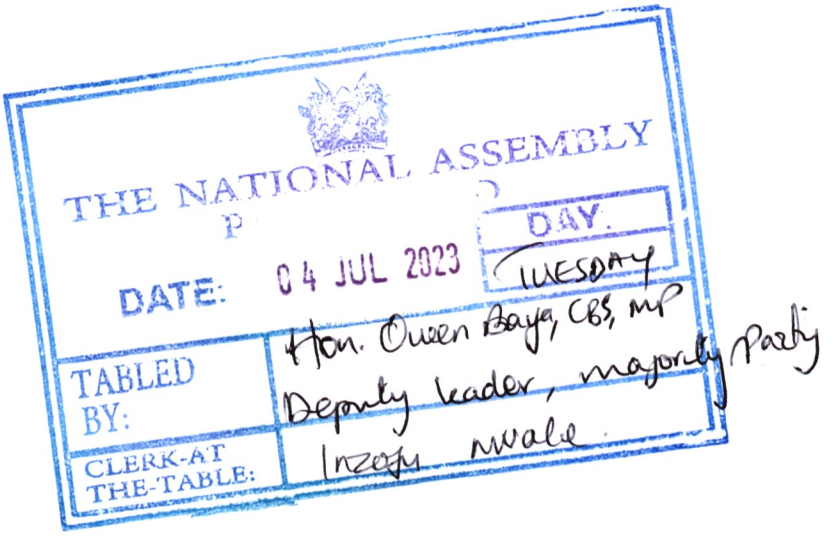
THE COMMISSION ON ADMINISTRATIVE JUSTICE
"Office of The Ombudsman"

Hata Mnyonge ana Haki

BI-ANNUAL REPORT FOR THE PERIOD JULY - DECEMBER 2022

Submitted to the Senate and National Assembly in accordance with the provisions of Article 254 of the Constitution and Section 8(c) of the Commission on Administrative Justice Act, 2011.

CAJ/70/2023



FOREWORD

I am pleased to submit the Commission on Administrative Justice's Bi-Annual report for the period July - December, 2022.

The Commission on Administrative Justice (CAJ) is a Constitutional Commission established under Article 59(4) of the Constitution and the Commission on Administrative Justice Act, 2011. The Commission has two broad mandates that extend to both the National and County Governments; to promote administrative justice in the public sector by addressing all forms of maladministration and to provide oversight in the implementation of the right to access information provided under Article 35 of the Constitution, and the Access to Information Act, 2016. Further, the Commission promotes the right to fair administrative action as espoused under Article 47 of the Constitution and the Fair Administrative Action Act, 2015.

This report is published pursuant to section 8 (c) of the Commission on Administrative Justice Act 2011 that requires the Commission to report Biannually to the National Assembly and to the Senate on the complaints investigated by the Commission and the remedial action taken.

During this reporting period, the Commission received one thousand and one **(1,001)** complaints against seventy (70) public institutions and twenty-six (26) County Governments. Out of these complaints, four hundred and sixty-two (462) were resolved while five hundred and thirty-nine (539) were still pending resolution at different action stages.

I reiterate my commitment to enhance effective and efficient public service delivery within the public sector in both National and County Governments for the benefit of all citizens.



HON. FLORENCE KAJUJU, MBS
CHAIRPERSON OF THE COMMISSION

EXECUTIVE SUMMARY

The Commission draws its mandate from Article 59(4) of the Constitution, the Commission on Administrative Justice Act, 2011, the Fair Administrative Action Act, 2015 and the Access to Information Act, 2016. The Commission has been in existence since September 2011 and plays a key role in the promotion of good governance and redress of maladministration in Kenya.

The Mandate of the Commission is two-fold and extends to both National and County Governments. The first, and traditional role of the Commission is to address maladministration within the public service. In this regard, the Commission is empowered to investigate any conduct in State affairs, or any act or omission in public administration by any State organ, State or Public Officer in National and County Governments that is alleged or suspected to be prejudicial or improper or is likely to result in any impropriety or prejudice. In addition, the Commission investigates complaints of abuse of power, unfair treatment, manifest injustice or unlawful, oppressive, unfair or unresponsive official conduct within the public sector and inquires into allegations of maladministration, delay, administrative injustice, discourtesy, incompetence, misbehaviour, inefficiency or ineptitude within the public service among other functions.

Secondly the Commission has a mandate of overseeing and enforcing the implementation of the Access to Information Act, 2016 so as to give effect to Article 35 of the Constitution. Further impetus to the Commission's mandate is given by the Fair Administrative Action Act of 2015 which gives effect to Article 47 of the Constitution, the right to Fair Administrative Action.

Articles 59(2)(j) and 254 of the Constitution, and section 8(c) of the Commission on Administrative Justice Act, 2011 mandates the Commission to report bi-annually to the Senate and National Assembly on the complaints investigated and the remedial action taken during the period. It is on the basis of this statutory requirement that the report has been prepared.

In a bid to resolve the complaints received, the Commission applies a number of methods namely; conducting investigations, requisitioning and obtaining information or documents, conducting inquiries, undertaking mediation, negotiation and conciliation, constituting hearing panels, inviting or summoning any person or persons to attend to the Commission among other applicable complaints resolution mechanisms in a bid to redress maladministration.

This report highlights the complaints received, the parties to the complaint, the nature of complaint, the measures undertaken by the Commission in resolving the complaints, remedial action taken and the status of each complaint.

The report contains a summary of the total number of complaints received; the number of complaints resolved, unresponsive public offices/officers, the challenges faced by the Commission, recommendations and proposed Parliamentary intervention for enforcement.

The Report is structured into seven parts with a Foreword, Executive Summary, Table of Contents, Definition of terms, Introduction, Summary of Complaints Received and handled by the Commission, Challenges and Recommendations.

It is my hope and belief that this report will prompt the Ministries, Departments, Agencies and County Governments to commit to complaints resolution so as to improve service delivery to citizens.

The Commission remains committed to providing support to the Government to put in place effective and efficient complaints handling frameworks, and to providing services to citizens to achieve administrative justice.

MERCY K. WAMBUA, OGW
COMMISSION SECRETARY/CEO

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3. DEFINITION OF TERMS:

Definition of terms-: The following are definitions of the issues in public service that are reported to the Commission:

i. **Abuse of power-:**	Misuse of authority by a public officer that negatively impacts others which includes inducing them to commit an improper act
ii. **Administrative injustice**	An act, omission or decision of a public entity that is wrongful or unjust
iii. **Delay**	The failure by any public entity to act within reasonable time, in keeping with the set standard practices for such a public entity.
iv. **Discourtesy**	An act in the conduct of public duties which is either rude, impolite or inconsiderate of practices, values, norms and customs in public administration.
v. **Incompetence**	Inability by a public officer to perform an act, function or duty according to the set standards or lack of the requisite qualification to hold a certain position. It may include ineptitude.
vi. **Inefficiency**	The inability of a public entity to perform the duties or provide services with reasonable resources to the expectation and satisfaction of the public. It includes wastefulness, negligence, disorganization and red tape.
vii. **Manifest Injustice**	An act or omission or decision made by a public entity in the exercise of its power, functions and duties that is unfair in a direct, obvious and observable manner
viii. **Misbehaviour**	A transgression by a public officer of ethical practices in the course of his duties.
ix. **Oppressive Official Conduct**	An act or decision of a public officer that involves the excessive use of power or authority to intimidate or subject someone to cruel, malicious, inhuman, burdensome unjust or unreasonable treatment.

x.	**Prejudicial conduct**	An act or omission in the course of public duty which is biased, harmful and/or causes injury.
xi.	**Unfair treatment**	An act or omission in the conduct of public duty which is not conforming to approved standards of justice, equity, equality, honesty and ethics. It includes unfair official conduct.
xii.	**Unlawful Official Conduct**	An act or omission by a public officer that is inconsistent with legislation.

INTRODUCTION:

The establishment of the Commission is anchored on Article 59(4) and Chapter 15 of the Constitution, the Commission on Administrative Justice Act, 2011, the Access to Information Act, 2016 and the Fair Administrative Action Act, 2015. The Commission has been in existence since September 2011 and plays a key role in the promotion of good governance by redressing maladministration within the public service.

Mandate

The Mandate of the Commission is two-fold and extends to both National and County Governments. The first, and traditional role of the Commission is to address maladministration within the public service. In this regard, the Commission is empowered to investigate any conduct in state affairs, or any act or omission in public administration by any State organ, State or public officer in National and County Governments that is alleged or suspected to be prejudicial or improper or is likely to result in any impropriety or prejudice.

Secondly the Commission has the mandate of overseeing and enforcing the implementation of the Access to Information Act, 2016 so as to give effect to Article 35 of the Constitution and implement the Fair Administrative Action Act, 2015 so as to give effect to Article 47 of the Constitution.

The nature of complaints received during the period January to June 2022 touched on the following areas of maladministration:- Inefficiency, Oppressive Official Conduct, Incompetence, Manifest Injustice, Delay, Abuse of power, Administrative injustice, Unfair treatment, Prejudicial conduct, Discourtesy, Misbehaviour, Unresponsive official conduct and Unlawful Official Conduct.

The Commission also initiated some own motion complaints *(suo moto)* touching on public interest, substantial policy implications, public administration and administrative justice.

5. SUMMARY OF COMPLAINTS RECEIVED AND HANDLED BY THE COMMISSION:

During the period, July - December 2022, the Commission received a total of one thousand, and one (**1,001**) complaints **(See *appendix* 2).** This signifies a decrease in the number of complaints received from the previous reporting period. During the previous reporting period, January - June 2022, the Commission received and reported 1,091 complaints. The decrease in number of complaints reported can be attributed firstly to the electioneering period in Kenya which reduced the interactions between the public and public institutions, and secondly to enhanced capacity building in public institutions, whereby institutions were able to resolve a number of complaints internally.

a. Breakdown of the 1,001 complaints received by the Commission:

i. Four hundred and sixty-two **(462)** cases were resolved and the files in respect of the same closed.

ii. Twelve **(12)** were referred to the relevant Institutions which were best suited to deal with them as per their mandates.

iii. Five hundred and twenty-seven **(527)** cases are ongoing and at different action stages within the Commission i.e., inquiries, investigations, summons, notice to show cause, Alternative Dispute Resolution mechanisms and issuance of Determinations.

b. Classification Based on Gender:

The breakdown of the 1,001 Complainants received was as follows:

i. Six Hundred and Sixty-Three (663) complainants were male.
ii. Two Hundred and Twenty-Three (223) complainants were female.
iii. Eighty-Two (82) complaints were from institutions/organizations.
iv. Thirty-three (33) complaints were from unclear/anonymous sources.

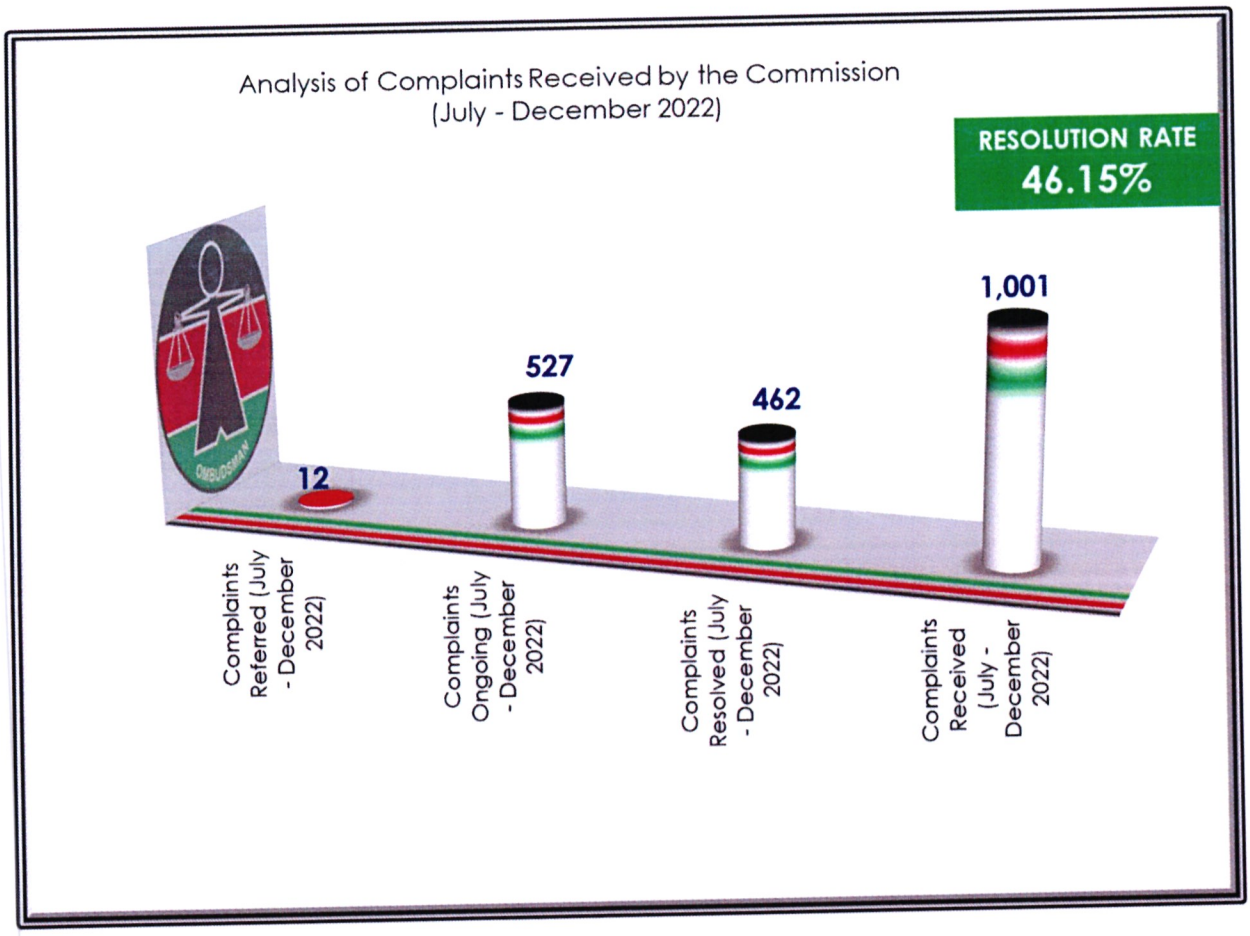

Figure1: Analysis of complaints received

Classification Based on Gender:

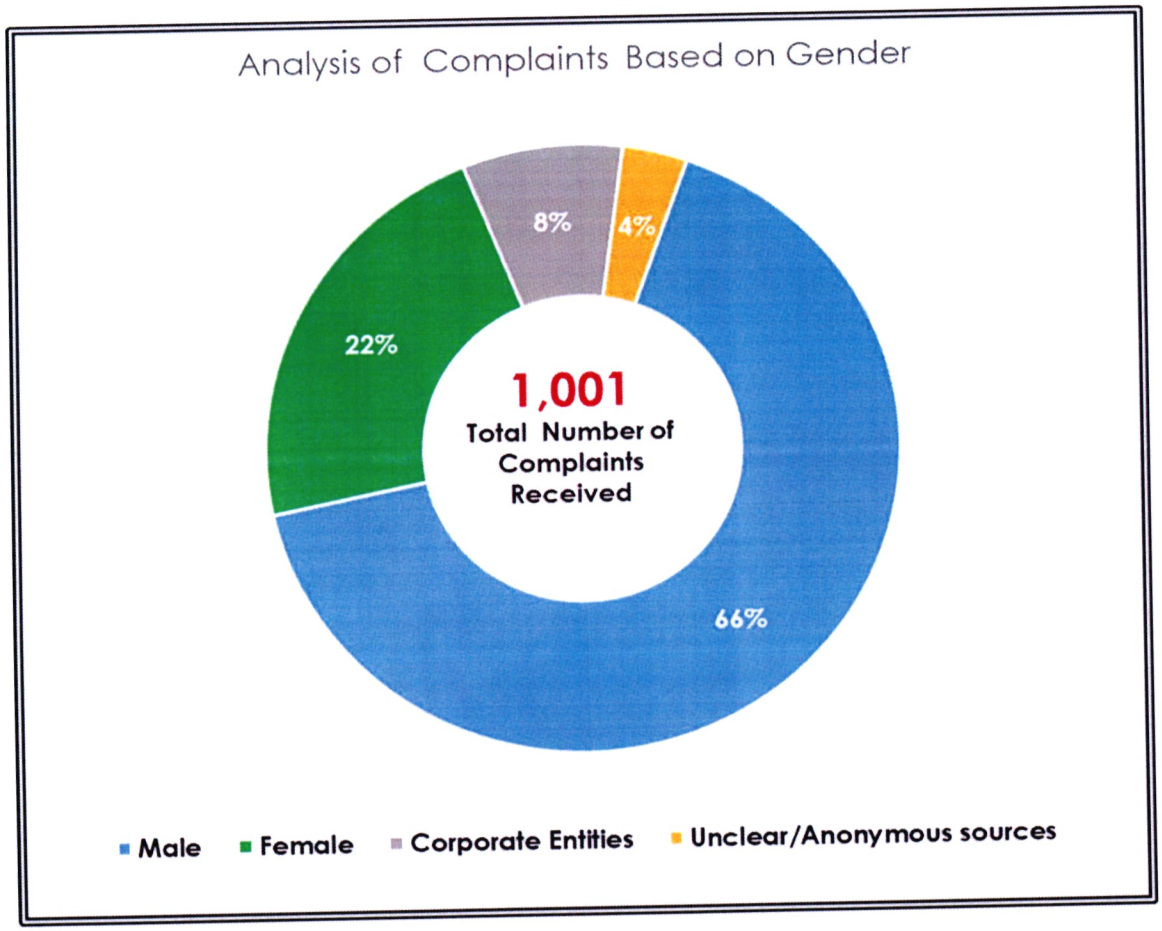

Figure 2: Analysis of complaints received based on Gender

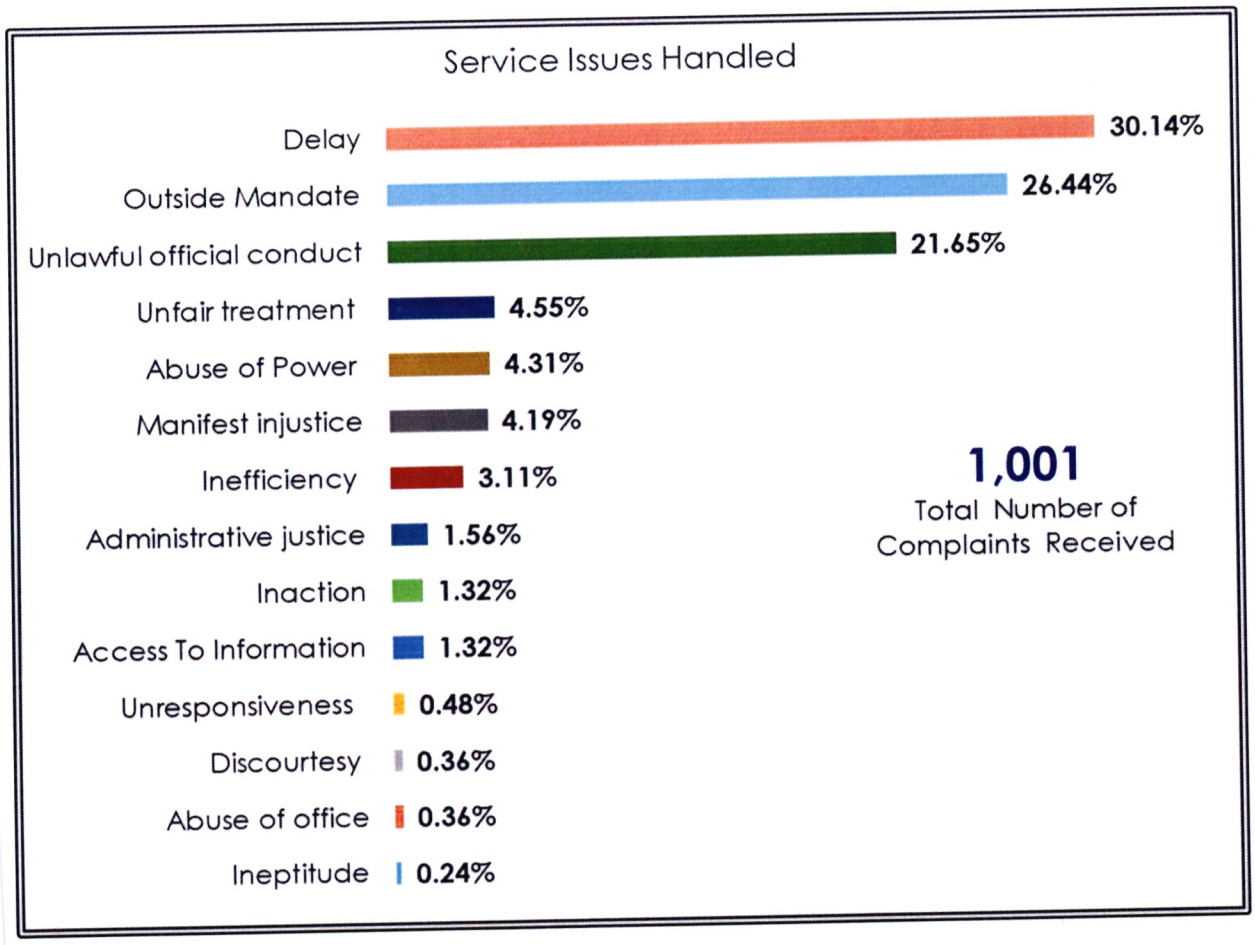

Figure 3: Analysis of complaints based on Service Issues

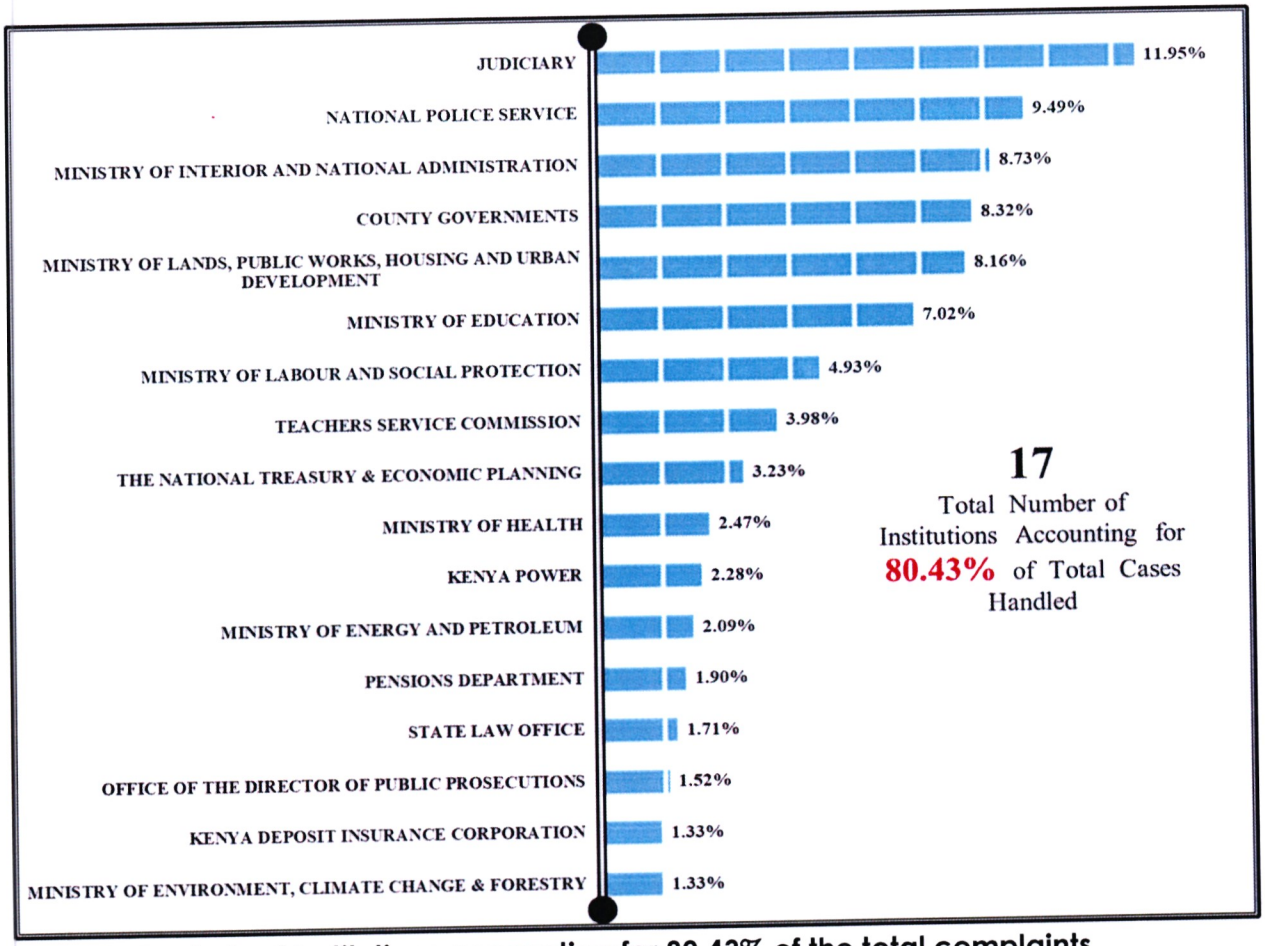

Figure 4: Analysis of Institutions accounting for 80.43% of the total complaints handled

Procedures undertaken by the Commission

Upon receipt of a complaint from a member of the public, the Commission undertakes specific steps towards resolution. These steps are as provided in the Commission on Administrative Justice Regulations 2013 and are also aimed at providing the public institutions with an opportunity to resolve the complaint raised by the complainant.

