



Superior Court of the District of Columbia  
Notice of Clerk's Offices Operations  
Revised December 2021

The Clerk's Offices for Superior Court increased onsite operations July 12, 2021 for persons to file documents and view cases in person. As a result of the Omicron variant, the Clerk's Offices will reduce the number of staff onsite, until further notice. All public offices are open Monday through Friday from 8:30 a.m. to 5:00 p.m. unless otherwise indicated below. Remote services are also available electronically. Employees are available to answer questions via telephone, email, and Live Chat. Below is information regarding operations that are conducted in person and remotely by the Clerk's Offices.

If you are not able to file your documents electronically, you can file stamp and place them in the drop box located next to the information booth on the 1st floor in the Moultrie Courthouse, Building A and Building B or file them in the Clerk's Offices. Please provide a contact number and email address for all parties when filing your documents. Most hearings and mediations will be conducted remotely. See the [Order by Chief Judge Josey-Herring](#) for detailed information regarding court hearings.

### Electronic Payments

The Superior Court is accepting payments for certain court fees, fines and costs, in person and using PromptPay, our electronic payment portal. You may use a debit card, credit card (American Express, Discover, Mastercard, Visa), or an ACH electronic check. The non-refundable administrative fee is \$1.00 per transaction and an additional 2.5% fee for using a debit or credit card.



Payment can be made for the following transactions using our PromptPay portal:

- bond payments (credit and debit card payments only for criminal and DV payments);
- protective order payments (less than \$1,000.00);
- sanctions;
- fines;
- court ordered payments including registry and escrow payments
- certified copies;
- record search requests;
- marriage applications, adoption petitions, applications to break seal, documents for sealed case types;
- notices of appeal and court ordered payments for Domestic Violence matters; and
- additional letters and court costs for certain Probate matters

To use our electronic payment portal, you will receive an invoice. You should contact the divisions as follows:

<b>Division</b>	<b>Phone</b>	<b>E-mail</b>
Criminal Division	202-879-1840 or 202-879-4789 for Saturday bond payment questions only	<b>Bonds</b> <a href="mailto:BondPayPortal@dcsc.gov">BondPayPortal@dcsc.gov</a> <b>Fines, Fees and Restitution</b> <a href="mailto:CRMPay@dcsc.gov">CRMPay@dcsc.gov</a>
Civil Division - Civil Actions Branch - Landlord & Tenant Branch - Small Claims Branch	202-879-1133 202-879-4879 202-879-1120	<a href="mailto:CivilDocket@dcsc.gov">CivilDocket@dcsc.gov</a> <a href="mailto:LandlordandTenantDocket@dcsc.gov">LandlordandTenantDocket@dcsc.gov</a> <a href="mailto:SmallClaimsDocket@dcsc.gov">SmallClaimsDocket@dcsc.gov</a>
Domestic Violence Division	202-879-0157	<b>CPO or ASO Court Ordered Payments</b> <a href="mailto:FamilyCourtCIC@DCSC.gov">FamilyCourtCIC@DCSC.gov</a> <b>DVM Bond and Court Ordered Payments</b> <a href="mailto:BondPayPortal@dcsc.gov">BondPayPortal@dcsc.gov</a>
Family Court	202-879-1212	<b>Case Payments</b> <a href="mailto:FamilyCourtCIC@dcsc.gov">FamilyCourtCIC@dcsc.gov</a> <b>Copies</b> <a href="mailto:FamilyCourtCertifiedCopies@dcsc.gov">FamilyCourtCertifiedCopies@dcsc.gov</a> <b>Marriage</b> <a href="mailto:MarriageBureauReceipts@dcsc.gov">MarriageBureauReceipts@dcsc.gov</a> <b>Bonds</b> <a href="mailto:FamilyBonds@dcsc.gov">FamilyBonds@dcsc.gov</a>
Probate Division	202-879-9460	<a href="mailto:ProbateInquiries@dcsc.gov">ProbateInquiries@dcsc.gov</a>
Tax Division	202-879-1737	<a href="mailto:TaxDocket@dcsc.gov">TaxDocket@dcsc.gov</a>

You can pay for all other fees using our CaseFileXpress eFiling system at <https://www.dccourts.gov/superior-court/e-filing>.

