



# Arbitration

User - Guide



# Arbitration Application

## Steps

A court representative creates the application on the public portal.

An invoice is generated for the process, payment is made then the application is submitted.

Director of land valuation receives the application and approves thus assigning to a valuer.

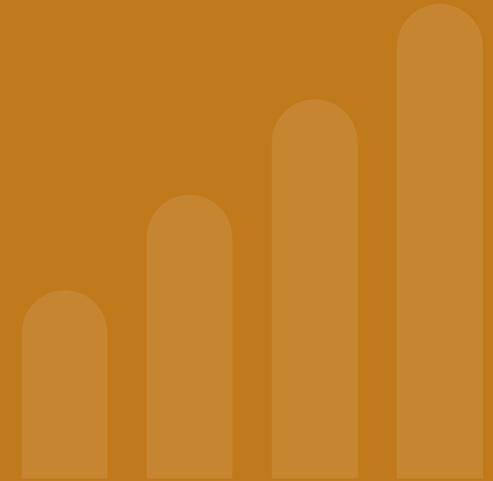
Valuer computes office report after which the application is submitted to the director for harmonization.

The director of land valuation approves the application.

On approval, the applicant can access the valuation report and certificate.



# Applicant's Dashboard



# Landing Page



[Home](#) [Services](#) [FAQs](#)

 [LOGIN](#)

 [REGISTER](#)

# Ardhisasa

Ardhisasa is an online platform that allows Citizens, stakeholders and interested parties to interact with land information held and processes undertaken by Government.



Search Property



Transfer Property



Order A Plan



Order A Title

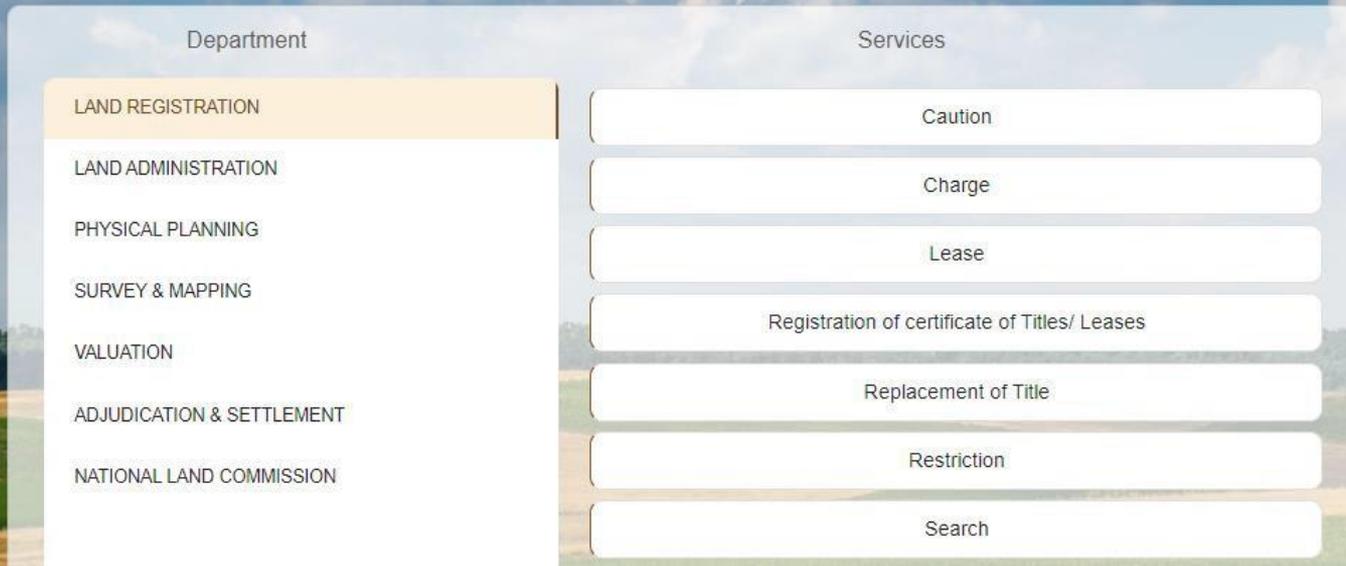
## What is Ardhisasa



# Landing Page

## What is Ardhisasa

Ardhisasa is an online platform that allows Citizens, other stakeholders and interested parties to interact with land information held and processes undertaken by Government. It has been developed jointly by the Ministry of Land and Physical Planning (MoLPP) and the National Land Commission (NLC) and key partners in Government. It allows the lodgment of applications for various services offered by the Ministry and the Commission. The applications are handled through the platform and responses presented through it.