It is imperative to outline these steps so that from this report, the various stages the complaints are at the Commission and the implication of the Commission recommending citation of unresponsive public officers is clearly discernible, along with providing clarity on the actions undertaken before a public officer/institution is cited for unresponsiveness.

i.	Screening	Undertakes a screening of the complaint and the supporting documents provided by the Complainant to ascertain eligibility of the complaint and application of the Commission's mandate	
ii.	Intake	A Complaint file is opened in the Commission and the complaint is allocated a reference number and legal officer to undertake an inquiry	
iii.	Inquiry/ Referral	**Referral**:	where the complaint is addressed to another public institution that is directly mandated to resolve the complaint, or there exists an institution mandated to look into the complaint, the Commission refers the complaint to that institution better placed to handle it. Example of this is on complaints of police misconduct the Commission refers the matter to Internal Affairs Unit or Independent Policing Oversight Authority; and on matters corruption, the Commission refers to the Ethics and Anti-Corruption Commission.
		Inquiry	Where the complaint is addressed to the Commission and the complainant has supporting documents pointing towards maladministration, the Commission initiates an inquiry to the institution complained against (the Respondent) raising the issues complained about and gives the Respondent fourteen (14) days to respond to the Commission.

iv.	1st Reminder	Where a Respondent has not replied to the Inquiry upon lapse of 14 days, the Commission issues a reminder giving the institution seven (7) days to respond.
v.	Notice to Show Cause	Where a Respondent fails to respond to the 1st Reminder, the Commission proceeds to issue a Notice to the unresponsive public officer to Show Cause why he/she, usually an officer in the Respondent institution, should not be entered into the Register of Malfeasant Public Officers as an unresponsive Public Officer and unfit to serve in the Public Service, and for the Commission to further cite hem/her as such in its Statutory Report. This Notice is personally served on the public officer and usually gives the Respondent seven (7) days to respond.
vi.	Summons	Where the Respondent fails to respond to the Notice, the Commission issues summons to the public officer to appear before the Commission to provide the required responses to address the complaint. Failure to attend the summons attracts penal consequences, in addition to being cited as an unresponsive officer unfit to hold public office.
vii.	Alternative Dispute Resolution	In some cases, the Respondents respond to the Commission's inquiries and provide their position on the issues raised in the complaint. Some of the responses essentially provide the required feedback and resolve the complaint, hence the matter is resolved and closed. In other matters, the position of the Respondent attracts a rejoinder from a dissatisfied complainant. This may necessitate the Commission inviting both parties for a mediation session to agree on a compromise position to resolve the complaint.
viii.	Determinations	In some matters the response from the Respondent on the issues raised in the complaint raise matters amounting to maladministration on their part, and the Respondent is not indicating their intention to remedy the situation. In such cases, the Commission issues a determination outlining the issues in the complaint, and recommendations that the Respondent needs to implement to remedy the concerns of the complainant. This determination is then served on the Respondent for their implementation.

c. Unresponsive Public Institutions/Officers:

The Commission issued several inquiries, summonses and notices to show cause to specific public institutions and officers some of whom have disobeyed the same.

The Commission pursuant to Section 42(4) of the Commission on Administrative Justice Act of 2011, requests Parliament to take appropriate action on the public officers in Appendix 1 for failure to respond to Inquiries and to honour Summonses from the Commission. It is worth noting that their unresponsiveness has resulted in the failure to resolve complaints from members of the public.

6. CHALLENGES AND RECOMMENDATIONS:

The following challenges were encountered by the Commission:

i. The Supreme Court judgment in **R. Vs. Kenya Vision 2030 Board and CAJ Ex Parte Eng. Judah Abekah**: On 24th March, 2021 the Supreme court pronounced itself in the above case and held that the Commission's recommendations are not binding on public institutions. This has caused challenges to the Commission in ensuring that its recommendations are enforced. To seek to remedy to the same, the Commission wrote to Parliament to look into the issue with proposals to amend the Commission on Administrative Justice Act, 2011, so as to make the Commission's recommendations binding. The Commission is yet to get directions on the same.

ii. **Turnaround time in complaints resolution-:** This was affected by the following-:

a) **Unresponsive Public Offices and officers-**: A number of public officers and institutions were unresponsive making it a challenge to resolve complaints. This has been aggravated by poor records management and the manual systems in the public service. To remedy the same, innovative approaches in complaints resolution were adopted by the Commission, such as a corporate complaints resolution mechanism which was spearheaded by the office of the Chairperson and engagement with public institutions' Complaints Committees which bore positive results. The Commission requests Parliament to take appropriate action against the listed unresponsive institutions to enhance public service delivery.

b) **Inadequate funding**-: Budgetary constraints negatively affected programmatic work, staffing and decentralisation to counties. During the financial year July 2022-June 2023, in which this Biannual Report falls in, the Commission requested for Kshs 1.4 Billion however, Kshs 724,320,000 was the remittance by the National Treasury. This was further reduced by Kshs 106,305,907 and resulted in a deficit 54% of the initial request. The inadequate funding affected the Commission's ability to raise awareness on its mandate to members of the public and to build capacity of public institutions to improve their grievance redress mechanisms. This also resulted in the Commission being hampered in its capacity to undertake wider scope alternative dispute resolution mechanisms with institutions complained against. The Commission also has gaps in staffing and equipment in its offices in Nairobi and the regional offices to facilitate the process of complaints resolution. The Commission therefore requests Parliament to increase budgetary allocations so as to remedy the situation.

c) **Alternative Dispute Resolution (ADR)** has not yet been widely accepted as an effective means of resolving complaints. Some parties to a dispute including non-justiciable disputes, still resort to seeking judicial interventions even when ADR is readily available. Increased advocacy on promotion of ADR with Parliament passing the relevant legislations on promotion of ADR would provide the necessary impetus to complaints resolution.

APPENDIX 1: UNRESPONSIVE PUBLIC ENTITIES

No.	Public Institution/Officer	Particulars of unresponsiveness
1.	**Mrs. Risper Anyango Abuto**, Head teacher Magongo Primary School Mombasa	**Mrs. Risper Anyango Abuto** failed to resolve a complaint addressed to her office by the CAJ Mombasa branch office even after being issued with a Notice to Show Cause why she should not be declared as an unresponsive public officer who is unfit to hold public office. The Head teacher further treated an officer of the Commission with disrespect when he went to serve the Notice to Show Cause. The complaint raised was about unfair termination of an employee of the school who had served as a security officer/caretaker for over 25 years and who was living in the school compound since employment. The employee was forcefully removed from the school premises in 2021 without a fair hearing. Efforts to have the CAJ resolve the complaint were unsuccessful.
2.	**Mrs. Maryam Mbaruk** CEC Finance, Mombasa County Government	**Mrs. Maryam Mbaruk** failed to implement all the resolutions made in several meetings held between the Chairperson of the Commission and the office of the County Secretary Mombasa County Government in relation to payments of pending bills, payment of a salary arrears of a staff who was unfairly dismissed, gratuity of a deceased employee, regularizing deficiencies in rate payments among many other complaints that date back to 2017. Despite her commitments to resolve, the CEC finance has been adamant even with the office of the County Secretary and has failed to honour the commitments made in the meetings.

No.	Public Institution/Officer	Particulars of unresponsiveness
3.	Sub-County Children's Officer, Department of Children's Services- Buuri Sub-County	A complaint alleging that the Respondent herein failed/ neglected to act on a report whereby the Complainant's child three months old baby girl was separated from her by her estranged husband; that the baby was placed in the custody of the Complainant's mother-in-law without her consent. The Commission initiated an inquiry vide letter referenced: **CAJ/ISL/M.LAB/017/037/2021 –KWK** dated 26th January 2021. The Commission copied the Director National Council for Children's Services, State Department of Social Protection, Ministry of Labour and Social Protection in all the correspondences which were all labeled as "urgent". Further the Commission issued 1st and 2nd Reminders but the same did not elicit any response to date from both offices. Moreover, the telephone numbers displayed on website for the Director, National Council for Children's Services did not go through on several occasions hence impeding the Commission's efforts to resolve the matter despite the urgency.
4.	Chief Officer, Finance- County Government of Isiolo	The Complainant who is a proprietor of Ecoh Consto Ltd alleges that in 2016, the company won a tender worth Kshs 1,218,000 for printing of posters, pamphlets and report on peace. The Company only received a part payment of Kshs 487,200. The Company also won a tender worth Kshs 3,564,650 for consultancy to develop the County Investment Plan; that despite completing the work, the company has never been paid to date for the said consultancy. The Commission initiated an inquiry vide letter referenced: **CAJ/CG/ISIOLO/049/159/2021 -KWK** dated on 2nd March 2021; 1st, 2nd and 3rd reminders were soon issued thereafter. Whereas the County Secretary has been writing to the Respondent herein and copying CAJ, the Respondent has remained unresponsive to date.

No.	Public Institution/Officer	Particulars of unresponsiveness
5.	Department of Health Isiolo County Government	The Complainants allege that they were Casual Employees of Isiolo County Government on Contract. Their Services Were Terminated On 13/03/2018 Without Notice. Their wages of February and 12 Days of March were not paid and efforts to seek redress from labour offices did not materialize. The Commission initiated an inquiry vide letter referenced: CAJ/ISL/CG/ISIOLO/049/027/18-SG dated 20th March 2018. Further, 1st, 2nd and 3rd reminders were issued, wherein there have been extensive correspondences on the same without substantive response or commitment by the Respondent to resolve this long standing matter. Consequently, the Commission was forced to summon the then Acting Chief Officer, health Department for a hearing on the 1st August 2022. In light of the foregoing, the Commission has issued a determination
6.	District Lands Adjudication Officer (DLASO) TIGANIA WEST	The Complainant alleges that he is the legal proprietor of a land parcel known as Plot No.216 within Kianjai Adjudication Section comprising of eight (8) acres. According to the land registry, the following Numbers were hived off from the Plot No.216 and the following land parcels were issued **A215;4211;2063;4014;4854;2041;2040;1683;216;4211;2041;3380;4214;3642;7847;2655;5395;7193;7855;7856;683;5302;3202;** The Commission initiated an inquiry vide letter referenced: **CAJ/ISL/M.LAN/022/044/2020-KWK** dated 3rd August, 2022 and reminders dated 24th November, 2022, 17th December, 2022 and 16th May, 2022. However, no substantive response has been received thereon.

No.	Public Institution/Officer	Particulars of unresponsiveness
8.	Vice Chancellor, Maasai Mara University	The Commission made a finding that the University had inordinately delayed to pay 19 part-time lecturers their remuneration dues, and that it had acted unfairly in the manner of addressing the lecturers' claims. The Commission asked the Vice Chancellor to engage the lecturers and draw a payment plan to be implemented over a period of twelve (12) months, and to submit the payment plan to the Commission within sixty (60) days. He has neither taken action on the matter nor respond to the communication.
9.	Meru Central Lands Office	The Complainant alleges that he is the registered owner of Plot No. NYAKI/MULATHANKARI/833. That there is no access road to his land. Further, caution has been placed on the disputed land despite a Court order. The Complainant requested the Respondent to remove the said caution but it is yet to be removed despite the expiry of the said notice. The Respondent also asked the Complainant for Kshs 20,000 being an activation fee for determination of the long standing boundary dispute. The Commission initiated an inquiry Referenced: **CAJ/ISL/M.LAN/022/049/20-SG** dated 12 October 2020 and a follow up letter Referenced: **ISL/HUD/M.LAN/022/4/20-KWK** dated 10th February 2023. However, the Respondent has remained unresponsive to date.

APPENDIX TWO:

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
CLOSED – **RESOLVED**						
HIGHER EDUCATION LOANS BAORD						
1.	Austin Ochieng CAJ/HELB/013/2359/22-EF	Higher Education Loans Board	Male	Delay	Complainant alleged that the Higher Education Loans Board delayed to refund money which was deducted from his salary and remitted by his employer, on account of a loan which was already settled. Upon inquiry by the Commission, the Board acknowledged the erroneous remittance and paid back the money to the Complainant.	File closed
JUDICIARY						
2.	Hudson Imbanga CAJ/KSM/JUD/001/535/22-AO	Judiciary	Male	Delay	Complaint alleging delay to be issued with appeal number and hearing date, in an appeal arising from *Kakamega HCCRC NO. 50 of 2011*. Following the intervention of the Commission, response dated 9/12/2022 was received to the effect that no notice of appeal had been filed.	File closed
3.	Wilberforce Kagia Malavi CAJ/ELD/JUD/001/147/22-FL	Judiciary	Male	Delay	The Complainant alleged that Kitale High Court has delayed to update him on his appeal against conviction which he lodged through Criminal Appeal Number 22 of 2019. The complainant is serving his sentence at the Naivasha Maximum Prison. The Complaint was resolved on the Commission's intervention.	File closed

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
4.	Mutia Juma CAJ/MSA/JUD/001/492/2022-KC	Judiciary	Male	Inefficiency	The complainant alleged that the court file in *Criminal Case No. E1080 of 2021* at Mombasa law courts had gone missing thereby delaying the hearing of the matter.	File closed, matter resolved successfully.
5.	Nafsi Mohamed CAJ/GSA/JUD/001/001/22	Judiciary	Female	Delay	A complaint regarding the alleged unwillingness by the Executive Officer of the court to respond to the complainant's letter asking for copies of court file documents. The Court administrator responded to the Commission's inquiry and the matter was settled.	Closed
6.	Eliud Juma Ndiwa CAJ/KSM/JUD/001/538/22-WT	Judiciary	Male	Delay	The Complainant alleged delay by Kisumu Court of Appeal to hear and determine Kisumu COA CRA No. of 2020. The complaint was resolved on the Commission's intervention.	File closed
7.	James Muhindi Machira HUD/NYERI/PO/047/48/22-EF	Judiciary	Male	Delay	Complainant alleged that the Executive Officer at Karatina Chief Magistrate's Courts delayed in submitting the lower court file to the appellate court to facilitate the hearing of his appeal. Upon referral to the Judiciary Ombudsman, the Commission received a report that the former had processed the complaint and that the lower court file was transmitted to the appellate court and receipt of the same was acknowledged. Complainant was advised accordingly.	Closed
8.	Michael Kondoyi Okore CAJ/KSM/JUD/001/559/22-AO	Judiciary	Male	Delay	Complaint on allegation of delay by the Kisumu High Court to issue proceedings in *Kisumu HCCRA E047 of 2022*. Following the intervention of the Commission, response dated 4/1/2023 was received to the effect	File closed

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
					that proceedings are ready and have been forwarded to the High Court to facilitate the appeal.	
9.	Laurence Obure Nyang'au HUD/KSI/JUD/001/89/22-AO	Judiciary	Male	Inefficiency	A complaint against the Judiciary on allegations of a missing court file, *Kisii CMC ELC No. 83 of 2019*. Following the intervention of the Commission, response dated 31/10/2022 was received to the effect that the said file was traced and available in the registry.	File closed
10.	Judith Anyango Opondo T/A MAACS Human Rights Advocacy CAJ/KSM/OM/040/457/22-AO	Judiciary	Female	Unlawful official conduct	A complaint alleging fraudulent issuance of letters of grant of administration in the estate of Yona Opondo Maganda, succession cause number *179 of 1993*. Matter addressed to FIDA Kenya for representation in Court. Complainant also advised to pursue revocation of said grant in a Court of law.	File closed
11.	Alfred Eyase Kinamudu & two others CAJ/KSM/JUD/001/540/22-MA	Judiciary	Male	Delay	Complaint on allegation of delay by the Hamisi Law Courts to forward Court Proceedings in *Hamisi MCCRC no. 422 of 2012* to facilitate hearing and determination of *Vihiga HCCRA 75, 76 & 78 of 2015*. Complaint resolved upon the intervention of the Commission as the file was forwarded to High Court.	File closed
12.	Gilbert Otieno Okite CAJ/KSM/JUD/001/513/22-MA	Judiciary	Male	Inefficiency	Complaint was on allegation of a missing file in Succession cause 132 of 2016 formerly Kisumu High Court succession no. 244 of 1997 in the estate of Hemrasiana Omolo Ochogo. The file was forwarded to Homabay High Court from Kisumu High Court vide letter dated 13/6/2016. He applied for extraction of an order vide letter dated 3/10/2022 however, he was informed that his file could not be traced. File traced upon the Commission's intervention.	File closed

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
13.	Peter Chacha CAJ/KSM/JUD/001/542/22-MA	Judiciary	Male	Delay	Complaint on allegation of delay by Migori High Court to forward *HCCRC no. 20 of 2018* file to the Court of Appeal Kisumu to facilitate hearing and determination of *CRA No. 376 of 2019*. Complaint resolved upon the intervention of the Commission as the file was forwarded to the COA.	File closed
14.	Benson Odeko CAJ/KSM/JUD/001/551/22-MA	Judiciary	Male	Delay	Complaint on allegation of delay by the Busia Law Courts to issue court proceedings for *Busia CMCRC E071 of 2021*. Complaint resolved upon the intervention of the Commission as the proceedings were issued to the complainant.	File closed
15.	Mohamed Ahmed Wario CAJ/MSA/JUD/001/495/2022-KC	Judiciary	Male	Delay	Complainant alleged delay in hearing and determination of *Mombasa ELC Case No. E200 of 2021* as a result of unnecessary adjournments. Duly advised on the legal channels for redress	Filed closed
16.	Steven Robi Maroa CAJ/KSM/JUD/001/515/22-MA	Judiciary	Male	Delay	Complaint on allegation of delay by Migori High Court to forward *HCCRC No. 71 of 2014* file to the Court of Appeal Kisumu to facilitate hearing and determination of *Kisumu CRA No. 239 of 2018*. Complaint resolved upon the intervention of the Commission as a hearing date was issued.	File closed
17.	Paul Otieno Oyugi CAJ/KSM/JUD/001/526/22-WT	Judiciary	Male	Delay	Complaint alleging delay by Kisumu Court of Appeal to issue an appeal number to his appeal originating from *Homabay HCCRC No. 23 of 201*. He had lodged the appeal in 2021. Following the intervention of the Commission, response dated 9/12/2022 received to the effect that no notice of appeal had been received. Complainant advised to follow up with Homabay High Court.	File closed

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
18.	Herbel Anyanje CAJ/KSM/JUD/001/538/22-AO	Judiciary	Male	Delay	Complaint alleging delay in hearing and determination of Kisumu Court of Appeal *CRA No. 45 of 2017*. Case management was undertaken in the year 2020. Following the intervention of the Commission, response dated 9/12/2022 was received to the effect that the appeal is pending, on que awaiting to be reached. The Court is working on appeals lodged in 2017.	File closed
19.	Ibrahim Manmo Malo CAJ/KSM/JUD/001/522/22-MA	Judiciary	Male	Delay	Complaint on allegation of delay by the Court of Appeal in Kisumu to issue a hearing date in *Kisumu CRA no. 8 of 2018*. Response dated 9/12/2022 revealed that the appeal was on que awaiting to be reached. The Court is currently dealing with 2017 appeals.	File closed
20.	John Luyi Likhanga CAJ/KSM/JUD/001/533/22-AO	Judiciary	Male	Delay	Complaint alleging delay in the hearing and determination of *Kisumu Court of Appeal CRA No. 46 of 2014*. Following the intervention of the Commission, response dated 9/12/2022 was received to the effect that the appeal was heard and dismissed.	File closed
21.	Emmanuel Onyango Omanya CAJ/KSM/JUD/001/532/22- AO	Judiciary	Male	Delay	Complaint alleging delay in hearing and determination of *Kisumu Court of Appeal CRA No. 280 of 2019.* Following the intervention of the Commission, response dated 9/12/2022 was received to the effect that the appeal is pending, on que awaiting to be	File closed

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
					reached. The Court is working on appeals lodged in 2017.	
22.	Dennis Omondi Odongo CAJ/KSM/JUD/001/534/22-AO	Judiciary	Male	Delay	Complaint alleging delay in the hearing and determination of *Kisumu Court of Appeal CRA no. 169 of 2017*. Following the intervention of the Commission, response dated 9/12/2022 was received to the effect that the appeal was heard and awaits delivery of judgment.	File closed
23.	Steven Wandera Murefu CAJ/KSM/JUD/001/530/22-WT	Judiciary	Male	Delay	Complaint alleging delay by Kisumu Court of Appeal to hear and determine *Kisumu COA CRA No. 220 of 2019*. Following the intervention of the Commission, response dated 9/12/2022 was received to the effect that there was a double registration. However, the appeal is being processed and undergoing case management.	File closed
24.	Justus Makokha Barasa CAJ/KSM/JUD/001/527/22-WT	Judiciary	Male	Delay	Complaint on allegation of delay by the Court of Appeal in Kisumu to hear and determine *Kisumu CRA no. 161 of 2018*. Following the intervention of the Commission, response dated 9/12/2022 was received to the effect that the appeal is pending and on que waiting to be reached. The court is working on 2017 appeals.	File closed
25.	Denis Omondi Oduku CAJ/KSM/JUD/001/523/22-MA	Judiciary	Male	Delay	Complaint on allegation of delay by Kisumu High Court to issue proceedings for *Kisumu HC Misc. Application No. E067 of 2022* following his request dated 27/9/20222.	File Closed

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
					Following the intervention of the Commission, response dated 9/1/2023 was received to the effect that proceedings are ready and have been forwarded to the High Court to facilitate the appeal.	
26.	Wesley Kepyegon Ng'etich CAJ/KSM/JUD/0011/ 550/22-MA	Judiciary	Male	Delay	Complaint on allegation of delay by Kisii High Court to issue appeal number in an appeal arising from *Kilgoris SPM CRC No. 887 of 2017*. Following the intervention of the Commission, the Complainant was advised to redirect the appeal to Kilgoris High Court. Complainant advised accordingly.	File closed
27.	Samuel Otieno Opiyo CAJ/KSM/JUD/001/5 43/22-MA	Judiciary	Male	Delay	Complaint on allegation of delay by Siaya High Court to forward the Court file for *Siaya HCCRC no. 59 of 2015* to facilitate *Kisumu Court of Appeal CRA no. 29 of 2018.* Following the intervention of the Commission, response dated 9/12/2022 was received to the effect that the file was forwarded to Deputy Registrar Court of Appeal, Kisumu.	File closed
28.	Vincent Makhalasi Muonyongo CAJ/KSM/JUD/001/5 25/22-WT	Judiciary	Male	Delay	Complaint alleging delay in the hearing and determination of *Kisumu COA CR No. 10 of 2018*. Following the intervention of the Commission, response dated 9/12/2022 was received to the effect that the appeal is pending on que awaiting to be reached. The court is dealing with 2017 appeals.	File closed
29.	Muriu Kiiru Isaac	JUDICIARY	Male	Inefficiency	Claimant alleges that he wanted to pay cash bail for his brother but he was advised that the court file is missing. His brother was therefore remanded in prison.	File Closed.

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
	CAJ/NHRR/JUD/001/3/22-EM				Upon inquiry, the court file was availed and the cash bail was paid.	
NATIONAL REGISTRATION BUREAU						
30.	John Magwa Nyagaka HUD/KSI/MOICNG/062/54/22-WT	National Registration Bureau	Male	Delay	Complaint alleging delay by the Kisii National Registration Bureau to process and issue the complainant with identity card that he applied for on 14th June 2022 at Keumbu Registration Centre in Kisii County. He was issued with a waiting card on the same date, serial number 2334855687. That the delay was affecting his ability to apply for HELB loan in order to finance his studies at the University. The identity card was released to the Complainant upon the Commission's intervention.	File closed
KENYA POWER & LIGHTING COMPANY						
31.	Royo Hospital CAJ/KSM/KPLC/021/1/22-WT	Kenya Power & Lighting Company	Institution	Unresponsive official conduct	Complaint alleging inefficiency by Kenya Power in installing a 3-phase line on plot number Kakamega-Webuye 215. The complainant had paid Kshs. 485,863 for the same in 2019. Complaint was successfully resolved upon the intervention of the Commission.	File closed
32.	Oscar Ndika Sakaya CAJ/KPLC/021/597/2022-SAK	Kenya Power and Lighting Company Limited	Male	Delay	A complaint regarding a power application reference number E24302022040043. In May 2022 the complainant applied for electricity connection for his home in Kakamega where a quotation was given and monies paid. After several inquiries, in August 2022 after a lot of queries, they informed the complainant that the process is allegedly in	Closed: Matter is resolved

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
					construction stage pending metering status. It is worth noting that at Kenya Power HQ, the system alleges that the connection is complete.	
33.	Omari Said CAJ/KPLC/021/595/2022-SAK	Kenya Power and Lighting Company	Male	Inefficiency	A complaint regarding a reversal of an erroneous transaction. The complainant bought tokens worth Kshs 1000 on 25th May 2022 using a wrong token account. The complainant therefore called Kenya Power customer care and was instructed to visit their offices at Electricity House Nairobi regarding the same. Consequently he filled out a form and after a month without any resolution, he called and was given a reference number (R 2113220500778). For forur action has been taken to resolve this matter.	CLOSED: Matter resolved
34.	CAJ for Boniface Kabochi CAJ/OM/7/213/22-H.O	Kenya Power and Lighting Company	Female	Delay	Complaint of delayed electricity connection despite several follow-ups.	Filed closed. Complaint resolved.
35.	Wahome Wambugu James CAJ/NHRR/M.ENE/021/2/22-EM	Kenya Power and Lighting Company	Male	Unresponsive Official Conduct	The complainant alleged that KPLC transferred unpaid power bill that belonged to someone else to his account. KPLC further disconnected the power due to the pending Bill on 13th December 2022. Upon inquiry, power was reconnected.	File closed
NPS						

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
36.	Florence Awino Ogolla CAJ/KSM/POL/015/645/22-MA	National Police Service	Female	Unresponsive official conduct	Complaint on allegation of inaction by Daraja Mbili Police Station in Kisumu County to take action on assault matter reported vide OB No. 07/24/06/2022. Complainant alleged that her brother-in-law attacked her using a panga. She reported the matter to the police. However, no action was taken to apprehend the suspect. Complaint resolved upon the Commission's intervention.	File closed
37.	Kinyua Muriithi for Calvin Olweny CAJ/POL/015/4129/2022-SAK	National Police Service	Male	Unlawful Official Conduct	A complaint regarding release of bond by the OCS Kilimani Police Station. In early August the complainant was arrested together with Colleagues from Studio Mudzo in Hurlingham and charged with theft by servant. After being booked they were released after paying a cash bond of Kshs 300,000 cumulatively. After investigations were concluded, ODPP stated that there was insufficient evidence and as such did not prosecute. After presenting the bond receipt of the OCS, he declined to release the bond without providing any explanation thereon. Matter resolved.	CLOSED
38.	Phylis Omido CAJ/MSA/POL/015/480/2022-EM	National Police Service	Female	Delay	The Complainant alleged delay by the Directorate of Criminal Investigations to rectify and update records which showed that she had an outstanding criminal case yet the matter had been concluded in Mombasa Law courts and case dismissed. The Complainant was resolved on the Commission's intervention.	File closed.

