



REPUBLIC OF KENYA

OFFICE OF THE ATTORNEY-GENERAL AND DEPARTMENT OF JUSTICE
REGISTRAR-GENERAL'S DEPARTMENT
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, Societies, Books and newspapers, Coat of Arms and Adoption.

CORE VALUES

- Professionalism
- Teamwork
- Transparency and accountability
- Integrity
- Efficiency and effectiveness
- Commitment and dedication

SECTIONS UNDER THE DEPARTMENT

- Marriages and Adoptions section
- Societies section
- Books and Newspapers
- Coat of Arms

CORE FUNCTIONS:

- Registration of marriages and divorces
- Registration of societies, books and newspapers
- Registration of Coat of Arms
- Registration of Adoptions

SERVICES OFFERED

1. SOCIETIES SECTION

NO.	SERVICES OFFERED	REQUIREMENTS FROM CUSTOMERS.	CHARGES.	TIME LINE.
1.	Registration of Society.	<ul style="list-style-type: none"> ▪ Application Forms duly typed (Forms A & B) in duplicate. ▪ Constitution in duplicate. 	KSh. 2,000/-	4 Months.
2.	Confirmation of Registered Officials (where there are no disputes.)	<ul style="list-style-type: none"> ▪ Application letter 	KSh. 300/-	1 Day
3.	Registration of Books.	<ul style="list-style-type: none"> ▪ Updated Annual Returns ▪ The Book in triplicate. ▪ (Form No. 1) Application Form 	KSh. 250/-	7 Days.
4.	Registration of Newspapers and Magazines	<ul style="list-style-type: none"> ▪ The Newspaper/Magazine in duplicate ▪ (Form No. 9) Surety Bonds duly signed and stamped at Lands Office. ▪ (Form No. 3) Application Form. 	KSh. 1,600/- where printer and publisher are the same. KSh. 2,800/- where printer and publisher are different.	12 months.
5.	Application for amendment of constitution of a society	<ul style="list-style-type: none"> ▪ Letter of application signed by three officials ▪ Copy of notice of the meeting signed by secretary ▪ Copy of minutes signed by three officials ▪ Copy of the amended constitution <p>NB: documents should be submitted within fourteen days of the meeting at which resolution was passed</p>	KSh. 200/-	7days
6.	Application for change of name of a society	<ul style="list-style-type: none"> ▪ Application letter signed by three officials ▪ Copy of notice of meeting signed by the secretary ▪ Copy of minutes signed by three officials ▪ Copy of the constitution with the new name ▪ original certificate of registration <p>NB:- documents should be submitted within fourteen days of the meeting at which resolution was passed</p>	KSh. 200/=	7days
7.	Change of officers or titles of office	<ul style="list-style-type: none"> ▪ Copy of notice signed by the (outgoing) secretary ▪ Copy of minutes signed by three officials ▪ (form H) Notification of change of officers or change of title of any officer duly filled ▪ Updated annual returns 	KSh. 500/ =	3days
8.	Confirmation of status of society for issuance of license/marriage book to church ministers (where there is no dispute)	<ul style="list-style-type: none"> ▪ Updated annual returns ▪ Application letter by recognized official ▪ Copy of registration certificate ▪ Copy of license where application is for marriage book 	NIL	2days

1. COAT OF ARMS

	SERVICES OFFERED	REQUIREMENTS FROM CUSTOMERS.	CHARGES.	TIME LINE.
1.	Registration of local Coat of Arms	Fill in a CA form Six copies of the design together with the blazon	Application fee – 10,000/=	7 days after approval from the College of Arms members
2.	Registration of foreign Coat of Arms	Fill in CA2 form Certified copy of the Grant of Arms	26,000/= (For the purchase of vellum parchment) 5,000/=	7 days after approval from College of Arms members

2. MARRIAGES SECTION

	SERVICE OFFERED	CUSTOMER REQUIREMENTS	DURATION	FEE (Kshs.)
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 	60 days	3,900/=
2.	Request for Registrar's certificate for church/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) ▪ 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 	30 days	1,400/=
3.	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 	14 days	9,700/= at the Registrar's office or Deputy County Commissioner's office

		<ul style="list-style-type: none"> ➤ Colored passport size photos ➤ A documented reason to show proof that you do not have time to give a 21-day notice <p style="text-align: center;">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 <ul style="list-style-type: none"> • Return air ticket/visa/work permit. 		
4.	Request for Special license for Church or Hindu marriage	<p style="text-align: center;">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 style="text-align: center;">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 <ul style="list-style-type: none"> • 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 	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
5.	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
6.	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) 	30 days	3,900/=
7.	Registration of a customary marriage contracted before 1st 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 	30 days	3,900/=
8.	Registration of a customary marriage contracted after 1st 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 	45 days	3,900/=
9.	Issuance of a certified copy of entry of marriage	Duly filled From MA 11	7 days	1,100/=
10.	Issuance of a Certificate of No Impediment to Marriage	<ul style="list-style-type: none"> ▪ Dully 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) 	15 days for Nairobi residents 30 days for those residing outside Nairobi	10,000/=
11.	Licensing of church ministers of faith	<ul style="list-style-type: none"> ▪ Letter of request from the church signed by church official ▪ Copy of church registration certificate ▪ Copy of National I.D for the Minister to be licensed ▪ Colored passport size photo for the minister to be licensed 	14 days	2,000/=
12.	Renewal of ministers of faith licenses	<ul style="list-style-type: none"> ▪ Letter of request from the church signed by church official ▪ Copy of church registration certificate ▪ Copy of National I.D for the Minister to be licensed ▪ Colored passport size photo for the minister to be licensed ▪ Surrender of the old license 	14 days	1,000/=
13.	Licensing of Hindu ministers of faith	<ul style="list-style-type: none"> ▪ Letter of request from the Hindu or Sink Council ▪ Copy of temple registration certificate ▪ Copy of National I.D for the Minister to be licensed ▪ Colored passport size photo for the minister to be licensed 	14 days	1,000/=
14.	Issuance of marriage books	<ul style="list-style-type: none"> ▪ Letter of request from the church signed by church official ▪ Copy of pastors license ▪ Copy of certificate of registration of the church ▪ Copy of national I.D for the pastor 	1 day	20,000/=
15.	Registration of Adoptions	<p style="text-align: center;">FOR ABANDONED CHILDREN</p> <ul style="list-style-type: none"> ▪ Letter of request to register the adoption from the adopter or Advocate ▪ Certified copy of the adoption order ▪ Certificate Declaring the Child free for Adoption (Copy) ▪ Recommendation from the Director of Children Services (Copy) ▪ Committal order (Copy) ▪ Final letter from police station (Copy) <p style="text-align: center;">FOR FAMILY ADOPTION</p> <ul style="list-style-type: none"> ▪ Letter of request to register the adoption from the adopter or Advocate ▪ Certified copy of the adoption order ▪ Original birth certificate ▪ Certificate Declaring the Child free for Adoption (Copy) ▪ Recommendation from the Director of Children Services (Copy) 	10 days	100/=
16.	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 	1 day	1,000/=
17.	Registration of divorces	<ul style="list-style-type: none"> ▪ Divorce decree absolutes ▪ Forwarded by the respective court 	1 day	1,000/=

The Office of the Attorney-General 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 does not live up 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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