Department	Services
LAND REGISTRATION	Caution
LAND ADMINISTRATION	Charge
PHYSICAL PLANNING	Lease
SURVEY & MAPPING	Registration of certificate of Titles/ Leases
VALUATION	Replacement of Title
ADJUDICATION & SETTLEMENT	Restriction
NATIONAL LAND COMMISSION	Search



## Court Representative Login

The user logs in using their username, password and an OTP sent to their phone

### Login



**Username / ID number**

**Password**

**OTP Code**

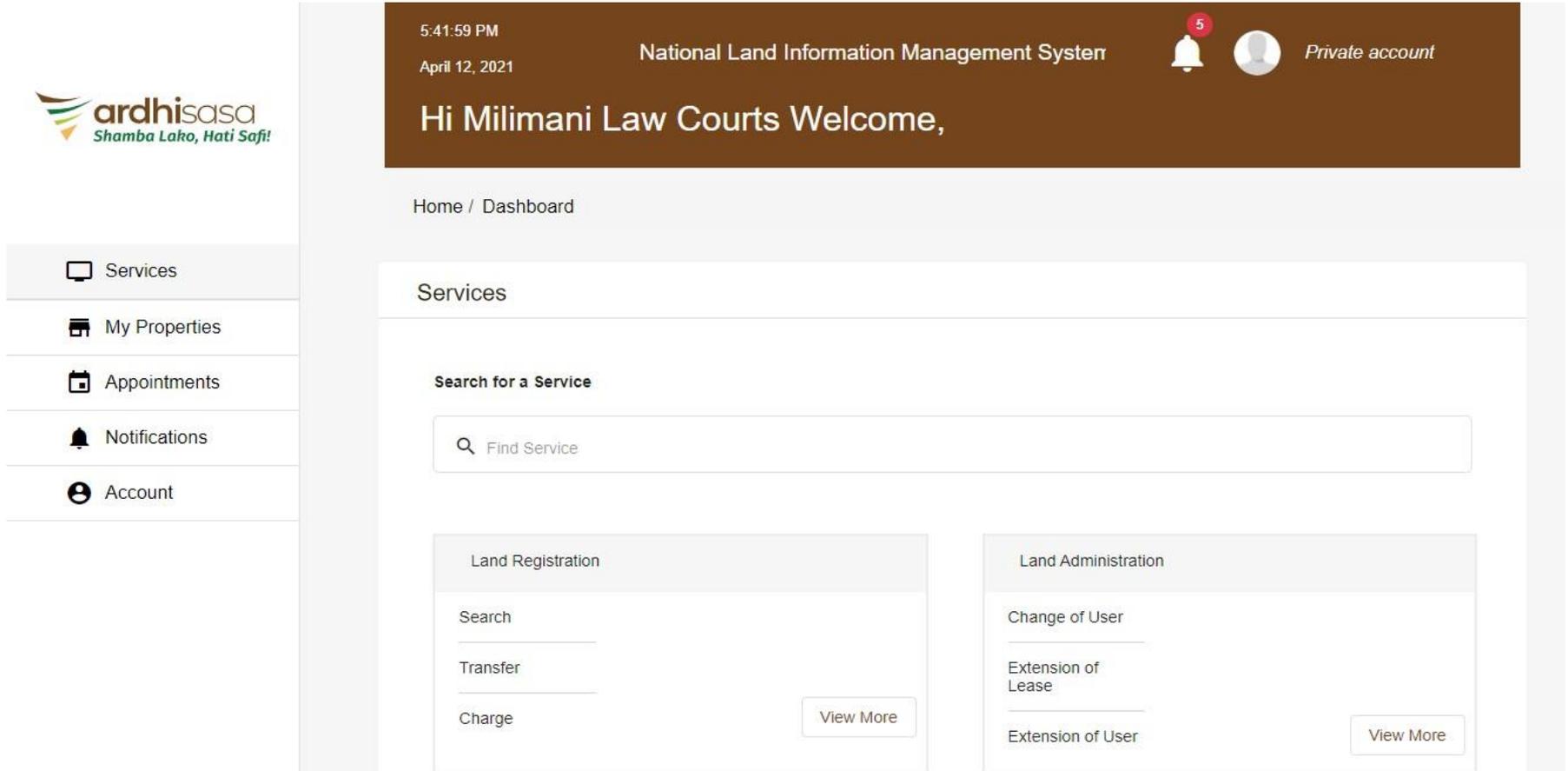
 001:47 Resend

Login

[Don't have an account. Register here](#)   [Back to home](#)   [Forgot your password?](#)

# Listing of Services

The dashboard displays the services from which the applicant views Valuation Services



The screenshot shows a web dashboard for the National Land Information Management System. The top navigation bar is dark brown and contains the time (5:41:59 PM), date (April 12, 2021), system name, a notification bell with a red '5' badge, a user profile icon, and the text 'Private account'. Below this, a large brown banner displays 'Hi Milimani Law Courts Welcome,'. A breadcrumb trail shows 'Home / Dashboard'. On the left, a vertical sidebar lists navigation options: Services, My Properties, Appointments, Notifications, and Account. The main content area is titled 'Services' and features a search bar labeled 'Search for a Service' with the placeholder 'Find Service'. Below the search bar are two service category cards: 'Land Registration' and 'Land Administration'. The 'Land Registration' card lists 'Search', 'Transfer', and 'Charge' with a 'View More' button. The 'Land Administration' card lists 'Change of User', 'Extension of Lease', and 'Extension of User' with a 'View More' button.

5:41:59 PM  
April 12, 2021  
National Land Information Management System  
Private account

Hi Milimani Law Courts Welcome,

Home / Dashboard

Services

Search for a Service

Find Service

Land Registration

Search

Transfer

Charge

View More

Land Administration

Change of User

Extension of Lease

Extension of User

View More

# Selection of the Arbitration Service

The user selects arbitration from the list of services