Please visit the DC Courts website <https://www.dccourts.gov/sites/default/files/Payment-Portal-FAQs.pdf> for frequently asked questions.

### **Copies and Certified Copies**

All copies and certified copies will be issued by the respective Division. You can make these requests in person and electronically. Please see the instructions below for each Division on how to request the documents electronically. When requesting a certified copy via email please use "Request for Certified Document" on the subject line. You should include the name of the document being requested, case number (if available), full name of the parties in the case; and your name, telephone number and email

address in the body of the email for all copy requests.

### **Triple Seals**

A request for triple seal can be made through the CaseFileXpress website at <https://www.dccourts.gov/superior-court/e-filing>. If you are not able to use the website, you can visit the Clerk's Office to make a request.

### **Auditor Master Office**

All Auditor-Master hearings are being conducted remotely by WebEx. Parties should attend the hearing via telephone or video and should not report to the office in person. Instructions for participating in the hearing remotely will be provided to all parties.

Parties should comply with all orders issued since August 1, 2020. The Office is issuing separate orders to reschedule all previously scheduled hearings and to schedule hearings in new matters.

All documents are being processed by staff remotely. Staff is available remotely Monday through Friday from 8:30 a.m. to 5:00 p.m.

Documents may be submitted via email to [Auditor.Master@dcsc.gov](mailto:Auditor.Master@dcsc.gov) or mailed to: Office of the Auditor-Master, 500 Indiana Avenue NW, Washington, DC 20001. Sensitive documents should be emailed to [AMFinancialBox@dcsc.gov](mailto:AMFinancialBox@dcsc.gov).

Reports are currently being prepared for matters in which all hearings have been conducted and all documentation has been secured. Reports will be served on parties as soon as they are completed. For questions please contact the Office via telephone at 202-626-3280 or email at [Auditor.Master@dcsc.gov](mailto:Auditor.Master@dcsc.gov).

### **Civil Division**

The Civil Division is open to the public in the Moultrie Building for Civil Actions matters and in Building B for Small Claims and Landlord and Tenant matters. The hours of operation are 8:30 a.m.- 5:00 p.m., Monday through Friday. Documents are also processed via eFiling. Emergency motions and applications for fee waivers requiring judicial approval will be forwarded to the judge for review.

### *Cash Payments for Landlord-Tenant Protective Orders*

Tenants can pay cash for landlord-tenant protective order payments. Cash payments are accepted Monday through Friday at the Landlord and Tenant Clerk's Office located on the 1<sup>st</sup> floor of the Building B Courthouse, 510 4th Street, N.W.

Attorneys and self-represented litigants can file documents electronically using CaseFileXpress at <https://dc.casefilexpress.com/Login.aspx>, including applications for name change, and petitions for death and birth certificate amendment.

Self-Represented litigants without access to eFiling can file documents with an application for waiver of prepayment of cost (Fee Waiver Application) by emailing these documents to [Civilefilings@dcsc.gov](mailto:Civilefilings@dcsc.gov).

Fee Waiver Applications are available on our website at <https://www.dccourts.gov/services/judge-in-chambers/in-forma-pauperis-fee-waiver>. If your fees are waived, the clerk's office will send you information on how to submit the documents via eFiling.

If you have a landlord-tenant or housing conditions issue and are not able to submit a document or fee waiver application electronically, you can contact the Landlord Tenant Legal Assistance Network at 202-780-2575.

The Neighborhood Legal Services Program provides legal information for small claims matters. You can leave a message with the NLSP Small Claims Resource Center hotline at 202-849-3608.