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
39.	David Muriungi ISI/HUD/POL/015/006 /22-MBA	The National Police Service	Male	Unresponsive official conduct	The Complainant alleges that his younger brother, armed with a machete attacked and threatened to kill their mother. He broke into his mother's house and stole assorted household goods. He reported the incidents to Thuura police post but to date the accused has not been arrested. The complaint was resolved on the Commission's intervention.	File closed.
40.	Mwangi Kuria John CAJ/NHRR/PE/040/29 /22-EM	National Police Service	Male	Delay	The complainant alleged that his brother died in a road traffic accident and the police refused to issue him with a police abstract. Upon inquiry, the abstract was issued.	File Closed
41.	Wambui Rachael CAJ/NHRR/POL/015/ 27/22-EM	National Police Service	Female	Unresponsive official conduct	The complainant alleged that she was chased from her matrimonial house by her husband. She went to the police station and chief to get a police escort to help her retrieve her property and other items. Upon our intervention, the police escorted her and she was able to collect her items.	File closed
42.	Julius Mwanyia Ngure HUD/WND/POL/015/ 7/2022-EM	National Police Service	Male	Unlawful official conduct	Complainant had contracted a lumberjack to cut trees in his farm at an agreed sum of Kshs 3,900 but the owner failed to pay for over a month prompting him to lodge a formal complaint at the Wundanyi Police station. Subsequently, the owner sent the full amount to PC Ibrahim Mwaumba, the Investigating Officer, for onward transmission to the complainant. However, the officer only sent Kshs. 3,000 to the complainant through M-pesa and claimed that the rest had been deducted to pay a fuliza loan. matter resolved upon Commission's intervention.	File closed

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
43.	Sheila Amoyi CAJ/KSM/POL/015/651/22-AO	National Police Service	Female	Injustice	A complaint against the Investigating Officer PC Mutuma, Kamagambo Police Station, on allegations of failure to issue a police abstract in a road traffic accident case reported under OB. No. 44/27/2/2022. Following the intervention of the Commission, the Complainant was issued with the police abstract on 11/1/2023.	File closed
44.	Wanjala Daniel CAJ/NHRR/POL/015/21/22-EM	National Police Service	Male	Unresponsive official conduct	Complainant alleged that he reported a case of obtaining services under false pretences but police have not taken any action. We conducted a mediation in the office and a payment plan was agreed upon.	File closed
MINISTRY OF LANDS, PUBLIC WORKS, HOUSING AND URBAN DEVELOPMENT						
45.	Mohammed C.O Salim CAJ/KSM/M.LAN/022/448/22-MA	Ministry of Lands, Public Works, Housing and Urban Development	Male	Delay	Complaint on allegation of delay by the Land Registrar in Nyando to hear and determine boundary dispute between parcels of land number KSM/GEM RAE/2951 and 2952. The matter was filed at Nyando Law Court wherein the Court issued an order directing the Land Registrar to hear and determine the boundary dispute. The matter has severally been set down for hearing but was marred by several adjournments hence the delay to resolve the dispute. Complainant was advised to enforce the Court order dated 22/06/2022, which directed the Land Registrar to hear and determine boundary dispute between the two parcels of land.	File closed

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
			TEACHERS SERVICE COMMISSION			
46.	Muroki Peter Njonjira HUDUMA/KAJIADO/013/225/22	Teachers Service Commission	Male	Delay	A complaint that on 28th April 2022, the complainant, who has been a teacher in Osanangururi Primary School in Narok County for the past 5 years, sought to be transferred to Meru County but his application was not considered or responded to. Matter resolved after intervention by the Commission	File closed
47.	Brenda Nyangasi Aseri CAJ/TSC/013/2329/22-EF	Teachers Service Commission	Female	Unfair treatment	Complainant alleged that the Teachers Service Commission had unfairly declined to pay her terminal benefits after her resignation from employment due to mental illness. Upon inquiry the Commission established that the complainant had resigned from employment as a teacher on reasons other than medical grounds and that the Pensions Act does not make provision for pension benefits in those circumstances. Complainant was advised accordingly.	Closed
			MINISTRY OF EDUCATION			
48.	Trevor Hewitt CAJ/M.EDU/013/2364/2022	Ministry of Education	Male	Oppressive Official Conduct	A complaint against Chuka Girls High School. The complainant's daughter recently completed her KCSE. However when she went to collect her KCSE certificate, she was denied the same until she pays obscure damages amounting to 20,000. The said damages had neither been mentioned before nor was the school clear on what the payment was for. Further, the amount was not to be paid to the school account but an M-Pesa number. Matter resolved.	CLOSED

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
49.	Reverend Lawrence Asamba Habati CAJ/ELD/M.EDU/013/105/22-FL	Ministry of Education	Male	Delay	The Complainant alleged that the Principal Secretary Ministry of Education has delayed to address his complaint against the Principal St. Paul's Lugari Secondary School, Kakamega County on the unfair suspension of his son-Timothy Aguya which he lodged vide his letter dated 13/10/2022. The complaint was resolved on the Commission's intervention	File closed
MINISTRY OF INTERIOR AND NATIONAL ADMINISTRATION						
50.	Razik Abbas CAJ/KSM/MOICNG/062/158/22-MA	Ministry of Interior and National Administration	Male	Delay	Complaint on allegations of delay by the Registrar of Persons, Kisumu, to issue a National Identity Card to the Complainant. He alleged that he had applied for an ID card in November 2021 and as at 25th January 2022 he was yet to be issued with the same. Complaint resolved upon the Commission's intervention.	File closed
51.	Omar Cheruiyot Kipkemboi CAJ/ELD/M.IGC/62/125/22-FL	Ministry of Interior & National Administration	Male	Delay	The Complainant alleged that the Chief Kamobo Location, Nandi County has delayed to issue them with a beneficiary letter to enable them initiate succession proceedings for grant of letters of administration for the estate of John Kipkemboi Kilel. The complaint was addressed on the Commission's intervention.	File closed
52.	Gilbert Mututa ISL/HUD/M.IGC/062/006/22-MBA	Ministry of Interior and National Administration	Male	Inaction	The Complainant alleged that the area Chief of Nyweri Location failed/neglected to address a complaint regarding the Complainant's neighbours who were opposing a power line to be connected to	File closed.

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
					his property. The complaint was resolved by the Commission's intervention.	
53.	Peter Lengeju CAJ/M.INT/062/1392/22-V.O.K	Ministry of Interior & Coordination	Male	Unlawful Official Conduct	Complainant alleged that the Deputy County Commissioner, Narok Sub-County was involved in suspected criminal activities. He was advised that the complaint is inadmissible.	File closed.
54.	Wangui Waweru Mary CAJ/NHRR/POL/015/24/22-EM	Ministry of Interior and Coordination of National Government	Female	Unlawful official conduct	complainant alleged that the chief and her late husband's adopted children were trying to illegally evict her from her late husband's house. A mediation was conducted and the family agreed on distribution of property pending the filing of the succession in court.	File closed
55.	Katana Kahindi Kadudu HUD/KWL/M.ICG/062/8/2022-EM	Ministry of Interior & National Administration	Male	Discourtesy	The complainant alleged discourtesy by the area Chief, Kinagoni Location through name calling and abusive language. The Complainant further alleged unsettled land issue even after fees were paid to the office. Duly advised on legal channels for redress	File closed
56.	Catherine Gitau Njeri HUD/KWL/M.ICG/062/6/2022-EM	Ministry of Interior & National Administration	Female	Unlawful official conduct	The Complainant alleged injustice emanating from the Chief, Vanga location. She alleged that the area Chief deliberately allocated a parcel she bought to another person. Efforts to solve the same at the Deputy County Commissioner's office at Lungalunga did not materialise. Duly advised on legal channels for redress	File closed
57.	Martha Ogola Wasonga HUD/KSI/MOICNG/062/57/22-WT	Ministry of Interior and National Administration	Female	Unresponsive official conduct	Complainant alleged that the Chief, Kasewe Location, in Homabay County refused to issue her with a beneficiary letter to enable her undertake succession proceedings in the estate of Osuri Jacob, her father in law. She made the request to the Chief in November 2022. Complaint resolved upon the intervention of the Commission.	File closed

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
58.	Moses Otieno Ochola CAJ/MSA/M.ICG/062 /321/2022-KC	Ministry of Interior & National Administration	Male	Delay	Complainant indicated that he was desirous of applying for a birth certificate for his son who was born on 10.2.2021 in Magadi Hospital in Kajiado County. He is based in Mombasa and sought to apply for the certificate at Civil Registry in Mombasa but was advised to go back to Kajiado since the Department's services are not centralised. Duly advised on the official position upon seeking clarification from the Department's headquarters.	File closed
59.	Ngala Ngala CAJ/KSM/MOICNG/0 62/160/22-MA	Ministry of Interior and National Administration	Male	Abuse of Power	Complaint of allegation of abuse of power by the Chief Oyugis town, Homabay County for failure to process death Certificate of Loice Achieng Agalo despite providing the death notification and paying ksh 6,000 to facilitate the process. Upon further review of the complaint, it was established that the Complainant issued his documents and the ksh 6,000 to the village elder who is also the Complainant's uncle in his private capacity. The Chief advised the Complainant to report the matter to the County Commissioner and the Police, an advice that he had not explored. Complainant advised to pursue the advice by the Chief to report the matter to the County Commissioner and the Police for their action.	File closed
NATIONAL SOCIAL SECURITY FUND						
60.	George Okello Omedo CAJ/KSM/NSSF/017/1 47/22-MA	National Social Security Fund	Male	Delay	Complaint on allegation of delay by NSSF to process the Complainant's benefits. Complainant surrendered his NSSF card reference number FM/NO 132269910 issued to him on the 14th March 2022 and was informed that his dues would be processed within thirty days. Complaint was resolved upon the	File closed

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
					Commission's intervention as the complainant was paid his dues.	
61.	Fulgence Musau O/B Mathew Mashombo Mhindo CAJ/MSA/NSSF/017/196/2022-KC	National Social Security Fund	Male	Delay	Complainant alleged delay by NSSF Voi office to process his benefits upon retiring from service at Taita Taveta University effective 6.2.2022. He indicated that he filled the application form in May 2022 and submitted requisite documents but the benefits had not been processed since.	File closed. Complaint resolved successfully
62.	Francis Ricky Mlamba CAJ/NSSF/017/850/22-V.O.K	National Social Security Fund	Male	Delay	Complainant alleged that the Respondent delayed in transferring benefits due to her to her bank account.	File closed. Complaint resolved.
63.	Samuel Muriithi CAJ/NSSF/017/851/22-V.O.K	National Social Security Fund	Male	Delay	Complainant alleged that the Respondent had delayed in processing and paying his benefits under the scheme. Complaint was resolved since his benefits were paid.	File closed. Complaint resolved.
PRIVATE ENTITY						
64.	Herbert Matika Atheri CAJ/KSM/PE/040/459/22-MA	Private Entity	Male	Outside mandate (Land dispute)	Complaint against the Complainant's family on allegation of causing interference in land parcel number W/Bunyore/Emisire/566. Complainant advised to seek judicial redress on the matter.	File closed
65.	Ainea Ragen CAJ/MSA/ATI/PE/040/5/2022-EM	Private Entity	Male	Access To Information	The Complainant sought to know whether the ACK Kengeleni Church has a title deed/ownership documents of Land parcel No. 168 at Mwembelegeza Scheme following concerns that the Church had taken occupation of the plot despite the	File closed.

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
					fact that it is public land that was reserved for construction of a public secondary school. The information was supplied on the Commission's intervention.	
				PUBLIC OFFICER		
66.	Fanuel Inzini CAJ/KSM/JUD/001/12/22-WT	Public officer	Male	Improper official conduct	Complainant alleged that he instructed a court process server based at Vihiga Law Courts to effect service in a matter he was pursuing, namely *Vihiga ELRC No. E005 of 2022*. He was referred to the Executive Officer of the court and he later reported that his complaint was resolved.	File closed
				ODPP		
67.	Michael Ochieng Onduru CAJ/JSM/ODPP/027/53/22-WT	Office of the Director of Public Prosecutions	Male	Inefficiency	Complaint alleging delay by the office of the Director of Public Prosecutions in Maseno to prosecute *Maseno SPM No. E039 of 2021*. That the matter had been adjourned 8 times due to failure by the OCS, Maseno to produce the police file in court. Mater resolved upon the Commission's intervention as the case proceeded to hearing on 12th July 2022.	File closed
				MINISTRY OF LABOUR AND SOCIAL PROTECTION		
68.	Jacob Ochieng Obala CAJ/KSM/M.LAB/017/152/22-AO	Ministry of Labour and Social Protection	Male	Unresponsive official conduct	A complaint against the Kisumu County Labour office on allegation of inaction in a case reported to the office between the complainant and his former employer Hayer Bishan Singh& Sons Limited.	File closed

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
					Kisumu County Labour Office subsequently acted by issuing notice of intention to sue the former employer. Complainant was advised accordingly.	
69.	Mutie Muli Nguli HUD/KWL/M.LAB/017 /13/2022-EM	Ministry Of Labour & Social Protection	Female	Delay	The Complainant alleged delayed registration at the National Council for PWDs, Kwale office for clarification on this matter. The officer acknowledged the delay and indicated that the Council had not yet rolled out new generation ID Cards, hence the delay. Complainant advised to be patient as the matter was being handled by the Council.	File closed
70.	Athmani Imbwana Adenya CAJ/KSM/M.LAB/017 /153/22-AO	Ministry of Labour and Social Protection	Male	Delay	A complaint alleging delay to issue determination of appeal lodged by the Complainant in an employment dispute lodged at the Ministry of Labour. Following the intervention of the Commission, the determination dated 18/11/2022 was released to the Complainant.	File closed
			KENYA REVENUE AUTHORITY			
71.	Hughes Simwa HUD/KWL/KRA/000/6 /2022-EM	Kenya Revenue Authority	Male	Delay	Complainant alleged delayed payment of provident funds saved from his monthly salary when he was employed by the Customs and Excise Department. Duly advised on the legal channels for redress.	File closed
			KENYA FOREST SERVICE			
72.	Gichuki Gichure Baddy CAJ/NHRR/M.WIF/01 0/4/22-EM	Kenya Forest Service	Male	Unresponsive Official Conduct	The complainant alleged that the Respondent had refused to issue him with a licence to cut trees on his land. Upon inquiry, the licence was issued.	File closed.

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
MINISTRY OF EDUCATION, SCIENCE AND TECHNOLGY						
73.	Kihara Kamau James CAJ/NHRR/M.EDU/013/2/22-EM	Ministry of Education, Science And Technolgy	Male	Delay	Complainant alleged that he had been supplying goods to Ngarenaro primary school but he had not been paid. Complainant was eventually paid following an inquiry.	File closed
SACCO SOCIETIES REGULATORY AUTHORITY						
74.	Pius Nzivu Nzive HUD/GPO/SASRA/025/16/22-EF	Sacco Societies Regulatory Authority	Male	Unresponsive official conduct	Complainant alleged that the Authority failed to take action on a complaint which he lodged concerning the operations of APRT Sacco Society Ltd. Upon inquiry the Commission established that the said Sacco was not licensed by the Authority and as such the action sought against the Sacco management was not within its mandate. The Authority advised the complainant on available remedies.	Closed
OFFICE OF THE ATTORNEY GENERAL						
75.	Michael Hiuhu Githinji HUD/NYERI/POL/015/189/22-EF	Office of the Attorney General	Male	Delay	Complainant alleged that the Office of the Attorney General failed to respond to his demands for payment of a decretal award. Upon inquiry the Commission established that the judgement debtor had failed to take out a Certificate of Order against the Government. Complainant was advised accordingly.	Closed

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
KENYA AGRICULTURAL AND LIVESTOCK RESEARCH ORGANISATION						
76.	Koinange Thuku Mukundi CAJ/KALRO/014/391/22-EF	Kenya Agricultural and Livestock Research Organisation	Male	Unresponsive official conduct	Complainant, an employee of Kenya Agricultural and Livestock Research Organisation, alleged that the Organisation failed to respond to and address issues which he had raised concerning his deployment as a Senior Corporate Communication Officer. Upon inquiry, the Commission established that the Organisation considered and acted on the issues raised and made efforts to align the complainant's deployment with his professional interests. Complainant was advised accordingly.	Closed
MINISTRY OF DEFENCE						
77.	Alphine Atieno Onyango CAJ/M.SFD/037/283/22-V.O.K	Ministry of State for Defence	Female	Unfair official conduct	Complainant alleged that her salary was stopped unfairly at a time when she was sick and unable to go to work. Complainant advised to initiate redress internally first.	Closed. Resolved.
78.	Robert Lesampai CAJ/ISL/MIN.GED/018/004/2022-KWK	Ministry of Defence	Male	Manifest injustice	The Complainant alleged that he is a person living with disability. He is an employee of the Ministry of Defence and stationed at the School of Military Engineering at Archers Post, Isiolo County where he lives with his family. The said school has been offering him medical attention and assistance. He contends that his transfer from his current position to the Ministry of Youth Gender will be detrimental to his recovery process. The complaint was resolved on the Commission's intervention.	File closed.

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
			INSURANCE REGULATORY AUTHORITY			
79.	County Occupational Safety and Health Office CAJ/IRA/000/1476/2022-V.O.K	Insurance Regulatory Authority	Institution	Unresponsive Official Conduct	Complainant alleged that the Respondent had failed to resolve a complaint lodged by the said office on behalf of Brian Mwangi Wambui on 16th June 2022. Complaint resolved following intervention of the Commission.	Closed.
			MINISTRY OF LANDS AND PHYSICAL PLANNING			
80.	Samuel Wamugi CAJ/M.LAN/022/2304/2022-V.O.K	Ministry of Lands and Physical Planning	Male	Delay	Complainant alleged delay in registration of documents and conduct of official searches at Kiambu land registry. The file was closed upon Complainant's confirmation that his complaint had been resolved.	File closed.
81.	Ainea Ragen CAJ/MSA/ATI/M.LAN/022/7/2022-EM	Ministry Of Lands	Male	Access To Information	The Applicant sought to know the current ownership details of Plot No. 1474 at Mwembelegeza Scheme in Mombasa County which he claimed had been invaded by a private developer despite it being public land. His complaint was referred to the Commission's Access to Information Directorate on whose intervention the information was supplied.	File closed
82.	Ainea Ragen CAJ/MSA/ATI/M.LAN/022/8/2022-KC	Ministry Of Lands, Public Works, HOusing and Urban Development	Male	Access To Information	The Complainant sought to know the current ownership particulars of Land parcel No. 1472 at Mwembelegeza Scheme following concerns that the plot had been allocated to private developers despite the fact that it is public land that was reserved as a survey camp. The information was supplied on the Commission's intervention.	File closed.

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
83.	Samuel Wamugi CAJ/M.LAN/022/2304 /22-V.O.K	Ministry of Lands and Physical Planning	Male	Delay	Complainant alleged that the Respondent had delayed in registering an instrument for discharge on land reference number LIMURU/BIBIRIONI/353. Complaint was resolved since the discharge was registered.	File closed.
			MINISTRY OF TRANSPORT			
84.	Steve Kwemoi CAJ/M.TRA/004/530/ 22-V.O.K	Ministry of Transport	Male	Unfair treatment	Complainant alleged that the Respondent had mistreated him by seeking to evict him from a government premise on the ground that he had been transferred to a different region. Complaint resolved.	File closed.
			COUNTY GOVERNMENT OF GARISSA			
85.	Anonymous CAJ/GSA/CG/CA/09 2/006/22	County Government of Garissa	Anonymous	Abuse of Power	A complaint that the County Assembly of Garissa was irregularly appointing a County Attorney who was not qualified for appointment. Upon inquiry by the Commission the clerk acted upon the matter and the appointment was quashed.	Closed
			MINISTRY OF IMMIGRATION			
86.	Neema Mnamai Stella CAJ/MSA/M.IMM/00 3/115/2022-KC	Ministry of Immigration	Female	Delay	Complainant alleged delay by the Immigration office, Mombasa, in processing her passport which she applied for in April 2022. Complaint resolved successfully	File closed.

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
			ADVOCATES COMPLAINTS COMMISSION			
87.	John Waweru Kariuki CAJ/ACC/001/1494/22-SNK	Advocates Complaints Commission	Male	Delay	Complainant alleged that the Advocates Complaints Commission failed to respond to his letter dated 4th August 2022. An inquiry was initiated which led to a resolution of the matter.	Closed.
88.	Peter Mutua Musyoka HUD/ACC/001/189/22-SNK	Advocates Complaints Commission	Male	Delay	A complaint alleging delay in resolution of a matter lodged with the Advocates Complaints Commission against the Law Form of J.N Kimeu & Co. Advocates in 2017. Resolved.	Closed.
			PUBLIC TRUSTEE			
89.	Longolol Nakuruka Eris CAJ/PT/000/1503/22-SNK	Public Trustee	Male	Delay	A complaint alleging that the Public Trustee office had not remitted payment of death gratuity of Kshs 133,150.30 for the late Mr. Mosesl Ekal Ayemun. An inquiry was initiated and the matter resolved	Closed
90.	Joyce Jesang Korir CAJ/PT/001/2482/2022-SAK	Public Trustee	Female	Delay	A complaint regarding payment of funds held by the Public Trustee. The Complainant alleged that she filed an application with the Public Trustee Eldoret office in January 2022 and allocated file No/. 182/2021. Upon submitting the requisite documents, it was agreed on the recipient of the funds. However, at the time of lodging the complainant, no payment had been made and no reasons thereof had been forthcoming. Matter resolved.	CLOSED:

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
				PUBLIC SERVICE COMMISSION		
91.	Mwakera Mndwamrombo CAJ/PSC/016/193/22 -SNK	Public Service Commission	Male	Inefficiency	A complaint alleging that the Public Service Commission refused to accept the complainant's job application made on PSC online portal and informed him to deliver hard copies or send an application via G4S. An inquiry was initiated which led to a resolution of the matter.	Closed.
				COUNTY GOVERNMENT OF SIAYA		
92.	Chrispine Omollo Owalla CAJ/KSM/ATI/CG/SY A/074/1/22-WT	County Government of Siaya	Male	Access to Information	Failure to provide information. Complaint on request for information from Siaya County Assembly, on the list of firms that may have offered legal services at Siaya County Assembly, cost of procurement of any ICT/Hansard equipment and amount of money allocated and spent for construction of County Assembly Office block for financial years 2017/2018, 2018/2019, 2019/2020/, 2020/2021 and 2021/2022. Complaint resolved upon the Commission's intervention.	Closed
				NPSC		
93.	Timothy Muchui CAJ/ISL/POL/O15/17 2/22-KWK	National Police Service Commission	Male	Unresponsive official conduct	The Complainant alleges that on 23rd October 2022, a police officer namely Pius Lumuria was playing with others when he got into a disagreement; that he got angry and broke some items in the business leading to damages worth Kshs 20,000. The Complainant reported the matter to Kulamawe Police Station in Isiolo County vide OB number 23/21/10/22 but the said report was not investigated to date.	File closed based on the information from the Complainant that the matter was resolved.

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
94.	Charles Komen CAJ/ELD/NPSC/015/175/22-FL	National Police Service Commission	Male	Unresponsive official conduct	The Complainant alleged that the Respondent failed to furnish him with an update of his appeal against dismissal from service of the Administrative Police Service. The Complainant was addressed on the commission's intervention. He was advised that he lodged his appeal out of time.	File closed
				IEBC		
95.	Benson Kinyua Kinoti CAJ/IEBC/026/244/2022-SAK	Independent Electoral and Boundaries Commission(IEBC)	Male	Delay	A complaint regarding nonpayment of services. The Commission hired the complainant and 500 others as presiding officers in South Imenti during the August 2022 General Election. The agreed rate on a contract was a daily rate of Kshs. 2,000 for 13 days Kshs 26,000), transport allowance of Kshs 4000 which amounts to Kshs 30,000 in total. After tax, NSFF & NHIF deduction, the officers were to receive Kshs 27,000. However, IEBC sent the said PO's Kshs 24670 and have not explained the said difference despite PO's in other regions receiving the full Kshs 27,000. Matter resolved.	File closed
96.	Anonymous IEBC CAJ/IEBC/026/245/22-EMN	Independent Electoral and Boundaries Commission	Group	Delay	The complainant alleged that he, together with others were engaged as clerks during the August 2022 Elections but that the respondent had failed to pay their allowances. The complaint was resolved by the Commission's intervention.	File closed
97.	Prudence Gitonga CAJ/IEBC/026/243/2022-SAK	Independent Electoral and Boundaries Commission(IEBC)	Female	Delay	A complaint regarding nonpayment of services. The Commission hired the complainant and 500 others as a presiding officer in South Imenti during the August 2022 General Election. The agreed rate on a contract was a daily rate of Kshs 2000 for 13 days Kshs 26,000), transport allowance of Kshs 4000 which amounts to Kshs 30,000 in total. After tax, NSFF & NHIF deduction,	CLOSED:

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
					the officers were to receive Kshs 27,000. However, IEBC sent the said PO's Kshs 24670 and have not explained the said difference despite PO's in other regions receiving the full Kshs 27,000. Matter resolved.	
KENYA SCHOOL OF GOVERNMENT						
98.	Ruth Mueni Muthui CAJ/KSG/013/2357/2022-SAK	Kenya School of Government	Female	Unresponsive Official Conduct	The complainant attended and completed the Data Program offered by the Kenya School of Government between 13th and 17th June 2022. The certificate that was issued at the end of the course had an error and it was returned for correction in August 2022. Despite numerous phone calls to KSG -ELD, the complainant was yet to receive the corrected certificate. Matter Resolved upon intervention of the Commission.	CLOSED
IPOA						
99.	Prophet Mdodoki Ararat CAJ/IPOA/132/18/2022-SAK	Independent Policing Oversight Authority (IPOA)	Male	Unresponsive Official Conduct	A complaint against the OCS for Central Police Station. The complainant applied for a determination permit vide the letter of 5th August 2022 which was rejected by the OCS. The complainant appealed to IPOA to compel the OCS to grant the permit. Matter resolved; complainant reported that issue was resolved.	CLOSED:
NTSA						
100.	Pauline Waigumo CAJ/NTSA/004/529/2022-SAK	National Transport and Safety Authority (NTSA)	Female	Delay	A complaint regarding delivery of a smart driving license. Complainant reported that thelicense was provided by NTSA.	CLOSED:

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
			NATIONAL LAND COMMISSION			
101.	Ayub N. Rukunga ISL/HUD/M.COOP/025/002/22-KWK	National Land Commission	Male	Delay	The Complaint alleged abuse of power by the Board of Management of the Nyaki Farmers Coffee Society who planned to sale part of the coffee factory without consulting the members and conducting public participation. The National Land Commission (NLC) intervened in the matter and advised the land registrar to put a caveat on the said land.	File closed.
			MINISTRY OF ENERGY AND PETROLEUM			
102.	Allan Cheruiyot CAJ/ ELD/ M.ENE/ 21/20/22-FL	Ministry of Energy and Petroleum	Male	Unresponsive Official Conduct	The Complainant alleged failure by Kenya Power Company, Kericho County to address their complaint on faulty metre Number 29386679 which led to the suspension of their electricity supply as a consequence of an accrued bill amounting to Kshs.63,075 which is attributed to the anomaly in the metre. The complaint was resolved on the Commission's intervention.	File closed
103.	Vincent Rono CAJ/ELD/KPLC/021/23/22-FL	Ministry of Energy and Petroleum	Male	Inefficiency	The Complainant alleged that Kenya Power Company has failed to update him on his electricity bill on time leading to the disconnection of his supply and him incurring reconnection charges. The Complaint was resolved.	File closed
			KAJIADO COUNTY PUBLIC SERVICE BOARD			
104.	Adrian Parsankul HUD/KAJIADO/PCS/016/22-EMN	Kajiado County Public Service Board	Male	Outside Mandate	The Complainant alleged that he applied for a job advertised by the respondent but that the respondent had never updated him. Upon perusal of the advert, it was indicated that the respondent was to only contact the successful candidates. He was advised accordingly	**file closed**