The screenshot displays the user interface of the National Land Information Management System. At the top, a dark brown header bar contains the time 5:54:20 PM, the date April 12, 2021, the system name "National Land Information Management System", a notification bell icon with a red circle containing the number 5, a user profile icon, and the text "Private account".

On the left side, there is a vertical navigation menu with the logo for "ardhisasa Shamba Lako, Hati Safi!". The menu items are: "Services" (with a monitor icon), "My Properties" (with a house icon), "Appointments" (with a calendar icon), "Notifications" (with a bell icon), and "Account" (with a person icon).

The main content area shows a breadcrumb trail: "Home / Dashboard / MoLPP / Valuation". Below this, a section titled "Valuation Services" contains a list of services in a table:

Asset Valuation
Government Agencies Purchase
Government Leasing
Estate Administration
Arbitration

# New Application

The user clicks on the New Application action button to initiate an application

5:55:37 PM  
April 12, 2021

National Land Information Management System

Private account

Home / Dashboard / MoLPP / Valuation / Application

### Arbitration applications

[New Application](#)

Pending **0** Ongoing **5** Completed **2** Rejected **0** Cancelled **0**

Search

No.	Reference No.	Date of submission	Elapsed time	Status	Actions
No applications found					

Items per page: 20 0 of 0 < >

Services  
My Properties  
Appointments  
Notifications  
Account

# Making An Application – FAQs

Defines key terminologies that are used repeatedly in the application



Services

My Properties

Appointments

Notifications

Account

5:57:17 PM

April 12, 2021

National Land Information Management System



Private account

Home / Dashboard / MoLPP / Valuation / New Application

## Arbitration : New application

1 FAQs — 2 Parcel details — 3 Proprietorship details — 4 Documents — 5 Verification

### Frequently Asked Questions

**What is Arbitration?**

It is a process of resolving a disputed market value of a property.