The Consumer Law Resource Center provides information regarding small claims cases, debt collection, rent deposit recovery, and other consumer matters. You can contact the D.C. Bar Pro Bono Center - Consumer Law Resource Center Temporary Phone Line at 202-780-2574 if you have questions about a consumer case, such as the attachment of your bank account, and submitting a motion and fee waiver application electronically.

Please contact the respective Clerk's Office using the following telephone numbers or by clicking the Live Chat button located on the right side of the division's webpage to request copies and information.

*Civil Actions Branch:*

202-879-1133

Live Chat: <https://www.dccourts.gov/services/civil-matters/requesting-over-10k>

Request for Copies: [CivilDocket@dcsc.gov](mailto:CivilDocket@dcsc.gov)

*Landlord and Tenant Branch:*

202-879-4879

Live Chat: <https://www.dccourts.gov/services/civil-matters/landlord-tenant>

Request for Copies: [L&TGroup@dcsc.gov](mailto:L&TGroup@dcsc.gov)

*Small Claims Branch:*

202-879-1120

Live Chat: <https://www.dccourts.gov/services/civil-matters/requesting-10k-or-less>

Request for Copies: [SmallClaimsDocket@dcsc.gov](mailto:SmallClaimsDocket@dcsc.gov)



### **Crime Victims Compensation Program**

Applications for the Crime Victims Compensation Program (CVCP) are processed by staff remotely until further notice. New applications can be emailed to: [CVCPapplications@DCSC.gov](mailto:CVCPapplications@DCSC.gov) or submitted at 515 5th Street, N.W., Washington, DC 20001 between the hours of 9:00 a.m. – 4:00 p.m. If you need assistance completing an application or have questions regarding your application, staff is available Monday through Friday from 8:30 a.m. to 4:00 p.m. via telephone at (202) 879-4216. Applications can also be completed and dropped off at 515 5th Street, N.W., Washington, DC 20001 or at one of the Court's Balanced and Restorative Justice Centers located in the community.

Click here for the location of the community sites.

<https://www.dccourts.gov/sites/default/files/Remote-Sites-Information-Sheet.pdf>

The application for crime victims' compensation can be located on the Courts website at [https://www.dccourts.gov/sites/default/files/divisionspdfs/NEW\\_CVCP\\_Application\\_12.9.21\\_fillable.pdf](https://www.dccourts.gov/sites/default/files/divisionspdfs/NEW_CVCP_Application_12.9.21_fillable.pdf)

Eligible Claimants can pick-up food and metro cards at 515 5th Street, N.W., Washington DC 20001 Mondays – Fridays from 9:00 a.m.- 1:00 p.m.

### **Criminal Division**

The Court cases and some documents can be viewed at <https://eaccess.dccourts.gov/eaccess>. If you would like to pay a fine, fee or restitution please call 202 879-1840 or send an email to [CRMPay@dcsc.gov](mailto:CRMPay@dcsc.gov).

To pay a bond on line, please send an email to [BondPayPortal@dcsc.gov](mailto:BondPayPortal@dcsc.gov); You can pay a cash bond in person at the Criminal Finance Office located in the Moultrie Courthouse, Room 4003 from 9:00 a.m. to 4:00 p.m. Monday through Friday. On-line bond payments can be processed Monday – Saturday, 8:30 a.m.- 4:00 p.m. (EST). Please call 202-879-4789 for Saturday bond payment questions only.

Requests for certified copies should be submitted via email at [CriminalMotionSealTeam@dcsc.gov](mailto:CriminalMotionSealTeam@dcsc.gov) or you can call 202-879-1362.

There is a \$1,000 on-line credit card transaction limit. Any on-line transactions after hours (4:00 pm EST Monday- Friday) will be processed the next business day.

Please contact the Criminal Division Clerk's Office at 202-879-1373 or via email at [CriminalCustomerService@dcsc.gov](mailto:CriminalCustomerService@dcsc.gov) for questions or to request a copy of documents.