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
			OFFICE OF THE REGISTRAR OF POLITICAL PARTIES			
105.	Kevin Kiptoo Kemboi CAJ/ELD/ORPP/044/3/22-FL	Office of the Registrar of Political Parties (ORPP)	Male	Unresponsive official conduct	The complainant alleged that the respondent A has failed to address his complaint on unlawful registration as a member of the Chama Cha Mapatano Political Party. The complaint was resolved on the Commission's intervention	File closed
CLOSED – OUTSIDE MANDATE						
			MINISTRY OF LANDS, PUBLIC WORKS AND URBAN DEVELOPMENT			
106.	Jotham Matuku CAJ/ELD/M.LAN/022/88/22-FL	Ministry of Lands, Public Works and Urban Development	Male	Outside Mandate	The Complainant alleged that the Kakamega County Lands Office has delayed to determine a land boundary dispute that they filed and duly paid the requisite fees for land parcels number S/Kabras/Bushu/651 versus 1343. The case issue is pending before the Butali Senior Resident Magistrate's Court Miscellaneous Case No. 22 of 2020.	File closed
107.	Mwangi Muiga Stanley CAJ/NHRR/M.LAN/022/17/22-EM	Ministry of Lands, Housing And Urban Development	Male	Outside Mandate	Complainant alleged that some unknown people have grabbed public land and no action has been taken. The matter was referred to EACC for investigation.	File closed
108.	Taiko Lemayian & Others CAJ/M.LAN/022/2323/22-EF	Ministry of Lands and Physical Planning	Male	Outside mandate	Complainants alleged erroneous implementation of a court order by a public surveyor. Complainants advised to raise the issue before the court which issued the order.	Closed
109.	Peter Yego CAJ/ELD/M.LAN/022/90/22-FL	Ministry of Lands, Public Works and Urban Development	Male	Outside mandate	The Complainant alleged that the Uasin Gishu County Lands Registrar-Ms. Monica Bor has declined to register the lease for land parcel number Eldoret Municipality/block 6/410. The matter is pending	File closed

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
					investigations at the Ethics and Anti-Corruption Commision. The Complainant was advised that his complaint is outside the Commission's mandate	
110.	F.A Badia CAJ/M.LAN/022/2324 /22	The Ministry of Lands and Physical Planning	Institution	Outside Mandate	This Complaint is addressed to the Ethics and Anti-Corruption Commission, the Chief Land Registrar and this Commission. The Complainant alleged that the Ngong District Land Registrar had failed to comply with a court order. She was advised that the complaint is outside mandate	**File Closed**
111.	Patrick Wasomi CAJ/KSM/PE/040/458 /22-AO	Ministry of Lands, Public Works, Housing and Urban Development	Male	Outside mandate	A complaint against the land Registrar Busia over boundary dispute between Land Parcel No. Bukhayo/Mundika 8760 and Bukhayo/Mundika 10284 where the Complainant was dissatisfied with the outcome. Complaint was addressed to the Director of Survey. Complainant has the right of appeal to the Chief Land Registrar and Court, which he is yet to pursue.	File closed
112.	Ruchathi Mwaniki Associates Advocates CAJ/M.LAN/022/2331 /22-JMM	Ministry of Lands, Public Works, Housing and Urban Development	Institution	Outside Mandate	The Complainant alleged that a surveyor who is the Respondent's employee had erected a boundary on their client's property without their consent. The complainant was advised to engage an advocate of his choice and pursue this matter in court.	File closed
113.	Oliver Odiambo CAJ/M.LAN/022/2333 /22-EMN	The Ministry of Lands and Physical Planning	Male	Abuse of Power	The Complainant alleged that the Bondo land Registrar and Surveyor had failed to implement a court order issued in ELC No. 629 of 2015. He was advised that the complaint is outside mandate as it touched on a matter subject to judicial interpretation	**File Closed**

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
					and that he should apply judicial remedies to execute his judgement.	
114.	Waithaka Geoffrey CAJ/NHRR/M.LAN/022/19/22-EM	Ministry of Lands, Housing And Urban Development	Male	Outside Mandate	The complainant and several others have been squatters on land belonging to the settlement trustees fund since 1987. The complainant advised to make an application to the trustees for allocation.	File closed
DIRECTORATE OF OCCUPATIONAL SAFETY AND HEALTH SERVICES (DOSHS)						
115.	Timothy Mwenda M'Rimberia ISL/HUD/M.COOP/025/001/22 -KWK	Directorate of Occupational Safety and Health Services (DOSHS)	Male	Manifest injustice	The Complainant alleges that vide Employment Cause No.167 of 2016 at Nyeri, the Court declared that reinstatement of his employment with the Meru Dairy Board and to be paid his full benefits which included salary arrears and any allowances including leave. He was also entitled to be compensated for the injuries suffered on the 30th March 2022 in accordance with the Work Injuries Benefits Act 2017 (WIBA). The Court file was referred to the Respondent's office for arbitration on the issue of quantum of compensation. Vide letter dated 21st August 2020 and 13th January 2021, the Deputy Registrar Meru, High Court requested the Respondent to return the said file but to no avail. The Complainant was advised that the complaint is outside the Commission's mandate	file closed
PRIVATE ENTITY						
116.	Hamisi Salim Mwanga HUD/KWL/PE/040/49/2022-EM	Private Entity	Male	Outside Mandate	Complainant alleged non-administration of estate emanating from the death of their father. Administrators allegedly obtained letters of administration fraudulently and further sold huge	File closed

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
					parcels of land depriving rightful dependants of their fair share. Duly advised to register a caution in favour of the parcel at the Kwale Land Registry.	
117.	Olwese Steve Awino CAJ/NHRR/PE/040/14 /22-EM	Private Entity	Male	Outside Mandate	Complainant alleged that his uncle wanted to disinherit him after the death of his father. The uncle alleged that their father sold him the land they were living in before he died. He was advised to get a RIM of the area and use that to conduct an official search to confirm ownership before consulting an advocate.	File closed
118.	Kenya National Union of Teachers CAJ/PE/040/2670/22-V.O.K	Private Entity	Institution	Outside mandate (Corruption)	Complainant alleged that Metropolitan National SACCO was engaging in corrupt activities. Complainant requested EACC to investigate both former and current Directors of the sacco.	File closed. Outside mandate.
119.	Harrison Mwaguya Mwakwenda HUD/WND/PE/040/9/ 2022-KC	Private Entity	Male	Outside Mandate	The Complainant alleged unprofessional conduct by M/s Mwanaisha & Co. Advocates by failing to render legal advice on his claim for compensation following a road traffic accident. No suit filed in court leading to lapse of time. Duly advised on legal channels for redress	File closed
120.	Rodgers Mulinge Munyao HUD/KWL/PE/040/51/ 2022-KC	Private Entity	Male	Outside Mandate	Complainant alleged injustice emanating from Purchaser of his parcel of land in Shimba Hills, Kwale County. He alleged breach of contract due to non-payment of the agreed consideration being Kshs. 120,000. Duly advised on legal channels for redress	File closed
121.	Rose Ruguru Kathambana	Private Entity	Female	Outside Mandate	The Complainant alleged that Kenya Women Finance Trust, Mwatate branch, had frozen her	File closed

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
	HUD/WND/PE/040/6/2022-KC				account & denied her access to Kshs. 55,000 being her savings for no apparent cause. Claimed that she took a loan of Kshs. 80,000 & fully serviced it. However, the institution had refused to process refund of her savings despite several inquiries and follow up since August 2021. Duly advised on legal channels for redress	
122.	Benjamin Dickson O. Outa CAJ/KSM/MOICNG/062/161/22-AO	Private entity (Estate of Gideon Olocho)	Male	Outside mandate (civil dispute)	A complaint on allegations of injustice in relation to a land dispute over part ownership of Plot Number 417 Kit Mikayi which the complainant alleged to have purchased from one Gideon Olocho and entered into a purchase agreement in the year 1992. However, upon completion of payment of purchase price, the family of the deceased processed one title to the detriment of the Complainant. Complainant advised and referred to CLEAR for legal representation.	File closed
123.	Ayub Ochieng Hongo CAJ/KSM/PE//040/45/22-MA	Private entity	Male	Outside mandate (Land dispute)	Complainant alleged that he was the son of the late Elijah Hongo Obiero who owned land parcel number 274 Korando. The said land was sold without the knowledge of his family and upon making an enquiry into the matter; he established that two of his family members facilitated selling of the said parcel of land without the knowledge of other family members. Complainant was advised to seek judicial redress on the matter.	File closed
124.	Muli Mutuse Nzuve	Private Entity	Male	Outside Mandate	The Complainant, an employee of Kwale International Sugar Company (KISCOL) alleged	File closed

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
	HUD/KWL/PE/040/52/2022-EM				delayed and/or omitted NSSF monthly contributions since 2014. The statement generated on 5/10/2022 showed numerous gaps as contributions did not reflect. Duly advised on legal channels for redress	
125.	Kisawo America Mwakamu HUD/WND/PE/040/7/2022-KC	Private Entity	Male	Outside Mandate	The Complainant contracted advocate Duncan Mwanyumba to represent him in *Misc. Application Succession No. 6 of 2020* and paid him a deposit of Kshs 50,000. He alleged that the advocate had persistently demanded for more money despite not effectively representing him in court as he skipped court most of the times. Duly advised on legal channels for redress	File closed
126.	Kisawo America Mwakamu HUD/WND/PE/040/8/2022-KC	Private Entity	Male	Outside Mandate	The complainant alleged delay at Kenya Wildlife Service to pay full compensation for her daughter's death caused by a stray elephant in Voi in 2014. Matter is subject of court proceedings to determine rightful beneficiaries.	File closed
127.	Lydiah Kalakacha CAJ/P.E/040/2643/22-V.O.K	Private Entity	Female	Outside mandate (Civil dispute)	Complainant alleged that she was being harassed by a private welfare association which managed her residential area.	File closed. Outside mandate.
128.	Sarah Irene Aketch HUD/KWL/PE/040/50/2022-EM	Private Entity	Female	Outside Mandate	The Complainant alleged negligence by M/s Martina Kemunto & Co. Advocates in Malindi that led to the loss of parcels of land she bought at Ngombeni, Kwale County. Duly advised on legal channels for redress	File closed

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
129.	Mbugua Grace CAJ/NHRR/PE/040/25/22-EM	Private Entity	Female	Outside Mandate	The complainant alleged that her advocate who has been handling her case closed his office. We contacted the Law Society of Kenya and managed to trace the advocate who got in contact with the Complainant and provided an update on the progress of her case.	File closed.
130.	Geoffrey Oduor Ochieng CAJ/PE/040/2669/62-EF	Private entity	Male	Outside mandate	Complainant alleged that the chairperson of the Atheists in Kenya Society was carrying out irregular activities in the course of managing the society. He was advised to seek guidance from the Registrar of Societies and that the Commission could not admit the complaint as the chairperson was not acting in the capacity of a public officer.	Closed
131.	Catherine Njoki Waringa CAJ/PE/040/2667/2022-EF	Private entity	Female	Outside mandate	Complainant alleged embezzlement of company's funds by the Finance Manager of Sasema Management Company Limited. She was advised that the Commission could not admit the complaint as the chairperson was not acting in the capacity of a public officer.	Closed
132.	Domnic Okoth Ojowa CAJ/KSM/PE/040/455/22-AO	Private entity	Male	Outside mandate	A complaint against M/S Omondi Waweru & Company Advocates on allegations of failure to communicate the outcome of a case between the Complainant and his former employer, Southern Engineering Company Ltd Mombasa. Complainant was referred to the Advocates Complaints Commission for resolution.	File closed

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
133.	Mary Achieng Onyango CAJ/KSM/PE/040/452 /22-WT	Private entity	Female	Outside mandate (Labour dispute)	Complainant alleged unfair termination of employment by Hilltop Msafiri Hotel in Kisumu County. She addressed the complaint to the Director of Hilltop Msafiri Hotel and copied it to the County Labour Offices. She was advised to pursue the same with the County Labour Office in the event the management of the hotel does not respond.	File closed
134.	Jane Aoko Obuya CAJ/KSM/PE/040/453 /22-WT	Private entity	Female	Outside mandate (Labour dispute)	Complaint alleging unfair termination of employment by Hilltop Msafiri Hotel in Kisumu County. The complainant had addressed her complaint to the Director of Hilltop Msafiri Hotel and copied to the County Labour Offices. She was advised to pursue the same with the County Labour Office in the event the management of the hotel does not respond.	File closed
135.	Morris Munyendo Musungu CAJ/KSM/PE/040/451 /22-MA	Private Entity	Male	Outside mandate (Land dispute)	Complaint about a boundary dispute between the Complainant and his brother who allegedly had blocked an access road that led to the Complainant's land. Complainant was advised to lodge the complaint with the Land Registrar who has the mandate to hear and determine boundary dispute matters.	File closed
136.	George Tsuma Ngome CAJ/MSA/PE/040/700 /2022-EM	Private Entity	Male	Outside Mandate	The Complainant alleged delay by M/s Kariuki Gatuthi & Co. Advocates, Mombasa, in filing a civil case seeking compensation for the death of his son who was involved in a fatal road accident at Taru in 2020. He claimed that the advocate had not yet filed the matter in court since then. Duly advised on the legal channels for redress	File closed

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
137.	Duncan Atuya Suro CAJ/MSA/PE/040/701 /2022-KC	Private Entity	Male	Outside Mandate	The Complainant sought legal representation in a defilement case ongoing at Mombasa vide *S.O No. 7071 of 2018*. He is currently out on bond. Duly advised	File closed
138.	Christine Jumwa CAJ/MSA/PE/040/702 /2022-KC	Private Entity	Female	Outside Mandate	The Complainant sought legal advice concerning a land ownership dispute between her family and Samuel Kivumbo. She claimed that the latter invaded their family land which dispute was filed in court and upon full hearing, the court ruled in favour of her family in 2006. However, she claimed that the neighbour persisted with the conflict making it hard for them to till the land parcel. Duly advised on the legal channels for redress	File closed
139.	Josephine Dama Fondo CAJ/MSA/PE/040/703 /2022-KC	Private Entity	Female	Outside Mandate	Complainant alleged child neglect/lack of parental support by her estranged husband. She claimed that their child risks dropping out of school due to school fees arrears. Duly advised on legal channels for redress	File closed
140.	Changawa Mkalla CAJ/MSA/PE/040/704 /2022-KC	Private Entity	Female	Outside Mandate	Complainant sought advice on behalf of her daughter- Mbeyu Mkalla who is a PWD concerning lack of parental support/child neglect by the son in-law who abandoned his 3 children and remarried. The 3 minors are currently in school at Mwareni Secondary school in Kilifi but have outstanding fees arrears. Duly advised on legal channels for redress	File closed
141.	Shida Tete Koi & 2 Others CAJ/MSA/PE/040/663 /2022-KC	Private Entity	Male	Outside Mandate	Complainants alleged land ownership dispute between the Hassan Haji family and the community living on Plot No.s 268, 269, 276, 299 and 300 in Malindi. The case has been filed in the ELC at Malindi pending ruling on 28.7.2022. Duly advised on the legal channels for redress	File closed

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
142.	Georbert Atho Odongo CAJ/MSA/PE/040/664 /2022-KC	Private Entity	Male	Outside Mandate	Complainant sought legal advice as to whether he is entitled to claim gratuity from his former employer- INABLE NGO where he used to work as a Computer instructor for 7 years until September 2021. The Contract was terminated on disciplinary grounds. Duly advised on legal channels for redress	File closed
143.	Amos Wambua Jacob CAJ/MSA/PE/040/665 /2022-KC	Private Entity	Male	Outside Mandate	Complainant alleged non-payment of his salary dues totaling to Kshs. 170,000 by his former employer- Adonai Enterprises Limited- where he used to work as an office messenger from March 2018. Duly advised on legal channels for redress	File closed.
144.	Maingi Mutuku Alex CAJ/MSA/PE/040/660 /2022-EM	Private Entity	Male	Outside Mandate	Complainant alleged professional misconduct by M/s Otieno Asewe & Co. Advocates for withholding Court award of Ksh 3,237418.56 in *Civil Case No. 219 of 2018 - Alex Maingi Mutuku vs Shreeji Enterprises (K) Limited*. Duly advised on legal channels for redress	File closed
145.	Mulei Mwambu CAJ/MSA/PE/040/661 /2022-EM	Private Entity	Male	Outside Mandate	Complainant alleged professional misconduct by his advocate M/s C. Masinde & Co. Advocates by withholding Court award of Kshs. 96,899. Duly advised on the legal channels for redress	File closed
146.	Muthama Muasa Paul CAJ/MSA/PE/040/662 /2022-EM	Private Entity	Male	Outside Mandate	Complainant alleged professional misconduct by his advocate C. Masinde & Co. Advocates by withholding Ksh 125,000 awarded as a compensation in *Mombasa ELRC No. 199 of 2020 Paul Muasa Muthama vs Tea Warehouse Ltd*. Duly advised on the legal channels for redress	File closed
147.	Mary Juma Namaemba CAJ/MSA/PE/040/667 /2022-KC	Private Entity	Female	Outside Mandate	Complainant alleged inordinate delay at ELC Mombasa to hear and determine *ELC Case No. 19 of 2015* touching on land ownership dispute. Claimed that the matter had been adjourned severally. Duly advised on the legal channels for redress	File closed

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
148.	Ali Rajab & Others CAJ/MSA/PE/040/668 /2022-KC	Private Entity	Male	Outside Mandate	Complainants alleged professional misconduct against the firm of M/s Okanga & Co. Advocates for withholding clients' money (Kshs. 998,480/-) awarded as compensation in *Mombasa CC No. 393 of 2019*. Duly advised on the legal channels for redress	File closed
149.	Ndomiano Gichungi CAJ/MSA/PE/040/666 /2022-KC	Private Entity	Male	Outside Mandate	Complainant sought legal advice on a claim of professional misconduct by his advocate S. Marema & Co. Advocates through withholding his original document (Police Abstract). He alleged that the advocate applied for an out of court settlement without his instructions. Duly advised on the legal channels for redress	File closed
150.	Monica Adhiambo CAJ/MSA/PE/040/669 /2022-KC	Private Entity	Female	Outside Mandate	Complainant sought advice/assistance for the repatriation of the body of her daughter, Grace Atieno Mbeja, who passed away while in Saudi Arabia where she had travelled to work as a domestic worker. Duly advised on the legal channels for redress	File closed
151.	Michael Mwazo CAJ/MSA/PE/040/670 /2022-KC	Private Entity	Male	Outside Mandate	Complainant alleged delay in processing of his refund on account of shares held at UBORA Housing Savings Sacco which he exited effective 10.1.2022. Duly advised on the legal channels for redress	File closed
152.	Haroun Khaemba Kuliempi CAJ/MSA/PE/040/671 /2022-KC	Private Entity	Male	Outside Mandate	Complainant sought advice on how to pursue a labour claim against his employer- BERIC Mining Co. Kwale for intermittent payment of salary. Claimed that the employer had failed to pay the agreed salary of Kshs. 40,000 in full and to date, the accumulated arrears stood at Kshs 698,000. Duly advised on the legal channels for redress	File closed
153.	Johansen Opondo Were	Private Entity	Male	Outside Mandate	Complainant sought advice on a dispute between the Sacco management and himself over computation of his Sacco shares upon set-off of a	File closed

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
	CAJ/MSA/PE/040/672 /2022-KC				loan. The Sacco had offered him Kshs. 258,177.00 which he disputed & hence, declined to sign the clearance form. Duly advised on the legal channels for redress	
154.	Cecilia Adongo Mulondo CAJ/MSA/PE/040/673 /2022-KC	Private Entity	Female	Outside Mandate	Complainant alleged that her advocate on record in *Mombasa Civil Suit No. 229 of 2020* had not actively pursued payment of award of Kshs. 706,400/- with an insurance company as per judgement delivered on 5.5.2022. Duly advised on the legal channels for redress	File closed
155.	Said Kityeke Bahati CAJ/MSA/PE/040/674 /2022-KC	Private Entity	Male	Outside Mandate	Complainant sought advice following a matrimonial dispute between him and his wife since July 2022. Claimed that the estranged wife had made false allegations of assault at Jomvu police station leading to his arrest & detention. He was compelled to pay Kshs. 6,000 to secure release before the issue was referred to elders for conciliation.	File closed
156.	Aubrey Ndilo Fwaru CAJ/MSA/PE/040/675 /2022-KC	Private Entity	Male	Outside Mandate	Complainant alleged delay at Kampala International University (KIU) in Uganda to process the refund of school fees paid during the COVID-19 pandemic that curtailed studies at the University. Duly advised on the legal channels for redress	File closed
157.	Stephen Wanyoike Wangui CAJ/MSA/PE/040/676 /2022-KC	Private Entity	Male	Outside Mandate	Complainant alleged non-compensation by his former employer (TBC) for injuries sustained on 28.4.22 in the course of duty as a loader at the employer's go down. Claimed that 6 bags of sugar fell on him occasioning fractured right leg and has not been compensated to date. Duly advised on the legal channels for redress	File closed

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
158.	Hassan Bengowa CAJ/MSA/PE/040/677 /2022-KC	Private Entity	Male	Outside Mandate	Complainant sought legal advice in a case where he was involved in an accident on 23rd January, 2021 and after medication, he agreed with the bus company and Takaful insurance Company for a reasonable compensation. Duly advised on the legal channels for redress	File closed
159.	Chembe Nyando Munga & 2 Others CAJ/MSA/PE/040/678 /2022-KC	Private Entity	Male	Outside Mandate	Complainants sought legal advice following a family dispute over ownership of land parcels LR No.s Buni/Kisimani/498 & Buni/Kisimani/782 which they claimed belonged to the deceased's granddaughter. They indicated that their step-kin Nzaka Chikuro Munga had illegally registered the 2 parcels in his sole name instead of joint names since he had been appointed as a trustee for the entire family.	File closed
160.	Irene Aketch Sarah CAJ/MSA/PE/040/679 /2022-EM	Private Entity	Female	Outside Mandate	The complainant sought legal advice in a land dispute where she bought two plots of land in Kwale/Ngombeni/2965 at Ngombeni Dongo Kundu Phase III through Urithi Sacco. She applied for transfer of documents but established that the 2 plots had also been allocated to another person. Duly advised on the legal channels for redress	File closed
161.	Susan W. Mwangi CAJ/MSA/PE/040/680 /2022-KC	Private Entity	Female	Outside Mandate	The Complainant sought advice following a landlord-tenant dispute on a commercial premise at Kwa Bulo, Kisauni, Mombasa County. Claimed that the landlord issued her with a 3-day ultimatum to vacate the premises or be thrown out. This was despite having paid the rent in full.	File closed
162.	Evans B. Simiyu CAJ/MSA/PE/040/681 /2022-KC	Private Entity	Male	Outside Mandate	The Complainant alleged delay and/or lack of feedback at his Manager's office to act on his	File closed

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
					complaint on work injury compensation as earlier agreed.	
163.	Morris W. Kitheka CAJ/MSA/PE/040/682 /2022-KC	Private Entity	Male	Outside Mandate	The Complainant alleged professional misconduct by his advocate M/s Tindika & Co. Advocates by withholding Court award of Kshs. 188,139 in Cause No. 436 of 2016. Duly advised on the legal channels for redress	File closed
164.	Shokoa Soud Shokoa CAJ/MSA/PE/040/684 /2022-KC	Private Entity	Male	Outside Mandate	The Complainant alleged refusal/delay by CIC Insurance Co. Ltd. to process and refund him a total of Kshs. 34,000 upon maturity of his policy cover vide Ref. 2021415.	File closed
165.	John M'mwarania ISI/HUD/PE/040/003/22-MBA	Private entity	Male	Outside mandate	The Complainant alleged that he was disinherited from his deceased grandfather's property by his uncle who registered the land in his name. He said that he came to learn of his disinheritance on the day of judgement in court. He said that it was only during the Court's judgement that he realised that he was not a beneficiary of the estate of the deceased. He was advised that his matter is outside the Commission's mandate.	File closed
166.	Margret Rwamba Njagi CAJ/PE/040/2665/22-JMM	Private entity	Female	Outside mandate	The complainant alleged that some people maliciously destroyed property despite the dispute being the subject of proceedings pending in court.	Closed
167.	Naomy Wanjiru Kariuki CAJ/MSA/PE/040/683 /2022-KC	Private Entity	Female	Outside Mandate	The Complainant sought advice on a labour matter i.e. non-payment of salary by her employer- Zoom Technology, Mombasa for 3 months. Claimed to have reported the matter at Nyali police station vide OB No. 32/8/8/2022 but not assisted. Duly advised on the legal channels for redress	File closed

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
168.	Chiro Ngoka CAJ/MSA/PE/040/687 /2022-KC	Private Entity	Male	Outside Mandate	The Complainant alleged professional misconduct by his advocate M/s Joseph Tarus & Co. Advocates in *Mombasa CMCC No. 790 of 2011* by withholding clients' money awarded therein. Duly advised on the legal channels for redress	File closed
169.	Said Hauwa Mwasabo CAJ/MSA/PE/040/688 /2022-KC	Private Entity	Female	Outside Mandate	The Complainant alleged discrimination and unfair dismissal by her former employer- Mbuta Model Health Centre, Mombasa in September 2022. Claimed to have worked as support staff since 2010 but had not been paid service dues or notice issued to her.	File closed
170.	Nyawa Umazi CAJ/MSA/PE/040/689 /2022-KC	Private Entity	Female	Outside Mandate	The Complainant sought advice following eviction and dispossession from alleged family land at Kashani, Kisauni in Mombasa County by a private developer in 2021.	File closed
171.	Mlai Mwangale CAJ/MSA/PE/040/690 /2022-KC	Private Entity	Female	Outside Mandate	The Complainant alleged professional misconduct by M/s Kariuki & Co. Advocates, Mombasa in a civil case filed in Mombasa law court seeking compensation for injuries sustained by his mother in a road traffic accident in 2019. Duly advised on the legal channels for redress	File closed.
172.	Priscilla Dama Charo CAJ/MSA/PE/040/691 /2022-KC	Private Entity	Female	Outside Mandate	The Complainant sought advice on an issue involving domestic violence by her employer in Saudi Arabia where she travelled to in August 2022 in search of employment opportunities as a domestic worker. Duly advised on the legal channels for redress	File closed
173.	Lucy Petit CAJ/MSA/PE/040/692 /2022-EM	Private Entity	Female	Outside Mandate	The Complainant sought legal advice concerning a breach of contract where she purchased shares worth Kshs. 11,000,000 from BELRO Investments company in 2017 but upon payment, she indicated	File closed