**What is development?**

**What is land user?**

**What is letter of offer?**

**What are loose assets?**

**What is valuation certificate?**

# Making An Application – Parcel Details

Parcel details are keyed in on the provided template



Services

My Properties

Appointments

Notifications

Account

5:59:36 PM

April 12, 2021

National Land Information Management System



Private account

Home / Dashboard / MoLPP / Valuation / New Application

## Arbitration : New application

1 FAQs — 2 Parcel details — 3 Proprietorship details — 4 Documents — 5 Verification

### Application details

Enter parcel number: \*

NAIROBI/BLOCK153/257

Enter the land user

Commercial

Select if property is developed \*

Developed  Undeveloped

Select if you need valuation report \*

Yes  No

Enter the type of development \*

Office Block

Enter the description of the development

Description of development

# Making An Application – Third Party

The screenshot displays the National Land Information Management System (NLIMS) interface. The top navigation bar includes the time (6:08:01 PM), date (April 12, 2021), the system name, a notification bell with 5 alerts, a user profile icon, and the text "Private account". The breadcrumb trail is "Home / Dashboard / MoLPP / Valuation / New Application". The main content area is titled "Arbitration : New application" and features a progress bar with five steps: 1. FAQs, 2. Parcel details, 3. Proprietorship details (active), 4. Documents, and 5. Verification. A modal dialog titled "Success" is centered on the screen, displaying the message "ID Number: 79059 found" and an "Add" button. The background form is partially visible, showing a "Proprietorship" section with a text input field containing "79059" and a "Third party" section with a "contact's name:" field and a "contact's phone number:" field (with a placeholder "e.g 0700000000"). A "Back" button and a "Next" button are located at the bottom right of the page.

6:08:01 PM  
April 12, 2021  
National Land Information Management System  
Private account

Home / Dashboard / MoLPP / Valuation / New Application

Arbitration : New application

1 FAQs 2 Parcel details 3 Proprietorship details 4 Documents 5 Verification

**Success** X

ID Number: 79059 found

Add

Proprietorship

Add the third party ID number

79059

Third party

contact's name: \*

contact's phone number: \*

e.g 0700000000

Add

Back Next

# Making An Application – Contact Details

The applicant adds a contact person and their contact details

The screenshot displays the NLIMS interface. At the top, the system name 'National Land Information Management System' is centered, with the time '6:01:27 PM' and date 'April 12, 2021' on the left, and a notification bell with '5' and a user profile icon labeled 'Private account' on the right. A breadcrumb trail reads 'Home / Dashboard / MoLPP / Valuation / New Application'. The main heading is 'Arbitration : New application'. A progress bar shows five steps: 'FAQs', 'Parcel details', '3 Proprietorship details' (current), '4 Documents', and '5 Verification'. The 'Proprietorship details' section contains three input fields: 'Add the third parties using ID Number \*' with '79059' and a 'Search' button; 'Enter the property contact's name: \*' with 'Jane Doe'; and 'Enter the property contact's phone number: \*' with '0735862547'. An 'Add' button is positioned below the phone number field. At the bottom right, 'Back' and 'Next' buttons are visible. On the left sidebar, the 'ardhisasa' logo is at the top, followed by navigation links: 'Services', 'My Properties', 'Appointments', 'Notifications', and 'Account'.

ardhisasa  
Shamba Lako, Hati Safi!

6:01:27 PM  
April 12, 2021

National Land Information Management System

Private account

Home / Dashboard / MoLPP / Valuation / New Application

Arbitration : New application

FAQs Parcel details 3 Proprietorship details 4 Documents 5 Verification

**Proprietorship details**

Add the third parties using ID Number \*

79059 Search

Enter the property contact's name: \*

Jane Doe

Enter the property contact's phone number: \*

0735862547

Add

Back Next

Services  
My Properties  
Appointments  
Notifications  
Account

# Making An Application – Document Upload

Applicant uploads disputed valuation reports and loose assets(optional) documents



Services

My Properties

Appointments

Notifications

Account

6:30:28 PM

April 12, 2021

National Land Information Management System



Private account

Home / Dashboard / MoLPP / Valuation / New Application

## Arbitration : New application

FAQs — Parcel details — Proprietorship details — 4 Documents — 5 Verification

### Documents

Disputed valuation reports(should be .pdf, .png or .jpeg): \*

Choose file

*Disputed Report 2.pdf*

Loose assets(should be .xlsx or .csv):

