office of the Attorney-General and Department of Justice, Sheria House, Harambee Avenue, P. O. Box: 40112-00200, Nairobi, Tel. No.: 254 20 2227461/ 254 20 2251355 Cellphone: 254 700 072 929/ 254 732 529995 E-mail: ag@ag.go.ke/ info@ag.go.ke Website: www.statelaw.go.ke.</p>	<p>The Commission Secretary/Chief Executive Officer, Commission on Administrative Justice, West End Towers, 2nd floor, P. O. Box 20414-00200, Nairobi. Tel. No.: 254 2 2270000 E-mail: complain@ombudsman.go.ke Website: www.ombudsman.go.ke</p>
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“HUDUMA BORA NI HAKI YAKO”

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