




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

In response to COVID-19 all Clerk's Offices for Superior Court continue to operate in a remote status with limited staff onsite. We have employees available to answer questions via telephone, email, and Live Chat. Below is information regarding operations that are conducted 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. Please provide a contact number and email address for all parties when filing your documents. Most hearings will be conducted by the judge remotely.

### **Electronic Payments**

The Superior Court is accepting payments for certain court fees, fines and costs, 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;
- 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	<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 should pay for all other fees using our CaseFileXpress eFiling system at <https://www.dccourts.gov/superior-court/e-filing>.

If you need a regular copy of a document or to pay for services by cash, please call the Division's clerk office.

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. Please see the instructions below for each Division on how to request the documents. 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 must be made through the CaseFileXpress website at <https://www.dccourts.gov/superior-court/e-filing>. If you are not able to use the website, please call the clerk's office.

### **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 will continue to process all documents submitted via eFiling. Emergency motions 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 on Tuesdays and Thursdays from 1:00 p.m. to 3:00 p.m. at the information booth located on the 1<sup>st</sup> floor of the Moultrie Courthouse, 500 Indiana Avenue, N.W.

1. 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.
2. 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).

3. 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.
4. 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.
5. 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.
6. 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.

*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 crime victims' compensation funds are processed by staff remotely. New applications can be emailed to: [CVCPapplications@DCSC.gov](mailto:CVCPapplications@DCSC.gov). Please submit a proof of crime document along with the application.



If you need assistance completing an application in person, staff is available on Monday, Wednesday and Friday from 9:00 a.m. to 4:00 p.m. on the 1<sup>st</sup> floor of the Moultrie Courthouse, 500 Indiana Avenue, N.W. Applications can also be completed and dropped off at one of the Court's Balanced and Restorative Justice Centers located in the community. [Click here](#) for the location of the community sites.

The application for crime victims' compensation can be located on the Courts website at <https://www.dccourts.gov/sites/default/files/CVCPApplicationJune2020.pdf>.

You can contact the office via telephone at 202-879-4216 or email at [CVCPOffice@dcsc.gov](mailto:CVCPOffice@dcsc.gov) for assistance with new and existing claims.

### **Criminal Division**

The court docket 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). Please contact the office for questions about bond payments in cash.

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

Please contact the Criminal Division Clerk's Office at 202-879-1373 or via email at [CriminalCaseManagement@dcsc.gov](mailto:CriminalCaseManagement@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); or
3. emailing the filing to [DVD@dcsc.gov](mailto:DVD@dcsc.gov).

[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 [DVDehearings@dcsc.gov](mailto:DVDehearings@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 is 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>.

Self-represented litigants that require assistance completing and filing requests for custody, divorce and/or child support should contact the Family Court Self-Help Center at 202-879-0096.

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

### *Marriage Bureau*

The Marriage Bureau is processing applications for marriage licenses remotely and 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.

If you are not able to apply online, contact the Family Court Call Center at 202-879-1212 for assistance.

If you require a certified copy due to an emergency (health insurance, child birth, immigration, etc.), please submit an email to [emergencycertifiedcopies@dcsc.gov](mailto:emergencycertifiedcopies@dcsc.gov). For a certified copy of a marriage certificate (non-emergency), please complete this form:

[https://www.dccourts.gov/webform/marriage\\_certified\\_copy/](https://www.dccourts.gov/webform/marriage_certified_copy/). You can also call 202-879-1212 for assistance.

Due to the COVID19 pandemic and significant changes to office operations, there may be a delay in the processing time. We thank you, in advance, for your patience.

## 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 processing documents submitted 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.

1. Attorneys and self-represented litigants can file documents electronically using Case File Express at <https://dc.casefilexpress.com/Login.aspx>.
2. To file an emergency 21-day temporary guardian petition, email the document to [ProbateEmergencyFilings@dcsc.gov](mailto:ProbateEmergencyFilings@dcsc.gov).
3. 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.
4. 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>
5. If you are not able to submit a petition for an emergency matter electronically, you can contact the Probate Emergency Filing Telephone Line at 202-879-9436.
6. Documents for non-emergency matters can also be mailed to the D.C. Superior Court Probate Division, 515 5<sup>th</sup> Street, N.W. Washington, DC 20001. Attention: Probate Clerk's Office.

Please see the Probate Division's webpage at <https://www.dccourts.gov/services/probate-matters> for specific instructions on how to file a Petition for an emergency matter.

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 or 202-879-9461

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

#### Specific Guardianship Questions

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

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

Request for Copies: [Probatefilings@dcsc.gov](mailto:Probatefilings@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 also 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.*