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
					that the company owner re-sold the shares to a 3rd party.	
174.	Khamisi Ali Mchangamwe CAJ/MSA/PE/040/685 /2022-KC	Private Entity	Male	Outside Mandate	The Complainant sought legal advice in a matter where he was sued in ELC NO. E020 of 2022 but never entered appearance and did not bother to attend any Court mention/hearing.	File closed
175.	Jonathan Msafiri Kawuro CAJ/MSA/PE/040/693 /2022-EM	Private Entity	Male	Outside Mandate	The Complainant sought advice on a labour grievance against his employer- Management, MTC. Claimed that he had worked for 27 years as an office messenger but the employer informed him of termination of service without notice. He further sought to know if he was eligible for service pay	File closed
176.	Dr. Kajiar Mugambi CAJ/PE/040/2657/22- JMM	Private Entity	Male	Outside Mandate	The Complainant alleged that his Advocate failed to honour a decretal sum ordered by the court. He was advised that this matter is outside the Commission's mandate as it is already in court.	File Closed
177.	Mohamed Abdalla Mwapazia CAJ/MSA/PE/040/694 /2022-KC	Private Entity	Male	Outside Mandate	The Complainant alleged harassment & illegal detention of his wife- Damaris Manguti by a recruitment agency based in Mombasa. Claimed that his wife had enrolled in the training programme of the agency for purposes of travelling to the Middle East to seek job opportunities. However, after training she changed her mind which compelled the agency to seek a refund of Kshs 44,000 spent on training & medical tests. The family did not raise the amount resulting in her arrest.	File closed
178.	Everline Achieng Ambayo CAJ/MSA/PE/040/695 /2022-EM	Private Entity	Female	Outside Mandate	The Complainant alleged unprofessional conduct against M/s J.O. Magolo & Co. Advocates for failing to inform/update her on the progress of *civil suit No. 3543 of 2020* at Mombasa law courts.	File closed

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
179.	Charles Samanda Onyango CAJ/MSA/PE/040/686 /2022-KC	Private Entity	Male	Outside Mandate	The Complainant alleged unfair labour practices by his former employer- Export Trading Co. Ltd., Mombasa. Claimed that the company employed them for over 10 years as casuals & declined to pay them service dues, overtime and did not remit NSSF contributions. Matter filed vide *Mombasa ELRC No. 151 of 2018* whereupon hearing, eventually dismissed. Matter a subject of court proceedings	File closed
180.	Mohamed Yawa Nzao & Others CAJ/MSA/PE/040/696 /2022-EM	Private Entity	Male	Outside Mandate	The Complainants sought advice concerning a family dispute over land ownership in Mavumbo, Kwale. Claimed that their paternal uncle- Kidzao Mwero Moti intended to evict their father- Yawa Nzao Moti from a 1.5 acre parcel of land that they have been in occupation of since 1980s.	File closed
181.	Susan Ateka Makatia CAJ/MSA/PE/040/698 /2022-KC	Private Entity	Female	Outside Mandate	The Complainant alleged professional misconduct by her advocate on record in Mombasa ELRC No. 748 of 2019 for withholding Kshs. 277,713.00 awarded as compensation for unfair dismissal by her former employer- Lavington Security Co.	File closed
182.	Land Protection Organization of Kenya Residents CAJ/MSA/PE/040/699 /2022-EM	Private Entity	N/A	Outside Mandate	The complaint related to an alleged illegal transfer of land to a private entity and subsequent dismissal of a suit in court on grounds for want of prosecution due to a criminal matter in another court. Duly advised	File closed
183.	Mwaura & Mburu Advocates CAJ/PE/040/2646/20 22-FN	Private Entity	Institution	Outside Mandate	A complaint that Nanyuki Equator Sacco Ltd. has unfairly withheld money belonging to the complainant (no further details)	File Closed – Matter is outside the mandate of the Commission
184.	Bahati Mugandi CAJ/MSA/PE/040/705 /2022-EM	Private Entity	Female	Outside Mandate	The complainant alleged that her Counsels on record, M/s Njoroge Mwangi & Co. Advocates, did not apply for a copy of judgment on time in *Mombasa PMCC*	File closed

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
					NO. 91 of 2020. Matter was dismissed on account of lapse of time.	
185.	Samuel Kyuli Kioko CAJ/MSA/PE/040/706 /2022-EM	Private Entity	Male	Outside Mandate	The Complainant alleged professional misconduct by the firm of Mogaka Omwenga & Co. Advocates for withholding compensation amount of Kshs. 1,600,000 awarded in *Voi SPMCC No. 280 of 2016*. Duly advised on the legal channels for redress	File closed
186.	Thundo Simon CAJ/NHRR/PE/040/15 /22-EM	Private Entity	Male	Outside Mandate	The complainant alleges that he was unfairly terminated from employment without payment of terminal dues. Complainant advised to seek services of an advocate.	File closed
187.	Njeri Wairimu Sharon CAJ/NHRR/PE/040/19 /22-EM	Private Entity	Female	Outside Mandate	The complainant alleges that she loaned someone some money but the person has refused to repay the money. Complainant advised to seek the services of a lawyer.	File closed
188.	Waweru Wainaina Lawrence CAJ/NHRR/PE/040/18 /22-EM	Private Entity	Male	Outside Mandate	The complainant alleges that a car veered off the road and destroyed his house and they have refused to compensate him for the damage. Complainant advised to institute a civil suit.	File closed
189.	Maina Wachira John CAJ/NHRR/PE/015/16 /22-EM	Private Entity	Male	Outside Mandate	The complainant was sent to the office from St. Mark's Catholic to get help in obtaining a divorce. Complainant advised to seek the services of a lawyer.	File closed
190.	Mbugua Grace CAJ/NHRR/PE/040/25 /22-EM	Private Entity	Female	Outside Mandate	The complainant alleges that her advocate who has been handling her case closed his office. We managed to trace the advocate and he got in contact with the complainant.	File closed.
191.	Mwai Maina James CAJ/NHRR/M.EDU/01 3/8/22-EM	Private Entity	Male	Outside Mandate	The complainant was a teacher at Graceland schools. He alleges that it terminated his employment without following due procedure and it has refused to pay his terminal dues. It has also refused to return his	File closed

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
					academic certificates. The Complainant advised to seek services of an advocate to pursue.	
192.	Wambui Keiru Alice CAJ/NHRR/PE/040/20 /22-EM	Private Entity	Female	Outside Mandate	The complainant alleges that her son died while in the course of employment. She wants an investigation into her son's death. Upon inquiry, the DCI supplied a copy of the post mortem report which confirmed that there was no foul play in the death. Complainant was advised to seek services of a lawyer	File closed.
193.	NYAMBURA GATHONI ANNPHOEBE CAJ/NHRR/PE/040/21 /22-EM	Private Entity	Female	Outside Mandate	The complainant alleges that her husband has kicked her out of their matrimonial house and she does not have money to pay rent. The complainant advised to seek services f an advocate.	File closed
194.	MBARI KAMANDE SAMUEL CAJ/NHRR/PE/040/24 /22-EM	Private Entity	Male	Outside Mandate	The complainant alleged that his son was falsely and unfairly accused of defilement. Complainant was advised that the complaint fell outside the mandate of the Commission.	File closed.
195.	NJIHIA NJOKI CAJ/NHRR/PE/040/23 /22-EM	Private Entity	Male	Outside Mandate	The complainant alleged that a person known to her filed an objection in court for her not to get letters of administration. The complainant advised that the complaint fell outside the mandate of the Commission as it is pending in court.	File closed
196.	Mwangi Nderitu James CAJ/NHRR/POL/015/ 37/22-EM	Private Entity	Male	Outside Mandate	The complainant alleged that his son was arrested and charged with theft with 4 others. The 4 escaped from custody and his son was prosecuted.	File closed
197.	Baiya Njenga Jeremiah CAJ/NHRR/PE/040/26 /22-EM	Private Entity	Male	Outside Mandate	The complainant was given a loan of Kshs. 2,000,000 by Nyara Sacco. He claimed that the sacco was demanding more than what was agreed upon, even after he had paid the loan in full. Complainant	File closed

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
					advised to seek the services of a lawyer for advice on the civil remedies available to him.	
198.	Nyambura Maina Ann CAJ/NHRR/PE/040/28 /22-EM	Private Entity	Female	Outside Mandate	The complainant alleged that platinum credit took her goods worth Kshs. 200,000 after she defaulted paying a loan of Kshs. 30,000. The complainant was advised to seek the services of a lawyer of her choice for advice on the remedies available to her.	File closed
199.	John Kinyua Maina CAJ/PE/040/2660/20 22-SAK	Private Entity (Company)	Male	Outside mandate	A complaint regarding frustration of a contract. The complainant bought a house from Kenya Project in 2015 and to date it has not handed over the property	CLOSED: Complaint regards a private entity
200.	Mumbi Mathibu Elizabeth CAJ/NHRR/PE/040/17 /22-EM	Private Entity	Female	Outside Mandate	Complainant alleged that her husband died on duty and she has made several requests for payment to Hatari Security without any results. Complainant advised to seek the services of a lawyer of her choice for advice on the remedies available to her.	File closed
201.	Dadson Macharia CAJ/ISL/P.E/040/176/ 22 -KWK	Private entity	Male	Outside mandate	The Complainant alleged that an advocate practising in Meru failed to remit Kshs 645,000 being the monies awarded to him by the Principal Magistrate Civil Cause No. 39 of 2018 at Tigania Law Courts. The Complainant had sued Ms Rebecca Nkatha and two others for death of his wife through a road accident.	File closed. Matter referred to the Advocates Complaints Commission for further assistance. Complainant advised accordingly.
202.	Josephine Wambui CAJ/M.LAN/022/2319 /22-EMN	Private Entity	Female	Outside Mandate	The Complainant alleged that an individual had illegally removed a caution she had placed on her parcel of land. She was advised that the matter is outside the Commission's mandate.	**File closed**

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
203.	Mercy Karimi CAJ/ISI/GEN/018/003 /22-MBA	Private Entity	Female	Outside Mandate	The Complainant alleged that she had two kids when she separated from her former husband. Through the Gender and Social Protection Office it was agreed that the husband be given custody of children and the Complainant would be given access to children on weekends and holidays. The husband has since failed to provide access to children by the complainant as agreed. she was advised that her complaint is outside the Commission's mandate	File closed.
204.	Julius Mburugu I'Kiara CAJ/ISL/HUD/M.LAN/ 022/007/22-KWK	Private entity	Male	Outside mandate	The Complainant alleges that he is the son of the late M'ikiara Karingi who was the legal proprietor of that parcel of land known as Nkuene/Kithunguri/76. The deceased was hoodwinked by his son (Complainant's brother) namely Salesio Mutwiri M'Ikiara to subdivide the said land. Based on this, the deceased tried to place caution on the land. A search at the land registry reveals that the land has been subdivided and titles issued to the said Mr. Salesio and a Mr. John Gikunda Mbaya. The Complainant's efforts to pursue the matter with the Registrar of Lands in Meru County was unsuccessful. He was advised to pursue the matter through the Court.	File closed because the Commission's mandate was ousted since the same is against private entity. Complainant advised accordingly.
205.	Virginia Kaluki Kalwe CAJ/PE/040/250	Private entity- Kenya County Government Workers Union	Female	Outside mandate	A complaint against the Union for failing to pay sitting allowance. The complainant is the Branch women representative and National Eastern Region representative and avers that she has not received her allowances from April 2020, and her service gratuity has also been denied by the Secretary	CLOSED: Outside mandate. matter regards a private entity

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
					General for allegedly not supporting his bid for re-election.	
206.	Jotham Matuku CAJ/PE/040/2656/2022-SAK	Private Entity	Male	Outside Mandate	A complaint against Kuke and Co. Advocates. The firm allegedly filed a matter in court without the permission of the complainant. The matter was allegedly settled out of court, but no information/amount has been forthcoming from the firm to the detriment of the complainant.	CLOSED: Outside mandate
207.	Watuha and Iyego Main Factory Workers CAJ/PE/040/2641/2022-SAK	Private Entity	Institution	Outside mandate	A complaint against Tropical Farm Management (private entity). The complaint avers that the firm erroneously deducted milling and marketing charges from coffee yields leading to an overpayment of Kshs 1.3 million.	CLOSED: PRIVATE ENTITY
208.	Amadi Hezekiah Chamwada CAJ/PE/040/2664/22-JMM	Private Entity	Male	Outside Mandate	The complainant alleges that his area assistant chief has been having an affair with his wife. He was advised that his complaint is outside the Commission's mandate.	File Close
209.	Jeremy Mirirti Bundi CAJ/PE/040/2653/22-JMM	Private entity	Male	Outside Mandate	The complainant alleges that he was defamed by a member of staff belonging to the Ethics and Anti-Corruption Commission and sought compensation for the same. He was advised that damages can only be assessed and awarded by the courts and as thus, he should pursue his rights from court.	File Closed
210.	Priska Yvonne Nyatich Ouko CAJ/PE/040/2674/2022-SAK	Private Entity (Ashitiva and Co. Advocates)	Female	Outside Mandate	A complaint on behalf of Kenya North America Diaspora Sacco Nairobi. An allegation that the advocate firm regarding conduct in *JR No.E118 of 2022 Wacu Ndirangu Vs. Commissioner of Cooperatives*. It is alleged that the firm continued to represent a party despite being removed from the same, as well as giving misleading instructions and	CLOSED

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
					charging exorbitant retainer fees. Generally, they are unhappy with the services rendered by the firm in respect of the Sacco.	
211.	Lawrence Ogunda CAJ/KNEC/013/2328/2022-FN	Private Entity	Male	Abuse of power	The Complainant alleged that a private school is withholding the complainant result slip due to an outstanding school fees balance, he completed his secondary education in 2012. He was advised that the complaint is outside the Commission's mandate.	File closed
212.	John Onyano Jagongo CAJ/PE/040/2673/2022-SAK	Private Entity	Male	Outside mandate	A complaint against a real-estate agent. The firm allegedly denied the complainant entry into his house due to rent arrears. The complainant needed to access his medical card to seek medication but they completely refused. The complainant is seeking compensation.	CLOSED
213.	Kimani Karanja Peter CAJ/PE/040/2661/2022-SAK	Private Entity	Female	Outside mandate	A complaint regarding compensation. On 10th November 2014 the complainant was involved in an accident on the Nairobi Meru Highway. He was consequently hospitalised and upon discharge he began seeking his compensation. He was advised by his employer that the company had been paid by the insurance but he was not compensated for the injuries he received.	CLOSED: Complaint regards a private entity
214.	James Maina Njeri CAJ/PE/040/2662/2022-SAK	Private Entity	Male	Outside mandate	The complainant alleged that his house was burglarized on 27th September, 2020 and his household goods stolen. He said that the suspect was arrested and charged but acquitted under section 215 of the Criminal Procedure Code. He was advised that his complaint is outside mandate.	File closed
215.	Grace Mueni Nyaa CAJ/PE/040/2625/22-EMN	Private entity	Female	Outside mandate	Complainant alleged that she was a co-director of Safe Produce Solutions Limited and that her co-director had embezzled company funds and frozen	File closed

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					the company accounts at Cooperative Bank of Kenya. She also informed the Commission that the matter had been subjected to litigation. The Commission informed her that her complaint was outside the Commission's mandate	
216.	Pawa Agencies CAJ/M.FIN/000/1480/22	private entity /Equity Bank	Institution	Outside mandate	Complainant alleged that the respondent had illegally and unfairly listed his clients with the Credit Reference Bureau. He was informed that his complaint fell outside the Commission's mandate.	File closed
217.	Joel Joel CAJ/PO/047/564/22-FN	Private Entity	Male	Outside Mandate	The Complainant alleged that he has been receiving promotional messages despite unsubscribing from the promotional messages by Safaricom. He was advised to seek legal Advise and judicial Intervention	File closed
218.	Wekesa Family Self Help Group CAJ/PE/040/2655/2022-FN	Private Entity	Group	Outside Mandate	The Complainant sought Interpretation in Kakamega High Court succession Cause No. 593/2002. He was advised to seek Legal advice as the Complaint is outside the Commission's mandate.	File Closed
219.	Dr. Jackson Wanjau CAJ/PE/040/2659/22-EMN	Private Entity	Male	Outside Mandate	The Complainant alleged that he took a mortgage with NCBA and that NCBA had changed the terms of the agreement. He was informed that his matter is outside the Commission's mandate.	**file closed**
220.	Mathenge Gitonga CAJ/PO/047/560/22-EMN	Private Entity	Male	outside mandate	The Complainant alleged that his court file in MCCE 4973 OF 2020 is missing from the court registry. He was informed that his matter is outside the Commission's mandate and that he should follow up with the Judiciary Ombudsman	**File Closed**
221.	Dr. Jackson Wanjau CAJ/PE/040/2659/22-EMN	Private Entity	Male	Outside Mandate	The Complainant alleged that he took a mortgage with NCBA and that NCBA had changed the terms of the agreement. He was informed that his matter is outside the Commission's mandate.	**File Closed**

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
222.	Mathenge Gitonga CAJ/PO/047/560/22-EMN	Private Entity	Male	outside mandate	The Complainant alleged that his court file in MCCE 4973 OF 2020 is missing from the Court Registry. He was informed that his matter is outside the Commission's mandate	**File Closed**
223.	Samuel Ondiek CAJ/PE/040/569/22-EMN	Private entity	Male	Outside mandate	This complaint is addressed to the Director of Immigration and copied to this Commission. The Complainant alleged that a Mr. Abdi Ibrahim held Kenyans in low regard and that he had threatened to harm him. The complainant was advised that the complaint is outside the Commission's mandate	**File Closed**
224.	COOTOW & Associates Advocates CAJ/PE/040/2668/22-EMN	Private Entity / United Insurance Company	Institution	Outside Mandate	This Complaint is addressed to the Chief Executive Officer; Insurance Regulatory Authority and copied to this commission. The Complainant alleged that the Respondent had failed to settle a decree issued in Mombasa CMCC No. 4147 of 2004. They were advised that the matter is outside the Commission's mandate	**File Closed**
225.	Eunice Wamucio Nyagah ISI/HUD/040/009/22-KWK	Private entity	Female	Outside mandate	The Complainant alleged that her estranged husband refused to give child support since 2015. She was informed that her matter is outside the Commision;s mandate and referred to FIDA.	File closed
226.	Beatrice Kagendo Rutere ISI/HUD/PE/040/008/22-KWK	Private entity	Female	Outside mandate	The Complainant alleged dissatisfaction with the Court's decision wherein the Complainant had sued Elvis Communications for failing to pay her insurance policy benefits. She was informed that her Complaint is outside the Commission's mandate.	File closed
227.	Paris Mutwiri John ISI/HUD/PE/040/006/22-KWK	Private Entity	Male	Outside Mandate	The Complainant alleged that his advocate from Muia Mwanza & Co. Advocates failed to remit the money awarded to him Petition No.5 of 2019 at the High Court at Meru in the case concerning unlawfully confiscation and detention of his motor vehicle by the	File closed

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					Airport Base Commander at Maua Traffic base. He was advised that his matter is outside the Commission's mandate.	
228.	Habiba Jattani CAJ/ISI/P.E/040/174/ 22-KWK	Private entity	Female	Outside Mandate	The Complainant alleged that she owns a piece of land at Kambi-Garba within Isiolo township. Sometimes back, two people, (former councilors) well known to her occupied it illegally. The said used their office to collude with the office of lands to influence change of land ownership and proceeded to share the land amongst them. She took the matter to court but lost the case. she was advised that her complaint is outside the Commission's mandate	File closed as the Commission mandate on the matter is ousted. Complainant advised
229.	Japheth Maore ISI/HUD/PE/040/010/2 2-KWK	Private entity	Male	Outside mandate	The Complainant alleged that he was working as a track driver for ROWLA construction company from July 2021 to September 2022 when his services were terminated without notice. He claims that the company had not paid his salary amounting to Kshs.77,400. He was informed that his complaint is outside the Commission's mandate.	File closed
230.	Polissena Kagendo Raini CAJ/HUD/PE/040/004 /22-MBA	Private entity	Female	Outside Mandate	The Complainant alleged that her area cHief refused to sign the pensions document of her deceased husband to enable her access her deceased Husband's benefits. She said that the Chief refused to sign since the deceased was polygamous.	File closed.
231.	Isaiah Mwenda CAJ/ISL/P.E/040/175/ 22 -KWK	Private Entity	Male	Outside Mandate	The Complainant alleges that Kiogora Mugambi & Co. Advocates practicing in Meru failed to remit Kshs 280,000 being the monies awarded to him by the Labour Court Premises Tribunal. The Complainant had sued his employer Bloomingdale Roses Kenya Limited for illegally terminating his services as a Security Guard in the said company. He was advised that his	File closed.

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
					complaint is outside the Commision' mandate and referred to the Advocaye's Complaints Commission.	
				MINISTRY OF EDUCATION		
232.	Fredrick Ogola CAJ/M.EDU/013/2391 /22-EF	Ministry of Education (Machakos University)	Male	Outside mandate	Complainant alleged that the University conducted unfair disciplinary proceedings against him. He was advised that the Commission lacked jurisdiction to inquire into the matter as it was subject of ongoing Court proceedings.	Closed
233.	Evans Morara CAJ/M.EDU/013/2374 /22-SNK	Ministry of Education	Male	Outside mandate	A complaint alleging unfair disciplinary procedure conducted by the Ministry of Education upon the complainant leading to stoppage of his salary. There was a pending court case being Kisumu ELRC Petition No. E007 of 2022 – Evans Morara vs Ministry of Education thus compliant outside CAJ mandate	Closed.
234.	Malombe Barasa CAJ/M.EDU/013/2339 /22-JMM	Ministry of Education.	Male	Outside Mandate.	This Complaint was addressed to the Respondent and copied to this Commision. The Complainant alleged that the County Director of Education in Migori County has enforced a County Schools Assessment programme in which public schools fund the programme through illegal levies. He was advised to follow up with the respondent since they were best placed to address his complaint.	File Closed
235.	John Kamau CAJ/M.EDU/013/2375 /22-JMM	Ministry of Education	Male	Outside Mandate	The complainant lodged a complaint with the ministry of education alleging that there was a circular issued	The matter has since been closed.

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					to the principals giving custody on access of bank statements to them only.	
236.	Malombe Barasa CAJ/M.EDU/013/2339 /22-JMM	Ministry of Education.	Male	Outside Mandate.	The Complainant alleges that the County Director of Education in Migori County has enforced a County Schools Assessment programme in which public schools fund the programme through illegal levies. The complaint had the Principal Secretary as the addressee, hence via a letter to the complainant we advised that he had lodged the complaint with the relevant office. He was advised that the complaint is outside the Commission's mandate.	File Closed
237.	Munene Njoroge Remmy CAJ/NHRR/M.EDU/01 3/5/22-EM	Ministry Of Education, Science And Technolgy	Male	Outside Mandate	The complainant alleged that he was dismissed from employment by the Kenya Institute of Management and the institute had refused to pay his terminal dues. He was advised to lodge the claim in court.	File closed
238.	Sylvester Mutua Musyoki CAJ/MSA/M.EDU/013 /145/2022-EM	Ministry of Education	Male	Outside mandate	The complainant alleged abuse of office, corrupt malpractices and mismanagement of school funds by the Principal of Mazeras Memorial Girls Secondary School in Kilifi over a period of time. Matter addressed to the Ethics & Anti-Corruption Commission.	File closed
239.	Njoki Agnes CAJ/NHRR/M.EDU/01 3/3/22-EM	Ministry of Education, Science and Technolgy	Female	Outside Mandate	Complainant alleged that she was subcontracted to supply goods to Nyandarua National Polytechnic. The company that subcontracted her had refused to pay her. She was advised that the complaint related to a civil dispute and that she should seek the services of a private lawyer of her choice for advice on the legal remedies available to her.	File closed

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
			OFFICE OF THE ATTORNEY GENERAL			
240.	Makori Omboga & Company Advocates for Enlightened Christian Gathering Church CAJ/AG/001/2509/22-EF	Office of the Attorney General (Registrar of Societies)	Institution	Outside mandate	Complainant alleged that the name of the church was changed irregularly at the Societies Registry. The subject matter was pending in court and the Complainant was advised that the matter was outside the Commission's mandate in the circumstances. It was also advised to raise the issues before the court.	Closed
241.	Patrick Chokora Mitu CAJ/AG/001/2513/22-FN	Office of the Attorney General and DEpartment of Justice	Male	Outside mandate	The Complainant alleged that the National Government has failed to execute part of a decree issued in a court of law Civil Case No. 213 of 2008 in Meru Law Courts. The complainant was advised to pursue judicial remedies to execute his decree	File closed
242.	Joram Kanyua Kago CAJ/AG/001/25022/22-JMM	Office of the Attorney General and Department of Justice	Male	Outside Mandate	The Complainant alleged that the Independent Electoral and Boundaries Commision was not prepared to conduct the August elections. We advised that the complaint had been overtaken by events and proceeded to close the file.	File Closed
			KENYA REVENUE AUTHORITY			
243.	Shamji Kalyan Pindoria Ltd CAJ/KRA/000/1470/22-EF	Kenya Revenue Authority	Male	Outside mandate	Complainant was aggrieved by the decision of the Commissioner on an objection to an assessment of taxes. It was advised that the Tax Procedures Act and the Tax Appeals Tribunal Act provided that an appeal	Closed

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					against an objection decision should be lodged with the Tribunal.	
				JUDICIARY		
244.	George Kogo CAJ/JUD/001/2505/22-EF	Judiciary	Male	Outside mandate	Complainant alleged that he was aggrieved by the judgement of a Magistrate at the Kapsabet Law Courts. He was advised that the decision could only be challenged in court and that the Commission had no mandate to review the decision.	Closed
245.	Chesikaw and Kiprop Co. Advocates CAJ/JUD/001/2491/2022-SAK	Judiciary	Institution	Outside mandate	A complaint against the Garissa Kadhi's Court. The complainant avers that Page 5 of the record of appeal was altered in respect of a petition that was filed in *Garissa Succession Cause No. 16 of 2017*. The complainant alleges that it was altered to exclude certain assets from the deceased's list of assets in an attempt to mislead the court. Moreover, this will unlawfully enrich the appellant.	CLOSED: Outside mandate Matter before the Court
246.	Joseph K. Mpoe CAJ/JUD/001/2515/22-EMN	Judiciary	Male	Outside mandate	This complaint was addressed to the Respondent and copied to the Commission. The complainant impugns the orders issued by the Honorable judges of appeal in *Nakuru Court of Appeal Criminal Case No. 47 of 2006*. He was advised that his complaint fell outside the Commission's mandate.	File closed
247.	Mengesa & Co Advocates CAJ/JUD/001/2517/22-EMN	The Judiciary	Institution	Outside Mandate	The complainant alleged that his court file in *Nairobi HCCHR Petition No. E501 of 2022* Stephen Kimani Maina Vs. State Law was missing. He was referred to the Judiciary Ombudsman.	File closed

