



REPUBLIC OF KENYA

OFFICE OF THE ATTORNEY-GENERAL AND DEPARTMENT OF JUSTICE
REGISTRAR-GENERAL'S DEPARTMENT
MARRIAGES SECTION
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 in Marriages.

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 and Adoptions section

CORE FUNCTIONS:

- Registration of Marriages and Divorces

SERVICES OFFERED

MARRIAGES SECTION

NO.	SERVICE OFFERED	CUSTOMER REQUIREMENTS	WHERE OFFERED	DURATION	FEE (KSh.)
1.	Marriage in the Registrar's and Deputy County Commissioner's office by notice	<ul style="list-style-type: none"> ▪ Both parties to appear before the Registrar's to fill a Notice form ▪ Valid I.D's/Passports are required (Copy and original) ▪ Colored Passport size photos ▪ Death certificate if widowed or divorce decree absolute if divorced ▪ In the event the Divorce decree is more than a year old or a death certificate is more than 2 years old, an Affidavit to confirm marital status 	Gazetted: Regional and County Commissioners Offices	90 days	3,900/=
2.	Request for Registrar's certificate for church Marriages	<ul style="list-style-type: none"> ▪ Both parties to appear before the Registrar's to fill a Notice form ▪ Valid I.D's/Passports are required (Copy and original) ▪ Colored Passport size photos ▪ Death certificate if widowed or divorce decree absolute if divorced ▪ In the event the Divorce decree is more than a year old or a death certificate is more than 2 years old, an Affidavit to confirm marital status ▪ Copy of license of the Minister of Faith to officiate and serial number of the marriage book to be used ▪ Wedding invitation card 	Gazetted: Regional and County Commissioners Offices	30 days	1,400/=
3.	Request for Registrar's certificate for Hindu marriages	<ul style="list-style-type: none"> ▪ Both parties to appear before the Registrar's to fill a Notice form ▪ Valid I.D's/Passports are required (Copy and original) ▪ Birth Certificates (Original and copies) ▪ Colored Passport size photos ▪ Proof of No impediment to Marriage through: <ul style="list-style-type: none"> ○ A Certificate of No impediment to Marriage ○ Death certificate if widowed or ○ Divorce decree absolute if divorced ○ In the event the Divorce decree is more than a year old or a death certificate is more than 2 years old, an Affidavit to confirm marital status ▪ Return Ticket 		30 days	1,400/=
4.	Marriage by special license in the Registrar's and Deputy County Commissioner's office (At the Registrar's discretion)	<p>KENYAN</p> <ul style="list-style-type: none"> ▪ Valid I.D's or Passports (Copy and original) ▪ Birth certificate (Copy and original) ▪ Proof of no impediment to marriage through: <ul style="list-style-type: none"> ➤ Affidavits to state marital status - Separate Affidavits if single or joint affidavit if married under customary law ➤ Death Certificate (In the case of widowed persons) - Copy and original ➤ Divorce Decree Absolute. (In the case of divorced persons indicating current status) - Copy and original ➤ In the event the Divorce decree is more than a year old or a death certificate is more than 2 years old, an Affidavit to confirm marital status ▪ Colored passport size photos ▪ A documented reason to show proof that you do not have time to give a 21-day notice 	Registrar's Office in Nairobi and Mombasa	14 days	9,700/= at the Registrar's office or Deputy County Commissioner's office
		FOREIGN NATIONAL			