### **Domestic Violence Division**

If you are in immediate danger, you should call 911.

Parties can request any of the following orders in the Domestic Violence Division:

- Civil Protection Order (CPO);
- Anti-Stalking Order (ASO);
- Extreme Risk Protection Order (ERPO); or
- A Temporary or Ex-Parte Order in any of these matters

A request for any of these orders can be made by:

1. calling the DC SAFE Critical Response Team at 800-407- 5048;
2. filing electronically, through [www.probono.net/dccourts](http://www.probono.net/dccourts);
3. emailing the filing to [DVD@dcsc.gov](mailto:DVD@dcsc.gov) or
4. filing in person at the Moultrie Building, 500 Indiana Avenue, NW Room 4510

[Click here](#) to access the Petition and Affidavit for a Civil Protection Order;

[Click here](#) to access the Petition and Affidavit for an Anti-Stalking Order; and

[Click here](#) to access the Petition and Affidavit for an Extreme Risk Protection Order.

To access all fillable forms on the DC Courts' website, [click here](#).

If parties reach an agreement in a CPO matter, the proposed CPO agreement should be emailed to [DVDhearings@dcsc.gov](mailto:DVDhearings@dcsc.gov).

For questions and to request a copy of documents please contact the office at 202-879-0157 or send an email to [DVD@dcsc.gov](mailto:DVD@dcsc.gov).

### **Family Court**

The Family Court's public offices (including Central Intake Center, Domestic Relations, Parentage and Support, Juvenile and Neglect, and the Marriage Bureau) are open for in person service. The Family Court is also processing documents submitted via eFiling. Emergency matters are forwarded to the judge for review and most hearings are conducted remotely. Please note that all emergency matters must be filed by 4:00 p.m., Monday through Friday, except holidays.

Attorneys and self-represented litigants can file documents electronically using Case File Express at <https://dc.casefilexpress.com/Login.aspx>.

The Family Court Self-Help Center is open both in-person and remotely, from 8:30 a.m. – 5:00 p.m., Monday through Friday. Self-represented litigants that require assistance should contact the Family Court Self-Help Center at 202-879-0096 or should visit the Moultrie Courthouse, Room JM-540.

To request a copy of documents please send an email to [FamilyCourtCertifiedCopies@dcsc.gov](mailto:FamilyCourtCertifiedCopies@dcsc.gov). For any other inquiries, please contact the Family Court Call Center at 202-879-1212.

### *Marriage Bureau*

The Marriage Bureau is processing applications for marriage licenses both in person and remotely and is performing weddings by videoconference. All parties – both the parties to the

wedding and the person performing the wedding – must be physically present in the District of Columbia at the time of the ceremony.

To begin the application process, please complete and submit the online application at <https://www.dccourts.gov/form/marriage-application>. You can use a computer or mobile device (iPad, Tablet or smartphone) to complete and submit the application. A representative from the Marriage Bureau will then contact you to complete the application process. You are strongly encouraged to submit the online application even if you intend to pick up your marriage license in person. If you are not able to apply online, you can complete an application in person.

For a certified copy of a marriage certificate, please complete this form: [https://www.dccourts.gov/webform/marriage\\_certified\\_copy/](https://www.dccourts.gov/webform/marriage_certified_copy/). If you require assistance with the process, please call 202-879-1212. You can also request the certificate in person.

### **Family Court Social Services Division - CSSD**

The Family Court Social Services Division's (CSSD) Intake juvenile services will continue to operate 24 hours per day, over 3 tours of duty, 7 days per week at the Youth Services Center (YSC) located at 1000 Mount Olivet Rd., NE. The Child Guidance Clinic (CGC) will continue to conduct Psychological evaluations onsite for youth housed at the YSC. Youth residing in community settings, to include youth remanded to Shelter house placement, will be scheduled only as emergencies on a case by case basis. Supervision services provided in Balanced & Restorative Justice (BARJ) Drop-In Centers which resumed June 27, 2021, via a reduced schedule and were temporarily suspended December 21, 2021, will be re-evaluated by January 5, 2022 to determine the feasibility of lifting the temporary suspension. Evening and weekend onsite BARJ services and programming will be facilitated either virtually or in person with 6 feet social distancing. Youth will participate in curfew checks and daily virtual groups jointly facilitated by CSSD Probation Officers (PO) and contract mentors.