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248.	Mwananchi Mzalendo CAJ/JUD/00/2514/22-SNK	Judiciary	Unclear	Outside mandate	A complaint alleging that a Magistrate in Meru Law Courts was involved in corrupt practices which were influencing outcome of cases. The complaint did not have sufficient particulars to allow action with lack of contact details prohibiting further probe.	Closed.
249.	Muringo Waweru Grace CAJ/NHRR/POL/015/35/22-EM	Judiciary	Female	Outside Mandate	Complainant alleged that her granddaughter was murdered and the court was delaying the inquest. The matter was pending before court. Complainant advised to await the outcome of the court process.	File closed
250.	Kapla & Stratton Advocates CAJ/JUD/001/2483/22-JMM	The Judiciary	Institution	Delay	The complainant alleged that he has a pending judgement and the court has declined to render the same. he was advised that their complaint is outside the Commission's mandate	File Closed.
251.	Marifa Zaituni Kahindi CAJ/MSA/JUD/001/496/2022-KC	Judiciary	Female	Delay	The Complainant alleged delay at Mombasa law court to hear & determine a land case involving a land dispute between her & a neighbour.	File closed
252.	Marriam Hussein Maganga CAJ/MSA/JUD/001/479/2022-EM	Judiciary	Female	Outside mandate	The complainant alleged that the judicial officer handling criminal case no. E639 of 2022 declined and/or refused to grant her audience where she disputed the withdrawal of the case by a different person other than the Complainant. She had been charged with trespassing on private land with an intent to annoy. Duly advised on the legal channels for redress	File closed

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253.	Mary Rwamba Muriuki CAJ/HUD/JUD/001/005/22-KWK	The Judiciary	Female	Delay	The Complainant alleges that inordinate hearing of the succession case 342/17 regarding the estate of her deceased father, Mr. Mvuko Kabugua. She further states that the said case was first filed in Embu Law Courts before being transferred to Runyenjes Law Courts. Since then, the case has never proceeded to hearing due to constant adjournments. The complainant was advised that her matter is outside the Commission's mandtae	File Closed
254.	Michael Maina CAJ/JUD/001/2484/22-JMM	The Judiciary	Male	Outside Mandate	The complainant alleged that the court issued a judgement and the Defendant has not settled the Decree. He was advised to pursue judicial remedies to execute his decree. his complaint is outside the Commission's Mandate	File closed
255.	David Peterson Kiengo CAJ/JUD/001/2508/22-JMM	Judiciary	Male	Outside Mandate	The complainant alleged that his wife - Gathoni Gichanga reported a case of Stealing of Motor Vehicle against one Mr. Muriuki Japeth at Ongata Rongai Police station. The suspect was arraigned in court in Ngong CR 233 of 2017 but the matter has never proceeded. He was advised that the matter is outside the Commission's mandate and referred to the Judiciary Ombudsman.	File closed
256.	Wangare And Associates Wangechi CAJ/NHRR/M.LAN/022/21/22-EM	Judiciary	Female	Outside Mandate	The complainant alleged that a land title which was deposited as surety for an accused in court was missing and upon conducting land search the same	File closed, referred to the Judiciary

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					has been transferred fraudulently to Virginia Wamucii Maina.	Ombudsman on 19/12/22
257.	Douglas Kamanda Rioba CAJ/POL/015/4125/2022-SAK	Judiciary	Male	Outside mandate	A complaint regarding the conduct of a criminal case before the Makadara Law Courts.	Closed: Outside mandate. By dint of Section 30 (b) and (d) of the CAJ Act
YOUTH ENTERPRISE DEVELOPMENT FUND						
258.	Staff of Youth Enterprise Development Fund CAJ/YEDF/018/138/22-EF	Youth Enterprise Development Fund	Group	Outside mandate	Complainants alleged irregular demotion at work and discrimination in payment of acting allowances. The matter was the subject of proceedings pending in court and thus outside the Commission's mandate pursuant to Section 30(c) of the Commission on Administrative Justice Act.	Closed
PUBLIC OFFICER						
259.	Musyoka Mogaka & Co. Advocates CAJ/PO/047/584/2022-V.O.K	Public Officer	Institution	Outside mandate (criminal)	Complainant alleged that a public officer had committed several offences under the penal code. He was advised that the complaint is inadmissible.	File closed. Outside mandate.
260.	Njui Kariuki Advocates CAJ/PO/047/559/22-EMN	Public Officer	Institution	Outside mandate	The Complainant alleged that he is a litigant in MCCR E1045/22 and that the presiding officer had solicited for a bribe through the prosecutor. He was advised that the complaint was outside the Commission's mandate	**File Closed**

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261.	Ndenda & Co Advocates CAJ/PO/047/581/22-EMN	Public Officer	Institution	Outside Mandate	The Complainant alleged that Comm. Tiya Galgalo of the National Land Commission had failed to comply with the court order issued in Isiolo ELC NO. 6 of 2019. He was advised to execute his court order.	**File Closed**
262.	Shabaan Associates LLP for Commission for Human rights Justice CAJ/PO/047/561/2022 –SAK	Public Officer (CEO Assets Recovery Agency)	Institution	Outside mandate	A complaint regarding the conduct of the CEO. The complainant alleged that the conduct of the CEO in withdrawing a case in court regarding money laundering was questionable and signs of possible compromising by individuals linked to the crime.	CLOSED: Outside mandate. Matter before the court
263.	Edwin Birundu Omundi HUD/KSI/MOICNG/062/53/22-WT	Public Officer	Male	Outside mandate	Complaint alleging assault by a police officer named Antony Getonga who is attached to Kisii Central Police Station. The Complainant was advised to obtain further details of the complaint and lodge the same with the Independent Policing Oversight Authority for resolution.	File closed
264.	Lewis & Co. Advocates for Cytonn Investments CAJ/PO/047/552/2022-V.O.K	Public Officer	Institution	Outside mandate (criminal)	Complainant alleges that a public officer working with the Capital Markets Authority issued a statement which was defamatory of its client's business.	File closed. Complaint resolved.
265.	Wangeci Waweru Monica CAJ/NHRR/POL/015/34/22-EM	Public Officer	Female	Outside Mandate	The complainant alleges that someone who destroyed her house was arrested by the police and taken to court. However, he has not been coming for hearing at the court for the criminal matter. The complainant advised that the Court has its own procedures for enforcing attendance.	File closed.

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266.	NJERI KUNGU SERAH CAJ/NHRR/PE/040/22 /22-EM	Public Officer	Female	Outside Mandate	The complainant alleged that her land was grabbed by unknown people. The complainant was advised to report the matter to the DCI.	File closed
267.	Leah Caroline Nasio Khakali CAJ/PO/047/583/22	Public Officer	Female	Outside mandate	A complaint regarding an investigating officer who allegedly failed to abide by court Orders and further complaints regarding a criminal case in Makadara Law Courts; No. 1383/08	File Closed – Complainant advised that the matter outside the mandate of the Commission
268.	Job Karioki CAJ/HUD/GPO/047/ 52/22	Public officer	Male	Unresponsive official conduct	The Complainant alleged that the area chief of Gitaru/kabete ward regarding his/her refusal to write a letter recommending subdivision of land to enable for it to take place. He was advised to write an official letter to the Chief and request for the letter.	File Closed
				NATIONAL POLICE SERVICE		
269.	Caroline W. Wambui CAJ/POL/015/4135/2 2-V.O.K	National Police Service	Female	Outside mandate (Criminal)	Complainant alleged various instances of corruption, collusion and abuse of office against Senior Assistant Chief, Kware Sub-Location and Officer Commanding Kware police station.	File closed. Outside mandate.
270.	Concerned Consumer of Justice CAJ/POL/015/4155/2 2-JMM	National Police Service	Organisatio n	Outside Mandate	This complaint was addressed to the Inspector General of Police and Copied to this Commision. The Complainant alleged that police officers from Kikuyu Police Station are colluding with criminals to ensure that suspects are not prosecuted.They was advised	File closed

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					that the complaint was addressed to the entity mandated to address it.	
271.	Bashir & Associates Advocates CAJ/NPS/015/4122/22-JMM	National Police Service	Institution	Outside Mandate.	This Complaint was addressed to the Independent Policing Oversight Authority and copied to the Commission. Complainant was advised that he had lodged the complaint with the relevant office.	The matter is outside our mandate and therefore closed.
272.	Nyawa Choi Nyamvula CAJ/MSA/POL/015/475/2022-KC	National Police Service	Female	Abuse of power	Complainant alleged that the police harassed by arresting her on unfounded claims of assault of a neighbour in Likoni on 26.11.2020. Duly advised on the legal channels for redress	File closed
273.	Pareshkumar Keshavji Dodhia CAJ/NPS/015/4153/2022	National Police Service	Male	Abuse of Power	The Complaint alleged that the National Police service alleging officers stationed at kiambaa DCI office threatened him and took the complainant personal belongings. The complaint was referred to the Internal Affairs Unit.	File Closed.
274.	Macharia Warutere Charles CAJ/NHRR/POL/015/31/22-EM	National Police Service	Male	Outside Mandate	The complainant alleges that someone has fraudulently acquired his land. Upon enquiry, we established that the alleged fraudsters had a valid title issued by the Ministry of Lands. The matter is pending in court. Complainant advised to await the outcome of the court process.	File closed
275.	Wilson Mtumba Women Group CAJ/NPS/015/4163/22-SNK	National Police Service	Group	Outside mandate	A complaint alleging that some Officers within National Police Service had obtained by force houses belonging to the complainant group located on land parcel No. 209/14582 in Langata, Nairobi and further evicted the group from the land.	Closed. Complainants advised to pursue an ongoing court case on the

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
						ownership of the land being Nairobi ELC No 2028 of 2007.
276.	Wanjiku Catherine CAJ/NHRR/POL/015/25/22-EM	National Police Service	Female	Outside Mandate	The complainant alleged that she was assaulted by her ex-boyfriend who is a police officer. The local police station refused to take action against the culprit.	File closed Referred to IPOA on 14/10/2022
277.	Muchedu Mbugwa David CAJ/NHRR/POL/015/30/22-EM	National Police Service	Male	Outside Mandate	The complainant alleged that police officers had been issuing death threats to him and extorting him. The complainant was referred to IPOA Nyeri	File closed referred to IPOA on 3/11/2022
278.	Fatuma Aden Digale CAJ/GSA/POL/015/1/22	National Police Service	Female	Outside Mandate	The complainant alleged that she was assaulted by a court clerk and reported the matter to police for action. Contacts with police revealed that there was no official complaint in their records.	Closed. Matter referred to IPOA for action
279.	Abu Hureira Rashid CAJ/GSA/POL/015/2/22	National Police Service	Male	Outside Mandate	A complaint that the complainant was assaulted during the elections by goons. He reported the matter to the police but no arrests were made	Closed. There was already an election offence proceedings against the complainant in court.
280.	David Peterson Kiengo CAJ/POL/015/4138/22-JMM	National Police Service	Male	Outside Mandate	The Complainant alleged that he reported a case of forgery against one Mr. Muriuki Japeh at Ongata Rongai Police station. He was issued with an OB No.	File Closed

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
					63/15/6/2021 but no action has ever been taken. The matter was referred to the Internal Affairs Unit	
281.	Abdullahi Hudle CAJ/GSA/POL/015/3/22	National Police Service	Male	Outside Mandate	A complaint regarding alleged assault by the complainant during the election day	Closed. Matter active in court
282.	Ongeri Omwenga CAJ/POL/015/4142/22-EMN	The National Police Service	Male	Unlawful Official Conduct	This is a notice of Intention to Prosecute issued to the Attorney General. The Complainant alleged he was unlawfully arrested and detained by officers from Kisii Central Police Station. He was advised that his matter is outside the Commission's mandate.	**File Closed**
IEBC						
283.	David Kimengere Waititu CAJ/IEBC/026/240/22-V.O.K	Independent Electoral and Boundaries Commission	Male	Outside mandate	Complainant wrote a letter to the Respondent advising that nomination slots for Members of Parliament should include independent candidates. He was advised that the Commission would not initiate inquiry in respect of the same.	File closed. Outside mandate.
284.	Regina Nzakwa Mathuva CAJ/IEBC/026/242/2022-SAK	Independent Electoral and Boundaries Commission/IEBC	Female	Outside mandate	A complaint regarding election offences and voter bribery. The complainant alleges that she was an MCA for Ngomeni Ward, Kitui County. She alleges that she witnessed voter bribery, buying of voter identity cards to restrict voters, denial of access to agents in various polling stations	CLOSED: complainant advised on the mandate of the Commission in this regard.
MINISTRY OF LABOUR & SOCIAL PROTECTION						
285.	Rachel Odimbo & 15 Others	Ministry of Labour & Social Protection	Female	Outside mandate	A complaint against a private entity, SIBO Company Ltd, on allegations of termination of employment,	File closed

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	CAJ/KSM/M.LAB/017 /148/22-AO			(Labour Dispute)	which matter was reported to the County Labour Office. The matter was determined by the labour office and complainants paid their dues including arrears, payment in lieu of notice and outstanding leave days.	
286.	Helen Chebochok HUD/NKR/M.LAB/017 /35/22-FL	Ministry of Labour and Social Protection	Female	Delay	The Complainant alleged that the Nakuru County Labour Officer has delayed to address her complaint on unpaid terminal dues by her employer- Family Health Options Kenya . She was advised to file a suit in the Employment and Labour Relations Court	file closed
287.	Azango Dungani Bassile CAJ/MSA/M.LAB/017 /194/2022-EM	Ministry of Labour & Social Services	Male	Outside mandate	The Complainant, who was employed by EPZ Company Limited as a boiler helper in November, 2019 alleged delay at the County Occupational Safety & Health Office-Mombasa to conclusively address a complaint he reported against the company in April, 2021. The Complainant sustained injuries in the course of duty, an incident which was certified by a medical report and assessed at 15% by the doctor. Matter is subject of court proceedings	File closed
AGRICULTURAL FINANCE CORPORATION						
288.	Samwel Okwama Odera CAJ/KSM/AFC/014/7 8/22-WT	Agricultural Finance Corporation	Male	Outside mandate(Civil dispute)	Complainant alleged that the Agricultural Finance Corporation had auctioned and transferred his land reference NO. KISUMU/SIDHO WEST/3830, which he had offered its title as a security for a loan advanced to him by the Corporation. Upon a review of the complaint, it was established that the auction and the transfer of the land were the subject of court proceedings in *Winam PMC Civil Suit No. 225 of 2011.*	File closed

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
					The issue of the legality of the auction and transfer was also determined by the court in *Winam SPMC ELC No. 30 of 2018*. Complainant advised to consider appealing against the Court's decision if he is dissatisfied with it.	
OFFICE OF THE DIRECTOR OF PUBLIC PROSECUTIONS						
289.	Erick Mogaka Ayuka CAJ/KSM/ODPP/027/52/22-MA	Office of the Director of Public Prosecutions (ODPP)	Male	Outside mandate	Complaint on allegation of delay by the ODPP, Kisii to issue status report relating to *Kisii CMCRC 833 of 2017*. The Complainant filed a case against the ODPP, Kisii on allegation of misconduct during the hearing of his case. The matter was heard and concluded. The Complainant being dissatisfied by the decision of the Court; he was desirous to appeal. He was advised to await a status report from the ODPP to facilitate the appeal. The Complainant further filed a Miscellaneous Application at the High Court in Kisii seeking for orders to compel the ODPP to provide the status report of *CMCRC No. 833 of 2017*. The Complainant was advised to pursue the matter in Court due to limited jurisdiction of the Commission to intervene on matters before any Court of Law.	File closed
290.	Peter Lekalkuli CAJ/ISL/POL/015/178/22-KWK	Office of Director of Public Prosecution	Male	outside mandate	The Complainant alleged unlawful arrest and prosecution of some innocent villagers from Losara-Loduro village in Kimancho Location who were suspected to be involved in the killing of the area Chief. He was advised that his complaint is outside the Commission's mandate.	File Closed

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
291.	CR Advocates LLP for ASA Ltd CAJ/ODPP/027/275/ 22-FN	Office of Director of Public Prosecution	Institution	Outside Mandate	The Complainant alleged dissatisfaction with the Respondent's conduct of Thika Court Case No. 3826/2018. He was advised that his complaint is outside the Commission's mandate.	File closed
292.	Joseph Mwabaya CAJ/ODPP/027/270/ 22-JMM	Office of the Director of Public Prosecutions	Male	Outside Mandate	The Complainant alleged that he was assaulted by persons known to him. He reported the matter but that the Respondent was taking long to investigate and prosecute the suspects. He was advised that Investigations are a function of the Director of Criminal INvestigations and that being criminal in nature, his complaint is outside the Commission's mandate. a	File closed
COUNTY GOVERNMENT OF KISUMU						
293.	Nelson Mandela Onyango CAJ/KSM/M.TOU/024 /1/22-MA	County Government of Kisumu	Male	Outside mandate	Complaint on allegation of delay by the County Government of Kisumu to pay the Complainant salary dues from October 2019 to June 2020. The Complainant worked as a support staff at the Jomo Kenyatta Sports Ground from January 2016 to September 2019 when his contract was terminated. The Complainant continued to work from October 2019 without a contract and despite following up with the department of Tourism, Culture and sport he was yet to receive feedback. Upon perusal of the supporting documents, it was established that his contract had been terminated vide a letter dated 9th July 2017 w.e.f 1st October 2019. The complaint was not admissible.	File closed

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
294.	J B Onyango CAJ/CG/KSM/051/28 /22-JMM	County Government of Kisumu	Male	Outside Mandate	The Complainant lodged a complaint with the Ethics and Anti-Corruption Commission alleging that they have been frustrated by the County Government of Kisumu. The matter was closed as its outside our mandate	File closed
				KENYA FOREST SERVICE		
295.	Wellington Senerwa Kalo CAJ/KFS/038/194/22-V.O.K	Kenya Forest Service	Male	Outside mandate	Complainant alleged that public pronouncements made by the Deputy President regarding encroachment of forests had the impact of depleting the forest cover in the country. He was advised that the complaint was speculative.	File closed. Outside mandate.
				COUNTY GOVERNMENT OF MOMBASA		
296.	Concerned Citizens of Kenya CAJ/MSA/CG/MSA/068/142/2022-KC	County Government Of Mombasa	Unclear	Outside mandate	Complainants alleged a raft of issues ranging from abuse of office through embezzlement of funds, poor workmanship by Mombasa Water & Sewerage Co. (MOWASCO) in undertaking water projects funded by the World Bank over a period of time. Matter outside mandate.	File closed.
297.	Amos Dhadho Galole CAJ/MSA/CG/MSA/068/146/2022-KC	County Government of Mombasa	Male	Outside mandate	The Complainant alleged unfair and unlawful interdiction in October 2022 by the Board of Directors, Mombasa Water Supply & Sewerage Co. (MOWASCO) given that he had acted as a whistleblower by reporting the Company's corrupt malpractices to EACC. The matter is already a subject of court proceedings.	File closed

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
			COUNTY GOVERNMENT OF GARISSA			
298.	Minhaj Ali Ibrahim CAJ/GSA/CG/092/005/22	County Government of Garissa	Male	Outside Mandate	The complainant was dismissed from employment by the new county administration. There was an active class suit about the matter before the Employment and Labour court.	Closed
299.	Abdikarim Hussein CAJ/GSA/CG/092/004/22	County Government of Garissa	Male	Outside mandate	A complaint in which the complainant was operating a tree nursery on a piece of land leased to them. An alleged private developer demolished and damaged the trees. The complainant did not reveal at the time of registering the complaint that the matter was before the court and the alleged demolition was conducted on court orders. The file was closed because the matter had been determined by the court.	Closed
			MINISTRY OF INTERIOR & NATIONAL ADMINISTRATION			
300.	Said Mwiti Mitine and Others CAJ/MSA/M.ICG/062/324/2022-EM	Ministry of Interior & National Administration	Male	Unresponsive official conduct	Complainant alleged that the Chief -Kagoji location, Meru Central Sub Location within Meru County, failed to include and disclose the list of all legitimate beneficiaries of the late Eliud Matine for the purpose of verifying the existence of a will allegedly drafted by the deceased but the chief declined for unknown reasons. Duly advised on the legal channels for redress	File closed

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
301.	Nelson Kahuha Njenga CAJ/M.IGC/062/1405 /2022-SAK	Ministry of Interior and National Administration	Male	Outside Mandate	The Complainant alleged that the Ag. Area Chief Githurai and one Mr. Gakuru who allegedly forcefully and erroneously erected beacons parcel no. Ruiru Kiu block/6/774, new number Ruiru Kiu block 6/1364 following a land dispute to the detriment of the complainant's family. The dispute arose from a renumbering of land originally bought from Githurai Ting'ang'a Company Limited. He was advised that his complaint is outside the Commission's mandate.	File closed
302.	Makau Mbandi CAJ/MIGC/062/1395 /22-SNK	Ministry of Interior	Male	Outside mandate	A complaint alleging that the Chief Kiteta Location, Katulani Sub-County, Kitui County had married the complainant's wife who left together with the complainant's children. The complainant was advised accordingly and informed to file a custody case in court as his issue was revolving on the children.	Closed.
303.	Joseph Katoi Hare & Others CAJ/MSA/M.ICG/062 /317/2022-EM	Ministry of Interior & National Administration	Male	Outside mandate	Complainants alleged that they have been facing harassment and intimidation from the Assistant County Commissioner (Bamba) in Kilifi Sub County together with his colleagues from the Ministry of Interior by being forced to surrender their parcels of land known as Munagoni Group Ranch Plot No. KILIFI/MUNAGONI/22 to other people without due process. Matter already a subject of court proceedings	File closed
304.	Joel Karinga and Mary Njoki	Ministry of Interior and National Administration	Group	Outside mandate	A complaint that the Area Chief for Kihumbuini Location has been harassing Mr. Kevin Wainaina Karinga by levelling false accusations against him. The	CLOSED: Outside Mandate

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
	CAJ/M.IGC/062/1388 /2022-SAK				said accusations have led Mr. Karinga to fear for his safety.	
305.	Valerie Mwangale CAJ/MSA/M.ICG/062 /319/2022-KC	Ministry of Interior & National Administration	Female	Outside mandate (Criminal)	The Complainant alleged that the Deputy County Commissioner, Msambweni had declined to verify a letter dated 27.8.2021 to confirm its authenticity in relation to a consent obtained via fraud on Land Parcel No. Kwale/Diani/3029. She claimed that the DCC had instead advised her to pursue the matter through the police. Duly advised on the legal channels for redress	File closed
MINISTRY OF TRANSPORT						
306.	Eunice Kemunto CAJ/MSA/M.TRA/004 /134/2022-KC	Ministry of Transport	Female	Outside mandate	The Complainant alleged abuse of office by the County Director of Housing, Mombasa through ordering her eviction from government houses at Hobley estate Mombasa over unfounded allegations of subletting the house to private individuals. Matter a subject of court proceedings hence complainant advised to pursue it through court process	File closed
PRIVATIZATION COMMISSION						
307.	Mwangi Ndungu CAJ/NHRR/PE/040/27 /22-EM	Privatization Commission	Male	Outside Mandate	The complainant alleged that he provided services of digging a borehole to his neighbour who refused to pay him, despite numerous demands. The complainant was advised to seek the services of a lawyer of her choice for advice on the remedies available to him.	File closed

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
			MINISTRY OF WATER			
308.	Philip Onditi CAJ/M.Wat/009/323/22-SNK	Ministry of Water	Male	Outside mandate	Complainant alleged that he was dismissed from employment without due process of the law. He was advised accordingly as the dismissal letter explained to him his right of appeal within sixty days to Public Service Commission, an option he never exercised in 2008.	Closed.
			KENYA ROADS BOARD (KRB)			
309.	Margaret Muinde CAJ/KRB/006/210/2022-SAK	Kenya Roads Board (KRB)	Female	Oppressive Official Conduct	A complaint against the Director General of KRB for allegedly harassing employees which has led to an unconducive/hostile working environment. This harassment led to her disciplinary case culminating in her dismissal. (awaiting further particulars)	CLOSED: Matter before the Court
			COUNTY GOVERNMENT OF KITUI			
310.	Catherine Monthe Nzila CAJ/CG/KITUI/054/15/2022-SAK	County Government of Kitui	Female	Unfair official conduct	A complaint regarding a revocation of appointment. The complainant was appointed as a board of director to Kitui Water and Sanitation Company (KITWASCO) vide the letter of 10th March 2021. This was after she applied for the position as advertised and successfully went through the interview process conducted by a selected panel. The complainant provided all the necessary documents for the position. Upon appointment she was appointed as the Chairperson of the Audit Committee based on merit where she uncovered fraudulent procurement	CLOSED: outside Mandate

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
					of the staff medical scheme. Consequently, vide the letter of 28th Sept 2021 her appointment was revoked by the acting County Secretary (Agnes K.) on account that she was not a Kitui Resident. The complainant avers this was malicious as being a resident was not a requirement for the appointment.	
CLERK OF THE NATIONAL ASSEMBLY						
311.	Guandaru Thuita and Co. Advocates CAJ/NA/045/27/2022 -SAK	Clerk of the National Assembly	Institution	Outside mandate	A complaint regarding enforcement of a court order. The complainant sought execution of CMELC No. 310 of 2018 by attaching Hon. Ndindi Nyoro's salary. However, the complainant alleges that the Clerk has refused to effect the orders. t	CLOSED: Outside mandate Under Section 30 (c)
OFFICE OF THE PRESIDENT						
312.	Fredrick Kamau Mwangi CAJ/OP/046/35/2022 -SAK	Office of the President	Male	Outside Mandate	A complaint regarding Christianity in Kenya.	CLOSED: Matter does not regard administrative issues
PUBLIC SERVICE COMMISSION						
313.	Dr. Edward K. Kiema CAJ/PSC/016/195/22	Public Service commission	Male	Outside Mandate	A complaint against PSC regarding the unfair transfer of the complainants to two different Departments within the Ministry of agriculture, Livestock, Fisheries and co-operatives and failure to promote the complainant	File Closed - Complainant advised that the matter is outside the

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
						mandate of the Commission
			KENYA NATIONAL BUREAU OF STATISTICS			
314.	Mwaniki Gachuba & Co ADV (KNBS MEDICAL COVER) CAJ/KNBS/008/266/33-FN	Kenya National Bureau of Statistics	Institution	Outside Mandate	A complaint that KNBS terminated its medical cover to its staff without giving any reason or an opportunity to make representation. Matter in Court HCCCCOMM/E290/2022 AAR VS KNBS	File Closed - Complainant advised that the matter is outside the Commission's mandate
			IPOA			
315.	Dickson Okello Sagwa HUD/GPO/IPOA/142/2/22-FN	Independent Policing Oversight Authority	Male	Outside Mandate	A complaint that the complainant was dissatisfied with the determination of a matter that was lodged with IPOA on 6th October 2022	File Closed - Complainant advised that the matter is outside the mandate of the Commission
316.	Noah Suter Biwott CAJ/IPOA/132/21/22-FN	Independent Policing Oversight Authority	Male	Outside mandate	A complaint that IPOA has failed to act on a complaint lodged at their office(IPOA failed to act as the matter is civil in nature and the complainant was advised accordingly)	File Closed - Complainant advised that the matter is civil in nature therefore outside the

