

DEPARTMENT : TRIBAL ADMINISTRATION

SERVICES PROVIDED: A.REGISTRATION OF CIVIL CASES
B.ISSUEANCE OF SALES PERMIT
C.PAYMENT OF BENEFICIARY
D.DISSOLUTION OF ESTATE
E. DISTRIBUTION OF MATRIMONIAL PROPERTIES
F. SOLEMNISATION OF MARRIAGES
G.ISSUANCE OF CERTIFICATION LETTERS

A.NAME OF SERVICE: REGISTRATION OF CIVIL CASES

SERVICE DESCRIPTION

Lodging of complaint, nature of civil suit.

REQUIRED DOCUMENTS

- Valid Identity card
- Full name, surname and particulars of defendant

HOW DO I OBTAIN THE SERVICE

The complainant has to appear in person.

CHARGES/COST INVOLVED IN ATTAINING THE SERVICE

NIL

WHERE CAN I GET THE INFORMATION

Customers can acquire information from Tribal Offices or call the customer Care toll free number; 0800600796.

B.NAME OF SERVICE: ISSUANCE OF SALES PERMIT

SERVICE DESCRIPTION

Issuing of cattle sales permit to butcheries

REQUIRED DOCUMENTS

- Valid Identity card(OMANG)
- Valid Brand certificate
- Livestock removal permit from veterinary
- Witness with valid OMANG
- If registering on behalf of owner, a certified letter written by owner is needed.

HOW DO I OBTAIN THE SERVICE;

- Appear in person
- or if sent on behalf of owner, a certified letter written by cattle owner is required

CHARGES/COST INVOLVED IN ATTAINING THE SERVICE

NIL

WHERE CAN I GET THE INFORMATION

Customers can acquire information from Tribal Offices or call the customer Care toll free number; 0800600796.

A.NAME OF SERVICE: PAYMENT TO BENEFICIARIES**SERVICE DESCRIPTION**

Collection of payment (compensation) by complaint

REQUIRED DOCUMENTS

Valid Identity card (OMANG)

Death certificate and a letter of confirmation from Kgosi, if claimant or beneficiary is deceased

HOW DO I OBTAIN THE SERVICE;

The beneficiary has to appear in person.

CHARGES/COST INVOLVED IN ATTAINING THE SERVICE

NIL

WHERE CAN I GET THE INFORMATION

Customers can acquire information from Tribal Offices or call the customer Care toll free number; 0800600796.

A.NAME OF SERVICE: DISSOLUTION OF ESTATE**SERVICE DESCRIPTION**

When one of the family members has passed away and goods have to be distributed amongst remaining family members, it happens when the case has been registered and judgement has been passed by court.

REQUIRED DOCUMENTS

Valid Identity card

Court order

HOW DO I OBTAIN THE SERVICE;

The complainant has to appear in person.

CHARGES / COST INVOLVED IN ATTAINING THE SERVICE

NIL

WHERE CAN I GET THE INFORMATION

Customers can acquire information from Tribal Offices or call the customer Care toll free number; 0800600796.

A.NAME OF SERVICE: DISTRIBUTION OF MATRIMONIAL PROPERTIES**SERVICE DESCRIPTION**

When married people divorce, goods have to be distributed amongst them, its done when the case has been registered and judgement has been passed by court.

REQUIRED DOCUMENTS

Valid Identity card
Court Order

HOW DO I OBTAIN THE SERVICE;

The complainant has to appear in person.

CHARGES / COST INVOLVED IN ATTAINING THE SERVICE

NIL

WHERE CAN I GET THE INFORMATION

Customers can acquire information from Tribal Offices or call the customer Care toll free number; 0800600796.

A.NAME OF SERVICE: SOLEMNISATION OF CUSTOMARY MARRIAGE**SERVICE DESCRIPTION**

When people get in to customary marriage.

REQUIRED DOCUMENTS

Valid Identity card of both parties
Valid OMANG of two parents from the two families,

HOW DO I OBTAIN THE SERVICE;

Have to appear in person.

CHARGES / COST INVOLVED IN ATTAINING THE SERVICE

NIL

WHERE CAN I GET THE INFORMATION

Customers can acquire information from Tribal Offices or call the customer Care toll free number; 0800600796.

A.NAME OF SERVICE: ISSUANCE OF CONFIRMATION LETTERS**SERVICE DESCRIPTION**

When Kgosi has to confirm ownership of properties, residence etc

REQUIRED DOCUMENTS

Valid Identity card of both parties

Valid OMANG of two parents from the two families,

HOW DO I OBTAIN THE SERVICE;

Have to appear in person.

CHARGES / COST INVOLVED IN ATTAINING THE SERVICE

NIL

WHERE CAN I GET THE INFORMATION

Customers can acquire information from Tribal Offices or call the customer Care toll free number; 0800600796.

SUB DISTRICTS**SEROWE ADMINISTRATIVE AUTHORITY**

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