

Kenya Case Record

Case Number: -/-

Case Status

Case Opened/Pending
 Agreement/Solution Reached
 Monitoring
 Case Closed

Reopening Old Case (_____)

Client Demographics

Gender <input type="radio"/> Female <input type="radio"/> Male	Status <input type="radio"/> Single <input type="radio"/> Co-habit <input type="radio"/> Married <input type="radio"/> Divorced <input type="radio"/> Widow <input type="radio"/> Separated
Age _____	Ethnic background <input type="radio"/> Nubian <input type="radio"/> Other (_____)

Occupation

Employed
 Unemployed
 Student
 Retired
 n/a – Client is a child
 n/a – Client is deceased
 Other (_____)

How Client Learned of Paralegals

Door to door outreach
 Community meeting
 From paralegal (at office)
 Observed by paralegal at govt office
 From former client
 Other “word of mouth”
 Radio
 Newspaper
 School
 Mosque
 Health clinic
 Other org/institution (_____)
 Is a former client
 Other (_____)

Client Intake Section

Paralegal Name/Code: _____ / _____
 Intake Date: ____ / ____ / _____

Client Name

Client Nickname

Next of Kin (if applicable)

Physical Address/Phone Num./Email

Case Type

National Identity Card

Application at 18
 Late Application (over 18+9 months)
 Update to 2nd generation card
 Replacement (card lost/stolen)

Birth Certificate

Application
 Late Applic. (6 months after birth)
 Replacement

Passport **Passport Type**

Application International
 Renewal East Africa Pass
 Replacement Temporary

Death Certificate

Application
 Late Application (after 1 month)
 Replacement

Other
 (_____)

Does client have a birth cert.?

Yes
 No

Does client have an ID card?

Yes
 1st generation
 2nd generation
 No

Does client have a passport?

Yes
 International
 East Africa pass
 Temporary
 No

Previous Action Taken

None (first attempt to apply)
 Applied, in process

Waiting for vetting
 Already vetted
 Lost waiting card
 Govt lost documents

Applied, accepted

Paid bribe
 Lied about name/ethnicity
 Lied about family

Applied, denied
 Purchased counterfeit ID
 Other (_____)

Summary of Issue and Previous Action:

Reason for Ending Case

Resolved through admin process

Received national ID card
 Received passport
 Received birth certificate
 Received death certificate
 Other (_____)

Denied by govt office/authority
 Inordinate delay by govt/authority
 Client withdrew case
 Client no longer responding
 Other (_____)

Institutions Engaged

Registration Office
 Vetting Committee
 National Registry Bureau
 Citizenship Det. Board
 Police
 Formal Courts
 Military
 Ombudsman’s Office
 Human Rights Comm.
 NGO (_____)
 Other (_____)

Tools/Resources Used by Paralegal

Gave information to client
 Helped with written form(s)
 Helped gather supporting docs
 Accompanied to govt office
 Accompanied to vetting comm.
 Negotiated with authority
 Formal letter to registration office
 Formal letter to National Reg. Bureau
 Follow-up visit to govt office # of visits (_____)
 Help client check status via SMS or online
 Head paralegal consulted
 Head paralegal took action
 Administrator consulted
 Administrator took action
 Supervisor involved
 Lawyer involved
 Other (_____)

Case Resolution Section

Entered into database
 On : ____ / ____ / ____ By: _____

Date resolved: ____ / ____ / ____

Will monitor until: ____ / ____ / ____

Date closed: ____ / ____ / ____