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
						mandate of the commission
MINISTRY OF ROADS & TRANSPORT						
317.	Mwaura Ngarau George CAJ/ELD/KR/004/14/22-FL	Ministry of Roads & Transport	Male	Outside mandate	A complaint on allegations that the Officers from Kenya Railways Corporation unlawfully demolished all developments in his land plot Number 2 situated at Turbo Township on grounds that his land parcel falls within the Railway Reserve along Turbo Township. He alleged that the Officials did not give him any notice before effecting the demolition.	Complaint closed and complainant advised accordingly, as the matter is outside the Commission's mandate whereby the remedy Should be sought at the Environment & Land Court.
MINISTRY OF PUBLIC SERVICE						
318.	Nayan Salva CAJ/M.GEN/018/136/2022-SAK	Ministry of Public Service, Gender, Senior Citizens Affairs and Special Programmes - **Department of Children Services (DCS)**	Male	Outside mandate	The Complainant alleged that Ms. Comfort Gachoki, of Department of Children Services Westlands Office prepared an erroneous and misleading report dated 11th November, 2019; which was used Children's Case in Nairobi No. 1411 of 2019. He sought to have the report amended as it aimed at being used against him in the custody matter. He was advised that his matter is pending in court hence outside the Commission's mandate.	File Closed
KENYA RURAL ROADS AUTHORITY						

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
319.	Cecilia Nyambura Njoroge CAJ/KERRA/006/217/22-EMN	Kenya Rural Roads Authority	Female	Outside mandate	This complaint was addressed to the Respondent, the National Land Commission and copied to the Commission amongst other entities. The complainant alleged that while constructing the Thogoto-Gikambura-Mutarakwa road, the Respondent damaged their property and had failed to compensate him for the same. They were advised that the complaint was addressed to the entities mandated to solve it.	File closed
			COUNTY GOVERNMENT OF KIAMBU			
320.	Kimani Warari CAJ/CG/KIAMBU/072/86/22-EMN	County Government of Kiambu	Male	Outside Mandate	The Complainant alleged that a caution had been place on his land parcel No Kiambaa/Waguthu/688 and that he had filed a court case No. 2 of 2018 for removal of the same. He was advised that this matter is outside the Commission's mandate	**File Closed**
			ADVOCATES COMPLAINTS COMMISSION			
321.	Wycliffe Akoolo CAJ/ACC/001/2496/22-EMN	Advocates Complaints Commission	Male	Outside Mandate	The Complainant alleged that he was awarded some damages from court and that Jubilee Insurance Company had failed to pay him. He was advised that his complaint is outside the Commission's mandate and that he should execute his judgement	**File Closed**
			THE NATIONAL LAND COMMISSION			
322.	Jumaa N. Abdalla CAJ/M.LAN/022/2335/22-EMN	The National Land Commission	Male	Outside mandate	This Complaint is addressed to the respondent and copied to this commission. The Complainant sought to be allocated land parcel No. **PLOT VMN 307CR Mombasa** whose current lease had expired. He was	File Closed

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
					advised that the complaint is addressed to the entity mandated to handle it and that it is outside the Commission's mandate.	
323.	Matigari Welfare CAJ/M.LAN/022/2322/22-JMM	National Land Commission	Organisation	Outside Mandate	The Complainants alleged that Respondents have declined to issue a report in a matter that is already in court. They were advised that since the matter is subject to litigation, it is outside the Commission's mandate.	File closed
KENYA UNION OF SAVINGS AND CREDIT COOPERATIVE LIMITED						
324.	Angelina Muithya CAJ/KUSC/025/175/22-JMM	Kenya Union of Savings and Credit Cooperative Limited	Female	Outside Mandate	The Complainant alleged that she was an employee of Kenya Union of Savings and Credit Cooperative Limited who failed to pay her total dues. The Complainant was informed that the respondent is a private entity hence her complaint is outside the Commission's mandate.	File Closed
GOVERNMENT CHEMIST						
325.	Hillary Omondi Oyugi HUD/GPO/047/47/22-JMM	Government Chemist	Male	Outside Mandate	The complainant alleges that he has a matter in court and the Government Chemist were directed to avail a DNA report and to date none has been availed. He was advised that his complaint is subject to Judicial Intervention hence outside the Commission's mandate.	File closed
PRIVATE ENTITY, SYNERGY INDUSTRIAL CREDIT LTD						

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
326.	John Nduati CAJ/PE/040/2663/22-JMM	Private Entity, Synergy Industrial Credit Ltd	Male	Outside Mandate	The Complainant alleged that Synergy Industrial Credit Ltd filed a matter in court, proceeded to conduct a hearing without its knowledge. He was advised that the matter is outside the Commission's mandate and that he should pursue judicial remedies.	file closed
			UNHCR			
327.	Andre Ndayisenga CAJ/M.IGC/062/1413/22	United Nation High Commission for Refugees.	Male	Outside mandate	The complainant sought Protection from the Respondent. He was advised that his complaint is Outside the Commission's mandate.	file closed
			LAMU PORT SOUTH SUDAN-ETHIOPIA TRANSPORT			
328.	Lucy Wambui Njindo Mburu CAJ/LAPSSET/004/531/22	Lamu Port South Sudan-Ethiopia Transport.	Female	Delay	The Complainant alleged that she was the Respondent's employee and that she had been transferred to the Ministry of Energy in contravention of a Public Service Commission's letter. She was referred to the Public Service Commission.	File closed
			KENYA ELECTRICITY TRANSMISSION CO. LTD			
329.	Isaac Kiruri Ngugi CAJ/KETRACO/021/603/22	Kenya Electricity Transmission Co. LTD	Male	Delay	The Complainant alleged that the Respondent failed to to compensate the complainant for his land which was hived off while during implementation of the olkaria-lessos-kisumu 400/220/132kv Transmission line project. The Complaint was referred to the Respondent for Resolution.	File Closed

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
			UFUNDI SACCO			
330.	Kennet Njogu Gatumu HUD/EMBU/M.COOP /025/17/22-FN	Ufundi Sacco	Male	Outside Mandate	The Complainant alleged that the respondent has failed to remit the Complainant's savings since retirement on 14th September 1995 . The complaint was referred to the Sacco Societies Regulatory Authority.	File Closed
			COUNTY GOVERNMENT OF NAIROBI			
331.	Peter Ouma CAJ/CG/NRB/060/37 0/22-FN	County Government of Nairobi	Male	Unfair treatment	The Complainant alleged that the ongoing sewer line construction in Mathare area in Nairobi County has led to the destruction of houses . The Complainant was referred to the Nairobi City County Government.	File closed
			KENHA			
332.	Kimitei Nthenge & co CAJ/KENHA/006/207 /22-FN	Kenya National Highway Authority	Institution	Outside Mandate	The Complainant alleged that the Respondent terminated a tender awarded to Talewa Road Contractors Ltd and thereafter the complainants appealed against an arbitral award to the High Court of Kenya HCC 274 of 2013 . They were advised that their complaint is outside the Commission's mandate	File Closed
			KENYA COPYRIGHT BOARD			
333.	David Amunga CAJ/KCB/023/214/20 22-SAK	Kenya Copyright Board	Male	Inefficiency	The Complainant alleged that the Respondent failed to effectively implement Section 5 (b) of the Copyright Act. The said section empowers the Board to license and supervise the activities of collective	File closed

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
					management societies as provided for under this Act. The complaint avers that the Board has not effectively implemented this provision to the detriment of artists and members of the societies. The Complaint was referred to the Kenya Copyright Board	
CLOSED DUE TO OTHER REASONS						
				MINISTRY OF EDUCATION		
334.	Leah Bosibori CAJ/MSA/M.EDU/013/139/2022-KC	Ministry of Education	Female	Delay	The Complainant alleged unfairness by TSC Sub-county committee in undertaking the recruitment exercise in Kilifi South. She claimed that she is a qualified teacher (TSC No. 749260) and had applied for enlisting in 4 different schools in Kilifi South but was not shortlisted. She claimed that the shortlist contained teachers who were enlisted in 2018. Referred to the Teachers' Service Commission for redress through internal channels.	File closed
335.	Timothy Nyongesa Kepha CAJ/ISI/M.EDU/013/033/22/MBA	Ministry of Education		Manifest injustice	The Complainant alleges that he was an employee of Namudera Mixed Secondary School where he served as a cook. His salary was stopped and later dismissed from his position without official communication. He was referred to the Ministry of Labour.	File closed.

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
336.	Dr. Wycliff Majimbo CAJ/P.O/047/556/22-SNK	Ministry of Education	Male	Abuse of power	A complaint alleging that the Principal, Ambira Boys High School was charging fees of Kshs 57,244 which was way above the approved fees by the Ministry of Education. The complaint was referred to the Ministry of Education which initiated investigations into the matter.	Closed.
337.	Aggrieved Parents, Dzikunze Primary School, Kilifi CAJ/MSA/M.EDU/013/141/2022-EM	Ministry of Education	Group	Unfair official conduct	The Complainants alleged discrimination by the Principal of Dzikunze Day and Boarding School in Kilifi County for failing to give a similar punishment to students who flouted school rules by accepting money from other parents and expelling those students whose parents did not give money. Referred to the Ministry of Education for redress through internal channels	File closed
338.	Nicholas Kang'uti CAJ/MSA/M.EDU/013/142/2022-KC	Ministry of Education	Male	Unfair official conduct	The Complainant alleged that the School Principal-Kitui High school had refused to release the KCSE Certificates & School leaving certificates of his 2 sons (Admission No.s 10913 & 10424) who sat KCSE examinations in 2018 and 2021 respectively. He claimed that this had been occasioned by personal differences between him and the Principal.	File closed

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
					Referred to the Ministry of Education for redress through internal channels	
339.	Janet Kadzo Baya CAJ/MSA/M.EDU/013 /144/2022-EM	Ministry of Education	Female	Unfair treatment	The complainant alleged that she was dismissed unfairly from teaching service on 28th August 2019 for participating in teacher's protest against the TSC's decision to impose the CBC curriculum on them. Her appeal was heard, subsequently disallowed and the decision to dismiss her upheld. Duly advised on the legal channels for redress	File closed.
340.	Samuel Mbuvi CAJ/MSA/M.EDU/013 /143/2022-KC	Ministry of Education	Male	Unfair official conduct	The Complainant alleged unfairness by the Principal, St Patrick's Mixed School, Kitui by ignoring his request to allow his son to proceed with learning. He pleaded with the Principal to clear the school fees after three months. Duly advised on the legal channels for redress	File closed
341.	Charles O. Akoth CAJ/M.EDU/013/2350 /22-EMN	Ministry Of Education	Male	Inaction	The Complainant alleged that the respondent failed to consider a recommendation by his counterpart in charge of ICT to implement his innovation which failure occasioned him loss and damage. Upon perusal of the complainant's supporting documents, the Complainant was found to be unqualified to	File Closed

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
					provide counselling services. The same had been communicated to him by the Ministry of Health.	
342.	Reuben Ahenda Oduor CAJ/MSA/M.EDU/013/148/2022-KC	Ministry of Education	Male	Manifest injustice	The Complainant alleged arbitrary action by TSC to remove him from the payroll after being accused of unfounded accusations of professional misconduct in April 2022. Referred to Teachers Service Commission for redress through internal channels.	File closed
343.	Anonymous CAJ/M.EDU/013/2362/22-EF	Ministry of Education	Unclear	Unfair official conduct	Complainant alleged that the management at the State Department of Early Learning and Basic Education was effecting promotions without following due process, thus unfairly leaving out merited staff. The complaint was addressed to the Public Service Commission and copied to the Commission. Complainant advised to pursue the matter with the said office.	Closed
COUNTY GOVERNMENT OF TAITA TAVETA						
344.	Hillary Mutesa Okong'o CAJ/MSA/CG/T.TVT/057/6/2022-KC	County Government of Taita Taveta	Male	Unfair offiicial conduct	The complainant alleged unfairness by the County Public Service Board (CPSB) in the recruitment exercise and subsequent appointment of the	File closed

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
					Assistant Director of Public Health, County Government of Taita Taveta. He claimed that the candidate who got the position did not possess all requisite qualifications compared to him. Referred to the Public Service Commission for exhaustion of appeal channels.	
				JUDICIARY		
345.	COOTOW & Co. Advocates CAJ/MSA/JUD/001/480/2022-EM	Judiciary	Institution	Unfair official conduct	The Complainant alleged unfairness by the Judicial Officer handling his matter at Garsen Law Courts in PMCC No. E052 of 2021 between Bashir Ali and Directline Assurance Co. Limited as he had refused to direct that his application be assessed and filed following resistance at the court registry by a clerk of the court. The matter was escalated to the Head of Station but action was yet to be taken. Referred to the Judiciary for redress through internal channels	File closed
346.	Bahati Mwanzio CAJ/MSA/JUD/001/518/2022-EM	Judiciary	Female	Delay	The Complainant alleges that her husband (deceased), an ex- employee at Kulworks Ltd., was involved in an accident while at work and died. The	File closed

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
					case was filed at Mombasa Law Courts in 2018. She stated that she had been following up the matter with ODPP and Court for updates but her efforts have been futile. Advised to avail supporting documents for further assistance	
347.	Amos Galole Dhadho CAJ/MSA/JUD/001/516/2022-KC	Judiciary	Male	Delay	The Complainant alleged delay at the Mombasa Law Courts to hear and determine ELRC Petition No. 8 of 2022 which was lodged in August, 2022 under Certificate of Urgency. He further stated that the Magistrate intentionally refused to give directions for the case to proceed. Matter referred to Judiciary for redress through internal channels	File closed
348.	Samuel Karanja Mwangi and Peter Mburu Kinyua CAJ/MSA/JUD/001/502/2022-EM	Judiciary	Male	Delay	The complainants alleged delay at the High Court, Nyahururu HC to hear and determine Criminal Appeal No.s 4 of 2020 and 193 of 2017. Matters scheduled for hearing	File closed
349.	Patricia Ekira Wambu CAJ/JUD/001/2510/22-EF	Judiciary	Female	Unfair official conduct	Complainant alleged that the Principal Magistrate at Kangema Law Courts treated her unfairly by unreasonably denying her an adjournment and forcing her to proceed with her client's case without advance copies of the prosecution's witness	Closed

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
					statements. The complaint was lodged with the Judicial Service Commission and copied to the Commission. The complainant was advised to pursue the matter with the former, which is an appropriate authority.	
350.	Muma & Kanjama Advocates CAJ/JUD/001/2499/22-EF	Judiciary	Institution	Inefficiency	Complainant alleged operational challenges at the Chief Magistrate's Court and Small Claims Courts Registries in Nairobi due to system failures and officers' conduct. The complaint was addressed to the Chief Magistrate and the Judiciary Ombudsman. The Complainant was advised to pursue it with the said entities.	Closed
351.	Atuya Suro Duncan CAJ/MSA/JUD/001/506/2022-KC	Judiciary	Male	Delay	The Complainant stated that he was charged at Mombasa Law Courts in Sexual Offence *Case Number 70 of 2018*. He alleged that there was no progress in the matter as the matter had been adjourned severally. Legal advice rendered	File closed
352.	Masaku Kanini Manzia CAJ/MSA/JUD/001/517/2022-EM	Judiciary	Female	Unresponsive official conduct	The Complainant alleged that her son was involved in a road accident and passed on. She stated that she had been following up the matter with Mombasa Law Courts but her efforts to know the status of the case	File closed

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
					had been futile. Complainant advised to avail reliable particulars to enable the Commission to give a conclusive advice	
353.	John Ololkipai CAJ/JUD/001/2518/22-V.O.K	Judiciary	Male	Inefficiency	Complainant wrote to the Judiciary Ombudsman regarding a lost Court file and copied the Commission. He was advised to pursue his complaint with the Judiciary Ombudsman.	Closed.
354.	Godfrey J. Otieno Oyier CAJ/KSM/PE/040//22-MA	Judiciary	Male	Delay	Complaint on allegation of delay by Ndhiwa Magistrate Court to forward Ndhiwa *CMC ELC 9 of 2022* case to Mbita Law Court. Court Order dated 14/11/2022 directed the Complainant to file the matter at Magunga Court (Mbita Law Court) as the matter falls under its jurisdiction. Complainant alleged that his efforts to have the file transferred to Mbita law Court had been futile. Complainant was advised to act on the Court order dated 14/11/2022 that directed him to file the suit at Magunga Law Courts.	File closed
355.	Henry Oluoch Onyango CAJ/KSM/JUD/001/565/22-AO	Judiciary	Male	unfair official conduct	A complaint against Judicial officers who handled an uncited case of termination of employment of the Complainant's services. Complainant was yet to exercise his right of appeal and further lodged a	File Closed

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
					petition before JSC. Complainant advised to exercise his right of appeal and await determination by JSC.	
356.	Omar Abdalla Omar CAJ/JUD/001/2501/22-JMM	Judiciary	Male	Delay	The Complainant alleged that was convicted and sentenced to life imprisonment for the offence of defilement in Malindi being CR Case No. 45 of 2018 at Malindi Law Courts. He appealed against the same at the High Court in Malindi in 2019 and the sentence was substituted with 30 years' imprisonment. He further appealed to the Court of Appeal the same has never been allocated any number and no date has been issued for directions. Kazungu Karisa Kapishi (Kazungu) on the other hand alleges that on the other hand was convicted of the offence of murder and sentenced to 40 years' imprisonment in HCCR No. 20 of 2015. Kazungu lodged an appeal with the Court of Appeal and the same has never been allocated any number and no date has been issued for directions. Their Complaint was referred to the JUdiciary Ombudsman.	File closed
357.	Kenlee & Co. Advocates for Mukhtar Rehemtulla	Judiciary	Institution	Delay	Complainant alleged delay in hearing and determination of *Mombasa Cr. Case No. 903 of 2018*.	File closed. Referred to Judiciary Ombudsman for resolution.

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
	CAJ/JUD/001/2487/22-V.O.K				The complaint was referred to the Judiciary Ombudsman for resolution.	
MINISTRY OF INTERIOR & NATIONAL ADMINISTRATION						
358.	Willyfred Buong CAJ/MSA/M.ICG/062/320/2022-KC	Ministry of Interior & National Administration	Male	Unlawful official conduct	The Complainant alleged abuse of office by the Chief, Mtopanga location in Kisauni, Mombasa through collusion with village elders to dispossess him of a parcel of land that had an ownership dispute. Referred to the Ministry of Interior for redress through internal channels.	File closed
359.	Zacharia Muriira David CAj/M.IGC/062/1411/2022-SNK	Ministry of Interior and National Administration	Male	Abuse of power	A complaint alleging that the Deputy County Commissioner was interfering with subdivision of land in Maili Tatu Tigania West, Meru County.	Closed. The complainant was advised to file a case in court.
360.	Rajab Mwakanga CAJ/MSA/M.ICG/062/326/2022-EM	Ministry of Interior & National Administration	Male	Unresponsive official conduct	The Complainant alleged that the Chief, Mr. Umazi Mwangolo of Gandini location within Kwale County failed to include and disclose a list of all the legitimate beneficiaries of the late Ali Abdala Mwakanga for the purpose of administration of the estate. Legal advice rendered	File closed

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
361.	Aggrieved Residents, Egu Location, Kwale CAJ/MSA/M.ICG/062 /327/2022-KC	Ministry of Interior & National Administration	Group	Delay	The Complainants alleged delay by the Deputy County Commissioner- Kinango to revoke the appointment of Mr. Amani Nyamawi Mangale as the Assistant Chief, Egu sub-location in Samburu, Kwale County on account of not satisfying the requirements as indicated in the advert issued on 12.10.2021. The residents claimed that the appointee was NOT a resident of the sub location hence his recruitment and subsequent appointment ought to be revoked. Matter escalated to the CS, Interior for redress through internal channels.	File closed
362.	John Anguche CAJ/KSM/MOICNG/0 62/167/22-AO	Ministry of Interior & National Administration	Male	unlawful official conduct	A complaint against the Chief Shimwenyulu Location, Butere, on allegations of presenting fake academic documents for recruitment to the position of Chief. Matter referred to Deputy County Commissioner, Butere for resolution.	File closed
363.	Tum & Associates Advocates CAJ/ELD/MIGC/62/1 24/22-FL	Ministry of Interior & National Administration	Institution	Unresponsive official conduct	The Complainant alleged that the Chief Leseru Location, Uasin Gishu County has declined to write a beneficiary letter for their client-Esther Jepchumba to enable her initiate succession proceedings for the estate of her deceased father. The complaint was	File Closed.

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
					found to be vexatious and the complaint advised as much.	
364.	Beatrice Mutungi for Evangeline Tirindi Mutungi ISI/HUD/M.IGC/062/004/22-MBA	Ministry of Interior and National Government	Female	Administrative justice	The complainant alleged a land belonging to her late father pitting the Complainant's mother against the Complainant's three paternal uncles. The case was taken to the adjudication board and her mother got favorable outcome. However, the said uncles appealed against the decision with the Deputy County Commission (DCC) whereby the previous decision was dismissed and the DCC held that the said land should be distributed equally amongst the disputing parties. She was advised to appeal against the said decision.	File closed.
365.	Anne Ndunge CAJ/M.IGC/062/1404/2022-SAK	Ministry for Interior and National Administration	Female	Abuse of Power	A complaint against the Area Chief Manaja Location, Machakos County. The complainant alleges that the Area Chief sold her land to a third party who started fencing the land and destroying her trees.	CLOSED: Matter is a land dispute
366.	Alex Runtant Lemeidimi CAJ/M.IGC/062/1420/23-SNK	Ministry of Interior and National Administration	Male	Unfair treatment	A complaint alleging that the Ministry of Interior issued a letter of appointment to the complainant in 2020 but up-to-date, the complainant has never been allowed to work for the ministry. The complaint was	Closed.

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
					being actively considered by Public Service Commission thus the complainant advised accordingly.	
367.	Meshack Nyatemu Ongari CAJ/KSM/MOICNG/062/157/22-MA	Ministry of Interior and National Administration	Male	Unfair treatment	Complaint on allegation of injustice in the selection process for the position of Assistant Chief in Nyamache Sub County, Kisii County. Complainant alleged that he was ranked the best candidate as per the interview results but was not issued with an appointment letter. A review of the complaint did not raise substantive evidence on how the complainant was unfairly treated.	File closed
368.	Bahati Maingi Muthumbi CAJ/MSA/M.ICG/062/328/2022-KC	Ministry of Interior & National Administration	Female	Outside mandate	The Complainant alleged abuse of office by the Chief, Katembo location, Mariakani in that the Chief had colluded with village elder one Mr. Mustadhi Juma to collect Ksh. 700 from every villager. She claimed that the village elder informed them that the monies collected will be used to pay village guards and other office expenses. Advised to raise the complaint at the Assistant County Commissioner's office for redress through internal channels.	File closed

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
MINISTRY OF LABOUR & SOCIAL PROTECTION						
369.	Ngome Munga CAJ/MSA/M.LAB/017 /201/2022-KC	Ministry of Labour & Social Protection	Male	Delay	The Complainant alleged delay at Labour Office, Mombasa to act on a complaint that he had lodged vide a letter dated 18.7.2022. He stated that despite numerous follow ups with the Labour Office, he had not been given feedback. Referred to the Ministry of Labour for redress as the office was seized of the matter.	File closed
370.	Ephantus Ngugi Kamau CAJ/MSA/M.LAB/017 /202/2022-EM	Ministry of Labour & Social Protection	Male	Delay	The Complainant was involved in an accident and was awarded under the workman injury benefits Act. He signed and confirmed receipt of the money in June 2022. Complainant was advised that he had no further claim as he signed and acknowledged receipt of the money	File closed
371.	Peter Mwaniki Kabuki CAJ/MSA/M.LAB/017 /205/2022-KC	Ministry of Labour & Social Protection	Male	Unresponsive official conduct	The Complainant alleged that the Kwale County Labour officer did not assist him to pursue his dues after his employer defaulted to pay the 1st instalment without any justifications. Advised to avail sufficient particulars to inform follow up.	File closed
NATIONAL TRANSPORT & SAFETY AUTHORITY						

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
372.	Ahmed Khamis CAJ/MSA/NTSA/004/131/2022-KC	National Transport & Safety Authority	Male	Delay	The Complainant alleged delay at NTSA Mombasa office to address a complaint of unauthorised use of his wife's particulars to register an account on the TIMs portal. He indicated that the wife realised this anomaly when she sought to apply for a provisional driving licence and informed the NTSA office in Miritini. Referred to NTSA Regional Head for redress through internal channels.	File closed
			COUNTY GOVERNMENT OF TANA RIVER			
373.	Tabitha Kinoga Bahati CAJ/MSA/CG/T.RVR/059/1/2022	County Government of Tana River	Female	Manifest injustice	The complainant alleged unfairness and non-compliance with the due process by the Chief Officer, Public Service Management, Administration & ICT in ordering her transfer from Hola to Madogo Ward Office as ICT Officer II with immediate effect. Referred to the County Public Service Board for redress through internal channels.	File closed
374.	Michael Justin Nkaduda CAJ/CATR/059/17/22-SNK	County Assembly of Tana River	Male	Delay	A complaint alleging that the Tana River County Assembly had not paid salary and gratuity to the Complainant who was the speaker of the Assembly in the 2017-2022 term. The complainant was advised to lodge the claim with the County Assembly first and if	Closed.