For additional assistance youth, families and stakeholders can contact 202-508-1800 or Kathie. [Gant@dcsc.gov](mailto:Gant@dcsc.gov), or [Sharon.Proctor@dcsc.gov](mailto:Sharon.Proctor@dcsc.gov).

### **Jurors' Office**

Jurors can complete the juror questionnaire, defer jury duty service, and make requests to be excused from jury duty service online at [www.dccourts.gov/jurorservices](http://www.dccourts.gov/jurorservices). Jurors can also email the completed questionnaire or an image of their completed questionnaire to [jurorhelp@dcsc.gov](mailto:jurorhelp@dcsc.gov).

The Jurors' Office is available to respond to questions by telephone at 202-879-4604, email at [jurorhelp@dcsc.gov](mailto:jurorhelp@dcsc.gov) or by clicking the Live Chat button located on the right side of the webpage at <https://www.dccourts.gov/jurors/about-your-jury-duty>, Monday through Friday between the hours of 8:30 a.m. - 5:00 p.m.



## **Probate Division**

The Probate Division is accepting documents in person and via eFiling.

Emergency matters (21- day and provisional guardianship) are forwarded to the judge for review and all hearings are conducted remotely. Judges are also issuing a ruling for non-emergency matters if no hearing is required.

To file an emergency 21-day temporary guardian petition, email the document to [ProbateEmergencyFilings@dcsc.gov](mailto:ProbateEmergencyFilings@dcsc.gov).

To file a new Petition for 90-day HealthCare Guardian or Petition for General Proceeding, email the petition to [probatefilings@dcsc.gov](mailto:probatefilings@dcsc.gov). If you have a case number, the petition should be filed electronically using Case File Express.

If you need prepayment of costs to be waived, please complete a Fee Waiver Application located on our website at <https://www.dccourts.gov/services/judge-in-chambers/in-forma-pauperis-fee-waiver>.

Attorneys and self-represented litigants can file documents electronically using Case File Express at <https://dc.casefilexpress.com/Login.aspx>.

Please see the Probate Division's webpage at <https://www.dccourts.gov/services/probate-matters> for additional information and other Probate matters.

You can contact the Probate Division by calling one of the telephone numbers, sending an email, or by clicking the Live Chat button on the right side of the division's webpage.

### **General Probate Questions**

Telephone: 202-879-9460

Email: [Probateinquiries@dcsc.gov](mailto:Probateinquiries@dcsc.gov)

Live Chat: <https://www.dccourts.gov/services/probate-matters>

Self-represented litigants that require assistance with Probate forms may contact the Probate Self-Help Center at [ProbateSelfHelpCenter@dcsc.gov](mailto:ProbateSelfHelpCenter@dcsc.gov).

## **Tax Division**

Attorneys and self-represented litigants can file documents electronically using Case File Express at <https://dc.casefilexpress.com/Login.aspx>. Self-Represented litigants can file documents in person or email their pleadings or an image of their pleadings to [TaxDocket@dcsc.gov](mailto:TaxDocket@dcsc.gov) and mail a check or money order for their filing fee to D.C. Superior Court, Tax Division, 500 Indiana Ave., NW, Suite 4100, Washington, DC 20001.

For questions, please contact the Tax Division at 202-879-1737 or by email at [TaxDocket@dcsc.gov](mailto:TaxDocket@dcsc.gov).

*You can also contact the Clerk of the Superior Court Office at 202-879-1400 for questions.*