Choose file

### Additional documents

Enter additional document name and upload (should be .pdf, .png or .jpeg), if any:

document name

Choose file

No.	Uploaded Documents	Action
-----	--------------------	--------

1	Sale Agreement	Remove
---	----------------	--------

Back

Next

# Making An Application – Verification

A summary of the application is displayed for verification then submission can be done



Services

My Properties

Appointments

Notifications

Account

6:33:59 PM

April 12, 2021

National Land Information Management System



Private account

Home / Dashboard / MoLPP / Valuation / New Application

## Arbitration : New application

FAQs Parcel details Proprietorship details Documents **5** Verification

### Verification

Parcel Number: NAIROBI/BLOCK153/257

Applicant	ID / Registration number
-----------	--------------------------

Milimani Law Courts	LC069
---------------------	-------

Contact Person	Phone Number
----------------	--------------

John Doe	0735862547
----------	------------

Third party	ID Number
-------------	-----------

John Mwangi	79059
-------------	-------

Land status: Developed

Land use: Commercial

Back

Submit

# Confirmation of application submission

The system queries the applicant for confirmation before submission

The screenshot displays the National Land Information Management System interface. At the top, the time is 6:34:55 PM and the date is April 12, 2021. The system name is "National Land Information Management System". The user is logged in as "Private account". The breadcrumb trail is "Home / Dashboard / MoLPP / Valuation / New Application". The main content area is titled "Arbitration : New application". A modal dialog box is open, asking "Are you sure?" and "Are you sure you want to submit the request?". The dialog has "No" and "Yes" buttons. The background form shows fields for "Verification", "Parcel Number: NAIRC", "Applicant" (Milimani Law Courts), "Third party" (John Mwangi), "Person" (Name), and "Phone Number" (0735862547). The "Land status" is "Developed" and "Land use" is "Commercial". There are "Back" and "Submit" buttons at the bottom right.

6:34:55 PM  
April 12, 2021

National Land Information Management System

Private account

Home / Dashboard / MoLPP / Valuation / New Application

ardhisasa  
Shamba Lako, Hati Safi!

Services

My Properties

Appointments

Notifications

Account

FAQs

Documents

5 Verification

Arbitration : New application

Are you sure?

Are you sure you want to submit the request?

No Yes

Verification

Parcel Number: NAIRC

Applicant

Milimani Law Courts

Third party

John Mwangi

Person

Phone Number

0735862547

Land status: Developed

Land use: Commercial

Back Submit

# Invoice

The system generates an invoice which is displayed on the invoice tab



Services

My Properties

Appointments

Notifications

Account

6:38:26 PM

April 12, 2021

National Land Information Management System



Private account

Home / Dashboard / MoLPP / Valuation / Application Details

Arbitration : Application VAL/AR/R0TOLBYUG6

Cancel Application

Submit Request

Progress level: Application received, awaiting payment / payment confirmation (25% done)

Application Details

Documents

Invoices

Application Invoices

No.	Date	Payment	Total Amount	Balance	Status	Actions
1		Arbitration Fee	Ksh. 2,000.00	Ksh. 2,000.00	Pending	Pay

View ^

Invoice

Receipt

Item

1 - 1 of 1



# Payment Options

The applicant can pay for the invoice through one of the methods displayed below



Services

My Properties

Appointments

Notifications

Account

Arbitration : Application VAL/AR/R0TOLBYUG6

Cancel Application

Submit Request

Progress level: Application received, awaiting payment / payment confirmation (25% done)

Application Details

Documents

Invoices

## Application Invoices

No.	Date	Payment	Total Amount	Balance	Status	Actions
1		Arbitration Fee	Ksh. 2,000.00	Ksh. 2,000.00	Pending	<a href="#">Close</a> <a href="#">View</a> <span>▼</span>

### Select payment method \*

Mock  Cooperative Bank  Mpesa Express  Mpesa

MOCK



M-PESA  
EXPRESS

M-PESA

This will proceed creating a mock payment.