	<ul style="list-style-type: none">▪ Valid passport (Copies and Original)▪ Birth Certificate (Copies and Original)▪ Passport size photo (Colored)▪ Proof of no impediment to marriage through:<ul style="list-style-type: none">➤ A Certificate of No Impediment to Marriage.➤ Death Certificate. (In the case of widowed person)- or➤ Divorce Decree Absolute. (In the case of divorce person indicating current status)- Copy and original➤ In the event the Divorce certificate is more than a year old or a death certificate that is more than 2 years old, a Certificate of No Impediment to Marriage▪ Return air ticket/visa/work permit.			
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5.	Request for Special license for Church marriage	<p>KENYAN</p> <ul style="list-style-type: none"> ▪ Valid I.D's or Passports (Copy and original) ▪ Birth certificate (Copy and original) ▪ Proof of no impediment to marriage through: <ul style="list-style-type: none"> ➢ Affidavits to state marital status - Separate Affidavits if single or joint affidavit if married under customary law ➢ Death Certificate (In the case of widowed persons) - Copy and original ➢ Divorce Decree Absolute. (In the case of divorced persons indicating current status) - Copy and original ➢ In the event the Divorce decree is more than a year old or a death certificate is more than 2 years old, an Affidavit to confirm marital status ▪ Colored passport size photos ▪ A documented reason to show proof that you do not have time to give a 21-day notice <p>FOREIGN NATIONAL</p> <ul style="list-style-type: none"> ▪ Valid passport (Copies and Original) ▪ Birth Certificate (Copies and Original) ▪ Passport size photo (Colored) ▪ Proof of no impediment to marriage through: <ul style="list-style-type: none"> ➢ A Certificate of No Impediment to Marriage. ➢ Death Certificate. (In the case of widowed person)- or ➢ Divorce Decree Absolute. (In the case of divorce person indicating current status)- Copy and original ➢ In the event the Divorce certificate is more than a year old or a death certificate that is more than 2 years old, a Certificate of No Impediment to Marriage ▪ Return air ticket/visa/work permit. ▪ Copy of Minister of Faith's license to officiate and serial number of the marriage book to be used ▪ Wedding invitation card 	Registrar's Office in Nairobi and Mombasa	14 days	7,200/= with notice of marriage 14,200/= without notice if being conducted in church or temple 21,200/= if in a garden
6.	Request for Special license for Hindu marriage	<p>KENYAN</p> <ul style="list-style-type: none"> ▪ Valid I.D's or Passports (Copy and original) ▪ Birth certificate (Copy and original) ▪ Proof of no impediment to marriage through: <ul style="list-style-type: none"> ➢ Affidavits to state marital status - Separate Affidavits if single or joint affidavit if married under customary law ➢ Death Certificate (In the case of widowed persons) - Copy and original ➢ Divorce Decree Absolute. (In the case of divorced persons indicating current status) - Copy and original ➢ In the event the Divorce decree is more than a year old or a death certificate is more than 2 years old, an Affidavit to confirm marital status ▪ Colored passport size photos ▪ A documented reason to show proof that you do not have time to give a 21-day notice <p>FOREIGN NATIONAL</p> <ul style="list-style-type: none"> ▪ Valid passport (Copies and Original) ▪ Birth Certificate (Copies and Original) ▪ Passport size photo (Colored) ▪ Proof of no impediment to marriage through: <ul style="list-style-type: none"> ➢ A Certificate of No Impediment to Marriage. ➢ Death Certificate. (In the case of widowed person)- or ➢ Divorce Decree Absolute. (In the case of divorce person indicating current status)- Copy and original ➢ In the event the Divorce certificate is more than a year old or a death certificate that is more than 2 years old, a Certificate of No Impediment to Marriage ▪ Return air ticket/visa/work permit. ▪ Copy of Minister of Faith's license to officiate and serial number of the marriage book to be used ▪ Wedding invitation card 	Registrar's Office in Nairobi	14 days	7,200/= with notice of marriage 14,200/= without notice if being conducted in church or temple 21,200/= if in a garden
7.	Special license for garden wedding or wedding outside the Registrar's or Deputy County Commissioner's office	Requirements similar to Part 3		14 days	16,700/= in a garden
8.	Registration of an existing Hindu marriage	<ul style="list-style-type: none"> ▪ Certified copy of the Marriage Certificate issued under Cap 157 (Certification to be done by the Hindu Council or the Sikh Supreme Council) ▪ Forwarding letter from the Hindu council of Kenya or the Sikh supreme Council ▪ Letter from the Temple confirming that the marriage took place ▪ Identification documents (Valid Passports or IDs) ▪ Certificate of Registration as a Citizen of Kenya where needed (Kenyan citizen born in India) ▪ IF a holder of an Indian passport, either a CERTIFICATE OF NO IMPEDIMENT or a LETTER OF SURRENDERING OF PASSPORT to Indian High Commission ▪ Colored Passport Photo (1 each) 	Registrar's Office in Nairobi	30 days	3,900/=
9.	Registration of a customary marriage contracted before 1 st August 2018	<ul style="list-style-type: none"> ▪ Both parties must be present at the office of the Registrar of Marriages ▪ Avail valid I.D's/passports (original and copy) ▪ 1 coloured passport photo each ▪ At the time of registration, the parties MUST NOT have entered into either a CIVIL or CHRISTIAN marriage. ▪ The registration of a customary marriage is only applicable to Kenyans who have contracted African customary marriage rites 	Registrar's Office in Nairobi	30 days	3,900/=
10.	Registration of a customary marriage contracted after 1 st August 2018	<ul style="list-style-type: none"> ▪ Both parties must appear before the Registrar to place a notice within 3 months after completion of the necessary steps to confer husband wife status ▪ Registration to be done within 6 months from the date of marriage ▪ Avail valid I.D's/passport (original and copy) ▪ 1 coloured passport photo each ▪ At the time of registration, the parties MUST NOT have entered into either a CIVIL or CHRISTIAN marriage. ▪ The registration of a customary marriage is only applicable to Kenyans who have contracted African customary marriage rites 	Registrar's Office in Nairobi	45 days	3,900/=
9.	Issuance of a certified copy of entry of marriage	Duly filled From MA 11	Registrar's Office in Nairobi	7 days	1,100/=
10	Issuance of a Certificate of No Impediment to Marriage	<ul style="list-style-type: none"> ▪ Duly filled application Form MA5 ▪ Applicant's certified copy of passport ▪ Applicant's certified copy of birth certificate ▪ Intended spouse certified copy of passport ▪ Divorce decree or death certificate if divorced or widowed (Certification can only be done at the Registrar of Marriages Nairobi, Embassies abroad or before a Notary Public outside Kenya if the documents are not in Kenya) 	Registrar's Office in Nairobi	15 days for Nairobi residents 30 days for those residing outside Nairobi	10, 000/=
11.	Registration of foreign marriages	<ul style="list-style-type: none"> ▪ Original and copy of the Foreign marriage certificate issued ▪ Copies of identification documents for the parties to the marriage ▪ If certificate not in English, a translated copy notarized by the relevant Embassy 	Registrar's Office in Nairobi	1 day	1,000/=

12.	Registration of divorces	<ul style="list-style-type: none"> ▪ Divorce decree absolute (Final Decree) ▪ Forwarded by the respective court 	Registrar's Office in Nairobi	1 day	1,000/=
13.	Registration of Foreign divorces	<ul style="list-style-type: none"> ▪ Divorce decree absolute (Final Decree) ▪ Affidavit or Statutory Declaration ▪ Forwarding Letter 	Registrar's Office in Nairobi	1 day	1,000/=

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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