- Visit MOCK or mobile banking app if provided
- Enter account no. Mock
- Enter bill reference no. BUTKZB356P
- Enter amount. 2000.00
- Enter your pin and send
- You will receive a customer transaction receipt
- Once you have received a transaction receipt. Click complete button below

Confirm

# Submission of the Application

After a successful payment has been made, the applicant submits the application

The screenshot displays the user interface of the National Land Information Management System (ardhisasa). The top navigation bar includes the time (7:06:35 PM), date (April 12, 2021), the system name, and user account information (Private account). The left sidebar contains navigation options: Services, My Properties, Appointments, Notifications, and Account. The main content area shows the application details for 'Arbitration : Application VAL/AR/R0TOLBYUG6', with a status of 'Pending'. A confirmation dialog box is overlaid on the screen, asking 'Are you sure?' and 'Are you sure you want to submit the request?'. The dialog has 'No' and 'Yes' buttons. Below the dialog, there are two tables: one for 'Application details' and one for 'Proprietor' information.

ardhisasa  
Shamba Lako, Hati Safi!

7:06:35 PM  
April 12, 2021  
National Land Information Management System  
Private account

Home / Dashboard / MoLPP / Valuation / Application Details

Arbitration : Application VAL/AR/R0TOLBYUG6

Cancel Application Submit Request

Are you sure?

payment confirmation (25% done)

Application Details

Status: Pending

Application details

Parcel number: NAIROBI

No.	Appl	Contact	Phone number
1	Milimani Law Courts	John Doe	0735862547

No.	Proprietor	ID Number	No.	Third Party	ID Number
1	Sarah Katumbi Masive	30893850	1	John Peter Mwangi	79059

# Final Approval



# Applicant's View



# Court Representative – Approved Application

The applicant logs in to view the progress of the application, it is under the approved applications tab



Dashboard

Applications

Officers

Notifications

Account

6:09:12 PM

April 13, 2021

National Land Information Management System



Dashboard / Applications / Arbitration Applications

## Arbitration Applications

Pending **1**

Ongoing **4**

**Completed 4**

Rejected **0**

Search

No.	Reference No.	Date of submission	Time elapsed	Status	Actions
1	VAL/AR/Q0U3OJL91U	Apr 13, 2021	an hour	Completed	<a href="#">View</a>
2	VAL/AR/G67ZQYPLX F	Mar 26, 2021	18 days	Completed	<a href="#">View</a>
3	VAL/AR/Y6B8TNZVD M	Jan 26, 2021	3 months	Completed	<a href="#">View</a>
4	VAL/AR/RSSCPFQ9A 0	Jan 14, 2021	3 months	Completed	<a href="#">View</a>

Items per page: 20 1 – 4 of 4



# Documents Tab

Process Documents will be available for viewing, download and printing

6:17:10 PM  
April 13, 2021

National Land Information Management System

  Private account

 **ardhisasa**  
Shamba Lako, Hati Safi!

Home / Dashboard / MoLPP / Valuation / Application Details

## Arbitration : Application VAL/AR/Q0U3OJL91U

Progress level: Valuation Request completed (100% done)

Application Details   Documents   Invoices

No.	Application documents	Action
1	Disputed report	<a href="#">View</a>

#	Process documents	Action
1	Valuation certificate	<a href="#">Download</a>
2	Valuation report	<a href="#">Download</a>

Items per page: 10   1 - 1 of 1   < >

- Services
- My Properties
- Appointments
- Notifications
- Account

# Valuation Certificate



REPUBLIC OF KENYA

## Valuation Certificate

DEPARTMENT OF LANDS  
P.O BOX 30089  
Date: Tue Jun 08 2021

### Parcel Details

Parcel number: 98/35  
Terms of reference/ Purpose of valuation: Arbitration  
Date of inspection: 19/01/2021  
Location/ GPS Coordinates: -1.31619248409889° S 36.88917915431706° E  
Area: 0.0170 Ha.

### Proprietor Details

REGISTERED OWNER: Joseph Kariuki Maingi  
TENURE (LEASE/FREEHOLD): Leasehold  
ENCUMBRANCES: N/A

### Valuation Report

VALUE OF LAND: Ksh 25,680,000.00  
VALUE OF IMPROVEMENTS: Ksh 2,000,000.00

MARKET VALUE (LAND + IMPROVEMENTS): Ksh 27,680,000.00

COMMENTS/REMARKS: Final recommended value

Name: Good Matt Goodmatt

Signature:

Date: 26/01/2021