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
					no payment to use the court process since his dues emanated from a court case.	
				NPS		
375.	Joyce Kavele CAJ/MSA/POL/015/477/2022-EM	National Police Service	Female	Delay	The complainant alleged delay at Shimo la Tewa Prisons, Finance Department to pay her dues for a service she offered. She stated that she was awarded a tender to supply meals in 2015. The Complainant advised to avail all the supporting documents for further assistance.	File closed
376.	Newton Kiplagat Chebii CAJ/ELD/POL/015/177/22-FL	National Police Service	Male	Administrative Injustice	The Complainant alleged that the respondent terminated his employment unfairly his employment services by the National Police Service without according him fair hearing was referred to the National Police Service Commision.	File Closed
377.	Abbas Abdullahi CAJ/NPS/015/4140/22-EMN	The National Police Service	Male	Delay	The Complainant alleged that he is the respondent's employee having been enlisted into the service on 26th July, 2006. He said that he fell ill and was undergoing treatment but that upon recovery, he was dismissed from service. The file was referred to the Commission's Garissa office	**File Closed**
378.	Robinson Kipkorir Lagat CAJ/NPS/015/4157/22-SNK	National Police Service	Male	Injustice	A complaint alleging that the complainant who was undergoing training as a police officer was removed from the service on alleged past criminal conduct.	Closed. The complainant was advised on the applicable

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
						standards and polices by NPS.
379.	Priscilla Kamene Nzomo CAJ/MSA/POL/015/486/2022-EM	National Police Service	Female	Delay	The Complainant alleged police delay and/or inaction in a criminal case that left her son dead. The matter was reported at Mariakani Police Station. Complainant indicated that despite availing witnesses for statement recording, no action had been taken against the suspects. Advised to avail sufficient particulars to inform follow up	File closed
380.	Joseph Maina Mwangi HUD/NYERI/POL/015/190/22-V.O.K	National Police Service	Male	Unfair official conduct	Complainant sought to challenge the decision of the police to release suspects whom he believed conned him. He was advised to lodge his complaint with ODPP.	File closed. Referred vide letter dated 14.12.2022
381.	Murimi Wambugu Gilbert CAJ/NHRR/POL/015/19/22-EM	National Police Service	Male	Unresponsive official conduct	Claimant alleged that his son was killed by people known to him but Mairo Inne police station has refused to act on his complaint. Referred to IPOA on 1/8/2022	File closed.
382.	Mabeya and Mabeya Advocates for Smart Swift Company CAJ/NPS/015/4158/2022-SAK	Organisation	National Police Service (Parklands Police Station)	Inefficiency	A complaint regarding failure to investigate OB No.57/14/10/2022. The complainant lodged a complaint regarding malicious damage to property after a third party without authority illegally drilled holes in the office and gypsum walls belonging to the company. In the process, they damaged property belonging to the company. After reporting this at Parklands Police Station, there has allegedly not been any investigations regarding the complaint. The complaint was referred to the Internal Affairs Unit	File Closed

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
383.	Agathy Mungatia ISL/HUD/POL/015/007/22-KWK	National Police Service	Female	Abuse of power	The Complainant alleged that police officers based at Ntharene Police Station without justifiable reasons confiscated her pool table. The complaint was referred to he Independent Policing Oversight Authority which is best suited to handle the matter.	File closed.
384.	Momki Advocates for Stephen Jobling CAJ/NPS/015/4115/22-EF	National Police Service	Male	Delay	Complainant alleged delay in the conclusion of disciplinary proceedings initiated against a police officer, following his complaint. The complaint was addressed to the Inspector General of Police and the complainant was advised to await a response from the said office and update the Commission. No further communication was received from the complaint for more than 4 months.	Closed
385.	Aguko Osman & Company Advocates for William Owuor CAJ/POL/015/4120/22-EF	National Police Service	Male	Unlawful official conduct	Complainant alleged that three police officers arbitrarily arrested him and threatened him with execution, only to extort cash money to the tune of Kshs. 200,000/- and post-dated cheques. The complaint was lodged with the Internal Affairs Unit and copied to the Inspector General of Police, the Independent Policing Oversight Authority and the Commission. Complainant was advised to pursue the complaint with the relevant office and to update the Commission in 60 days' time, but no update was provided.	Closed
386.	John Muthiora Ngaruiya	National Police Service	Male	Delay	A complaint against Mogumu Police Station. The complainant alleges that on 1st April 2022, he was robbed at gunpoint of Kshs 80,000 and land title	CLOSED: Matter already before the

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	CAJ/POL/015/4127/2022-SAK				documents by people known to him. He reported this matter to the station which was recorded under OB no. 15/1/4/2022, but to date no action was taken. It was noted that this matter also regards a pending land/succession dispute.	Internal Affairs Unit for deliberation
387.	Jared Karioki Ong'era CAJ/ELD/POL/015/176/22-FL	National Police Service	Male	Administrative Injustice	The Complainant alleged dissatisfaction with the decision of the National Police Service directing he pays a fine of Kshs.43,000 for the offence of absconding duty for 19 days as he was not accorded a fair hearing. The complaint was referred to the National Police Service Commision.	File Closed
388.	Kiprono Collins CAJ/ELD/POL/015/174/22-FL	National Police Service	Male	Delay	A complaint on allegations that OCS Kondoo Police Station, Uasin Gishu County has failed to effect arrests of suspects to an assault case that he reported at the Station vide OB No.13/16/5/22 and further has failed to update him on the outcome of the investigations despite making several follow ups with the OCS. Investigations report confirmed that the matter regards a land ownership dispute to which the complainant had been charged with the offence of assault.	Complaint closed and complainant advised in accordance with section 34(b) as the matter was frivolous and vexatious
389.	Millicent Were CAJ/KSM/POL/015/649/22-AO	National Police Service	Female	Misbehaviour	A complaint against the conduct of police officer Paul Kibyegon Kibenei, driver of police Motor vehicle registration number GKB 595Y on allegations of driving under influence of alcohol, reckless driving and causing an accident and failure on the part of Maseno Police station to enter the incident into the	File closed

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					occurrence book and commence investigations. Complaint referred to IPOA for resolution	
390.	Christopher Thuita CAJ/NPS/015/4116/22-EF	National Police service	Male	Unresponsive official conduct	Complainant alleged that investigating police officers failed to conclude investigations and prefer charges against alleged perpetrators of land fraud. The complaint was also lodged with the Internal Affairs Unit and the complainant reported that the investigations were underway. He was advised to await the outcome.	Closed
391.	John Muturi CAJ/NPS/015/4149/22-SNK	National Police Service	Male	Unlawful official conduct	Complainant alleged that he was arrested by Police in Nyeri Central Police Station where he was released on a police bail of Kshs. 20,000/= which has never been returned to him despite the fact that he has never been charged in court.	Closed. The complaint was referred to the Internal Affairs Unit for resolution.
Pensions Department						
392.	Jembe Amiry Amiry CAJ/MSA/PEN/000/126/2022-EM	Pensions Department	Male	Delay	The Complainant alleged inordinate delay in processing of his deceased father's pension benefits. The Complainant advised to avail necessary documents for action.	File closed
393.	Edith Fidia Lipuka CAJ/MSA/ATI/PEN/000/2/2022-KC	Pensions Department	Female	Access To Information	The applicant alleged that she is a retired Teacher who earns a monthly pension of Kshs. 9,541/- until when it was adjusted to Kshs. 12, 484 and later adjusted downwards to Kshs. 9,541/-. She sought information/clarification on the disparities in her monthly pension dues. She is a retired teacher who earns monthly pension of Kshs 9,541 until January 2022	File closed

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					when it was adjusted to Kshs. 12,484/- . She was advised to request the information from the respondent as per the Access to Information Act.	
COUNTY GOVERNMENT OF MOMBASA						
394.	Kamau Njendu CAJ/MSA/CG/MSA/068/145/2022-KC	County Government of Mombasa	Male	Inefficiency	The Complainant petitioned the office of the Governor, Mombasa County, vide letter dated 3rd November, 2022 on encroached roads and illegal structures on plot No. 624/I/MN MOMBASA stating that it is the duty of the County Government to clear or remove any illegal structure obstructing the roads. Complainant advised to address the issue with Department of physical Planning and update the Commission for further legal assistance	File closed
395.	Anonymous CAJ/MSA/CG/MSA/068/143/2022-KC	County Government of Mombasa	Unclear	Abuse of power	Complainant alleged abuse of office by Mr. Anthony M. Mwenda, a county official working in the County Attorney's office, who vied for the position of Meru County Speaker while still holding public office. He stated that the official did not resign as required by law to enable him to vie for the County Assembly Speaker's position. Upon losing, he came back to Mombasa and resumed office. The Ethics & Anti-Corruption Commission was already seized of the matter.	File closed
396.	Residents, Funga Shati Village, Mombasa CAJ/MSA/CG/MSA/068/144/2022-EM	County Government of Mombasa	Group	Delay	The Complainants alleged that they reported a matter to the Chief Officer, Lands against a person who had constructed a structure on a road reserve and had blocked access to the residents of Funga	File closed

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					Shati in Jomvu Sub county in Mombasa. Duly advised to formally engage the Chief Officer Lands for redress through internal channels	
COUNTY GOVERNMENT OF KILIFI						
397.	Tisho Kombe CAJ/MSA/CG/KLF/103/21/2022-KC	County Government of Kilifi	Male	Delay	The Complainant alleged delay/inaction by Kilifi Water & Sewerage Co. Limited to reconnect a water meter at his home ostensibly for unpaid water bills yet he stated that he paid the bill via M-Pesa. Advised to avail sufficient particulars to inform follow up	File closed
NATIONAL LAND COMMISSION						
398.	Fatuma Faraj & others CAJ/MSA/NLC/022/325/2022-EM	National Land Commission	Female	Unresponsive official conduct	Complainant alleged lack of feedback at NLC to respond to their Complaint lodged vide letter dated 4th November, 2022 wherein, they had requested NLC to look into the management and administration of lands in Mwakirunge, Mombasa County.	File closed
399.	Jonathan Lagat CAJ/NLC/022/2327/22-SNK	National Land Commission	Male	Unlawful official conduct	A complaint alleging that some people obtained titles through fraud to parcels of land in Tiripkatoi Sub-Location, Tugumoi location, Torongo Sub-County of the Baringo County and which had been declared as forest reserves and were constantly harassing and evicting the complainant's family which had settled there over fifty years.	Closed The Complaint was referred to National Land Commission for resolution.
IEBC						

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
400.	Saul Mwachenge Mwamziri CAJ/MSA/IEBC/026/13/2022-EM	Independent Electoral and Boundaries Commission	Male	Delay	The Complainant alleged delay at the IEBC Wundanyi Constituency Office to pay him for the work done during the August, 2022 General Elections. Advised to lodge the complainant formally at IEBC for redress through internal channels	File closed
401.	Caroline Sabiri Manyange CAJ/IEBC/026/239/22-EF	Independent Electoral and Boundaries Commission	Female	Unfair treatment	Complainant, an employee of the respondent, alleged that the Respondent conducted unfair disciplinary proceedings against her, leading to demotion and interdiction. The complaint was lodged with the Public Service Commission and copied to the Commission on Administrative Justice. Complainant was advised to pursue the matter with the said office and update the Commission. No further communication was received from the complaint for more than 4 months.	Closed
			KENYA PORTS AUTHORITY			
402.	Tsongo Kajimbi Mwarua CAJ/MSA/KPA/004/128/2022-KC	Kenya Ports Authority	Male	Delay	The Complainant alleged delay at Kenya Ports Authority, Mombasa in effecting the area chief's report dated 4th June 2020 concerning compensation in Mwabea Demolitions by French Development Agency in 2020. The complainant stated that the settlement affected during the demolitions lies within four parcels i.e. VIMN/599, VIMN/677, VIMN1101 and VIMN/2413 and that, despite numerous follow ups, the concerned office had not effected the chief's report. Duly advised on the legal channels for redress	File closed

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
403.	Mwangi Stephen Karumba HUD/GPO/KPA/004/40/22-V.O.K	Kenya Ports Authority	Male	Delay	Complainant alleged that the Respondent had delayed in remitting dependants' pension for the late Mwangi Karumba Kihogo. He later withdrew the complaint on the basis that the complaint had been resolved.	File closed. Complaint resolved.
			MINISTRY OF LANDS			
404.	Mwasema Jamandi Maulidi CAJ/MSA/M.LAN/022/321/2022-EM	Ministry of Lands	Male	Delay	The Complainant alleged that he got a judgement on 20th March 2017 after a succession cause at the Mombasa Kadhi's Court in case number 92 of 2014 on the estate of Masika Abdalla but the Kwale land registry was yet to register the title deed as per the court order for plot numbers 526 and 510 Kwale/ Vanga in Kwale County. Duly advised on the legal channels for redress	File closed
405.	Konosi and Company Advocates CAJ/ELD/M.LAN/022/86/22	Ministry of Lands, Public works, Housing & Urban Development	Institution	Delay	A complaint on allegations of delay by the Nakuru County Lands Office to issue the Complainant with search certificates for land parcels number Dundari Mugwaghi Block 2/166 on behalf of his client Kipkemoi Samwel who claims proprietary interests over the said land.	Complaint closed as complainant failed to furnish the Commission with supporting documents within three months in accordance with Regulation 12(2) of the CAJ Regulations.

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
406.	Mwaura Kamau CAJ/M.LAN/022/2340/22-SNK	Ministry of Lands, Public Works, Housing and Urban Development	Male	Unfair official conduct	A complaint alleging that some Ministry of Lands officials were working in cahoots with some members of the family of the late Mwaura Thiongo to disinherit some members. Complainant was advised to seek Court remedy.	Closed.
407.	Christine Mukonene CAJ/ISL/M.LAN/022/086/22/KWK	Ministry of Lands Public Works, Housing And Urban Development,	Female	Outside mandate	The Complainant alleged a land dispute between the Complainant and her neighbour a Mr. Josephat Nkarichia. That the said grabbed two acres belong to the Complainant. The matter is currently before an arbitration committee headed by the Tigania West District Land Adjudication Officer. She was advised that her complaint is outside the Commission's mandate.	File closed
408.	Geversio Mwenda For Michael Gichuku ISI/HUD/M.LAN/022/006/22-KWK ISI/HUD/M.LAN/022/006/22-KWK	Ministry of Lands, Public Works, Housing And Urban Development	Male	Delay	Complainant alleged delay in the implementation of the decision of the Adjudication Board touching on Plot Number 1904 Mbeu 1, Adjudication Section case number 143/95 involving the Complainant's father and another. He said that both the Adjudication Board and the Mbeu 1 Adjudication Section held that the land belonged to the Complainant's father, Mr. Michael Gichunuku. Upon conducting an inquiry into the matter, the Sub county Land Adjudication and Settlement Officer-Tigania West advised the Commission that the matter can only be resolved through a Court process since DLASO is not legally mandated to implement the said decisions. The complainant was adequately advised	File closed

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
409.	Stakeholders of Kanyerus Adjudication Section CAJ/ELD/M.LAN/023/87/22	Ministry of Lands, Public works & Urban Development	Organisation	Delay	The Complainant alleged that they are residents of Kanyerus Adjudication Sector and holders of Plots No.968,969,970,1212,1213,1338 and 1339.They further allege that the Land Surveyor has unlawfully subdivided the plots and allocated the said parcels numbers to non- residents for processing of title deeds. The Complainants made an objection to the process and are apprehensive on the delay of outcome of the same. The complainants were advised to await the determination of the objection pending at the Land Adjudication Departments.	File closed
410.	Agatha Kabirithu CAJ/ISL/REF/001/21/22-KWK	Ministry of Lands, Public Works, Housing And Urban Development	Female	Unfair treatment	Complainant alleges that she is the legal proprietor of six acres of land situated at Kamithega area in Tigania East, Meru County. That she managed to get two acres of land out of the six wherein she was issued with two title deeds i.e. Tigania East/Kiguchwa/406, measuring 0.25 Ha. And Tigania East/Kiguchwa/3159 measuring 0.66 Ha; She is unable to take possession of the said parcel of land because they are currently occupied by private individuals and part of the land is owned by a public school namely Kamithega Primary school and Catholic church. Her efforts to pursue the matter with the District Land Adjudication Officer (DLAO) bore no fruits. She was subsequently advised to pursue the matter through Court.	File closed since the Commission mandate was ousted. Complainant referred to the National Legal Aid Service within the Office of the Attorney General and Department of Justice.

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
411.	Samuel Wamugi CAJ/M.LAN/022/2308 /2022-V.O.K	Ministry of Lands and Physical Planning	Male	Delay	Complainant alleged delay in registration of documents and conduct of official searches at Kiambu land registry. The file was merged with file reference number CAJ/M.LAN/022/2304/22 which contained a similar complaint.	File closed. Merged.
412.	Anonymous CAJ/NHC/028/65/22-V.O.K	Ministry of Lands, Public Works, Housing and Urban Development (National Housing Corporation)	Unclear	Unlawful official conduct	Complainant alleged several instances of corrupt and irregular recruitments and promotion of staff by the Respondent. Complainant was advised to lodge the complaint with the NHC Board and to update the Commission but failed to do so.	File closed
413.	Mutungi Masai CAJ/M.LAN/022/2316 /22-V.O.K	Ministry of Lands and Physical Planning	Male	Unresponsive official conduct	Complainant alleged that the Land Registrar, Makueni, failed to register a caution on land parcel number Makueni/Kiou/625. He was advised to seek legal advice of how to approach the Registrar since he had made the wrong application.	File closed. Complainant advised.
414.	Patrick Kabundu Mukiri CAJ/M/LAN/022/233 0/22-SNK	Ministry of Lands, Public Works, Housing and Urban Development	Male	Unfair official conduct	A complaint alleging that the Chief Registrar through gazette notice No 6633 dated 10th June 2022 purported to cancel the issued certificate of ownership to the complainant	Closed The complainant was advised to seek legal redress.
415.	Moses Kaplowat & Others HUD/NKR/M.LAN/022 /52/22-FL	Ministry of Lands, Public Works and Urban Development	Male	Outside mandate	The Complainant alleged that the Baringo County Lands Registrar has unfairly issued titles to land parcels number 4007,4008,4084,4161,3992 and 3993 in Salawa Adjudication section in total disregard of the law. The matter had been heard and determined by the	File closed

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
					Eldoret Environment Court Judicial Review No. 6 of 2019. He was advised that his complaint is outside the Commission's mandate	
416.	Jothan Matuku CAJ/KSM/M.LAN/022/457/22-AO	Ministry of Lands, Public Works, Housing and Urban Development	Male	Delay	A complaint against the land registrar Kakamega on allegations of delay to issue a written report following determination of boundary dispute between land parcels S/KABRAS/BUSHU/651 and S/KABRAS/BUSHU/1343. Complainant failed to respond to communication in violation of Regulation 12(2)	File closed
			PUBLIC OFFICER			
417.	George Okode HUD/GPO/PO/047/49/22-V.O.K	Public Officer	Male	Abuse of power	Complainant alleged that the Chief, Kokech Location, Homa Bay County, was interfering in transactions involving private land parcels. Since he had not shown any interest in the lands, he was advised to report the conduct of the Chief to the Assistant County Commissioner.	File closed.
			DIRECTORATE OF CRIMINAL INVESTIGATIONS			
418.	David Nyabuto Amboga CAJ/KSM/DCI/015/647/22-MA	Directorate of Criminal Investigations	Male	Unresponsive official conduct	Complaint on allegation of delay by the DCI-Banking Fraud Investigative Unit (BFIU) to reopen and forward a file to ODPP, Kisii for prosecution following a forensic document report dated 28th February 2022. The Complainant first filed a *Miscellaneous Application No. 179 of 2017* at the Chief Magistrate's Court at Kisii, which granted orders to investigate the transfer of	File closed

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
					money from his wife's account number 20050008172 Gusii Mwalimu Sacco to Barclays Bank Account number 1032742 by the Bank Fraud Unit. A forensic examination was done on the two signatures and a report dated 23rd May 2019 indicated that there was no criminal act on how the monies were paid. Vide a letter dated 22nd July 2019 the DCI indicated that upon forwarding the file to the Office of the Director of Public Prosecutions (ODPP) the file was closed for lack of evidence. A subsequent forensic report from DCI dated 28/2/2022 indicated that there was forgery in transferring of the monies. The Complainant vide a letter dated 5th July 2022 requested DCI-BFIU to reopen the file and forward the same to the ODPP for prosecution. Complainant was advised to write to the ODPP requesting for a review of the matter.	
INSURANCE REGULATORY AUTHORITY						
419.	Hezekiah Ndemo Onyango CAJ/IRA/000/1459/22 -V.O.K	Insurance Regulatory Authority	Male	Unresponsive official conduct	Complainant alleged that the Respondent had not resolved a complaint he lodged against an insurance company. It later emerged that the complaint had been resolved and the problem was on the part of his Advocate. He was advised to pursue his complaint with the Advocates Complaints Commission.	File closed. Complainant advised.
NATIONAL CRIME RESEARCH CENTRE						
420.	Chrispinus Adenya & Others	National Crime Research Centre	Group	Unlawful official conduct	Complainants alleged unfair labour practices by the National Crime Research Centre. The complaint was	Closed.

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
	CAJ/NPS/015/4154/22-V.O.K				referred to the Public Service Commission for resolution.	
KENYA WILDLIFE SERVICE						
421.	Bahati Hadia Athman CAJ/MSA/KWS/010/19/2022-KC	Kenya Wildlife Service	Female	Delay	The Complainant alleged delay at KWS Hola office to process the compensation for the death of her mother- Esha Mkyagawa Masabubu which was occasioned by a crocodile on 23.4.2013. She claimed that the family had not been paid since then. Upon follow up, it was established the delay occasioned by family dispute over genuine next of kin.	File closed
OFFICE OF THE ATTORNEY GENERAL						
422.	Bryan Omondi Juma CAJ/MSA/AG/001/504/2022-EM	Office of the Attorney General	Male	Unofficial conduct	The complainant alleged that he had applied for a business name registration for a security company on 9th June, 2017 and paid the prerequisite charges but the Registrar of Companies declined to process the application for unknown reasons. Complainant advised to make a formal follow up with the registrar of companies, keep the Commission posted for further assistance.	File closed
KENYA RAILWAYS						

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
423.	James Muriithi Murage & Others CAJ/MSA/KRC/004/133/2022-KC	Kenya Railways	Male	Administrative Injustice	The Complainants alleged manifest injustice by Kenya Railways Corporation by issuing eviction notices to all tenants at Shimanzi railway estate. They claimed that the notices were issued through the Chief's office requiring them to move out by 31.12.22 supposedly over claims that the houses were inhabitable & hence, were supposed to be demolished. Advised to raise the matter formally to the MD, Kenya Railways for redress through internal channels.	File closed
BUSINESS REGISTRATION SERVICES						
424.	Joseph Njoro Kabechu CAJ/PE/040/2660/22-SNK	Business Registration Services	Male	Access to Information	A complaint requesting for information on how calculation payment of a shareholder of a company under liquidation was arrived at	Closed. Complainant was advised to lodge a request for information with BRS.
NATIONAL POLICE SERVICE COMMISSION						
425.	Emmanuel Kiprop Ruto CAJ/POL/015/4117/22-SNK	National Police Service Commission	Male	Unfair official conduct	A complaint alleging failure by National Police Service to extend complainant's employment service beyond 60 years on grounds of disability.	Closed. The complaint was referred to National Council for Persons with Disabilities for resolution
KOITALEEL SAMOEI UNIVERSITY COLLEGE						

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
426.	Kenneth Nyandimo CAJ/M.EDU/013/2377/22-SNK	Koitaleel Samoei University College	Male	Delay	A complaint alleging that Koitaleel Samoei University College delayed in making payments for books supplied to the University worth Ksh 1,327,140/=.	Closed. Complaint referred to PPRA for resolution.
KENYA NATIONAL INNOVATION AGENCY						
427.	Anonymous CAJ/KENIA/013/2384/22-SNK	Kenya National Innovation Agency	Unclear	Unfair treatment	Complainant alleged that some officers within KENIA were being treated with favouritism on account of attendances of workshops. The complaint did not have sufficient particulars to allow action with lack of contact details prohibiting further probe.	Closed.
COMMISSION FOR UNIVERSITY EDUCATION						
428.	Anthony Nderitu CAJ/CUE/013/2383/22-SNK	Commission for University Education	Male	Unresponsive official conduct	Complainant alleged that the Commission for University Education failed to authenticate a masters degree obtained from Kenyatta University. The complaint had been sufficiently addressed by CUE after it advised that the complainant did not require authentication for local degree.	Closed.
COUNTY GOVERNMENT OF BUNGOMA						
429.	Derrick Wafula CAJ/KSM/ATI/CG/BGM/112/1/22	County Government of Bungoma	Male	Access to Information	Complaint on allegation of failure by the County Government of Bungoma to issue rates receipts. Complainant was advised to make a formal request for the rates receipt. He failed to respond to communication by the Commission on several occasions.	Closed.
COUNTY GOVERNMENT OF ISIOLO						

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
430.	Anonymous CAJ/ISL/CG/ISIOLO/049/177/22-KWK	County Government of Isiolo	Unclear	Unlawful official conduct	The Complainant alleged that Mr.Hashim Mohamed was appointed as the County Attorney by the County Government of Isiolo notwithstanding the fact that he was not qualified. The County Attorney Act No.14 of 2020, Section 5(2) provides that a person is qualified to be appointed as a County if such person has at least five years post admission experience. Complaint was referred to EACC for resolution.	File closed.
431.	Anonymous Citizens CAJ/ISI/CG/ISIOLO/049/116/22-MBA	County Government of Isiolo	Unclear	Administrative injustice	This complaint raised a myriad of service issues at the County Government of Isiolo which include unfair human resources practices like promotion and officers still serving despite attaining the retirement age at the County and the County Public Service Board. The Complainant is seeking scrutiny of academic and qualifications of all employees of the County. The file was forwarded to the Investigation's department	File closed
432.	Anonymous CAJ/ISL/P.OFF/047/012/22-KWK	County Government of Isiolo	Unclear	Administrative injustice	The Complainant alleged that Mr. Rashid Iribo Wako, an applicant for the position of the Chief Officer, County Government of Isiolo formerly worked with the department of Civil Registration until he was summarily dismissed from service due to gross misconduct and forgery of essential government documents.	File closed. Matter referred to EACC-Isiolo regional office which is best suited to handle the complaint. Complainant advised accordingly.
KENYA POWER & LIGHTING COMPANY						

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
433.	Wangui Kuria & Co. Advocates for Alice Waithera	Kenya Power & Lighting Company	Female	Administrative Injustice	A complaint alleging that Kenya Power had disconnected the complainant from electricity supply on the basis of unpaid bills for another meter in the name of her deceased husband but which she did not know of its existence. An inquiry was initiated and the Respondent commenced investigations into the matter.	Closed.
434.	CAJ for Felix Onyango CAJ/OM/7/209/2022	Kenya Power and Lighting Company	Male	Inefficiency	A media story of a citizen who suffered various injuries after stepping on low-hanging high voltage live wires erected by KPLC on a walking path. File closed after inquiry and response by KPLC indicated that legal action had been taken by the citizen.	Closed
			MINISTRY OF WATER			
435.	Benjamin Butuk CAJ/M.WAT/009/327/22-SNK	Ministry of Water	Male	Unfair official conduct	A complaint alleging that a borehole was sunk at AIC Chebarus Primary School in Nandi County which school was a private school hence mis-use of public resources	Closed
			ELWAK WATER & SEWERAGE COMPANY			
436.	Awal Abdikarin CAJ/GSA/ELWASCO/009/1/22	Elwak Water & Sewerage Company	Male	Oppressive Official Conduct	A complaint that the Respondent company failed to pay the complainant and others for a period of seven months. Complainant was requested to provide copies of documents in support of his allegations.	Inquiry pending subject the complainant furnishing supporting documents.

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
			GARISSA WATER & SEWERAGE COMPANY			
437.	Bouralgy Community Group CAJ/GSA/GAWASCO/092/1/22	Garissa Water & Sewerage Company	Group	Unfair treatment	A complaint that the Sewerage company has failed to control leakage of its sewers and polluted the environment. The matter was not an official complaint but was copied to us.	File closed since the complainant has not returned with any progress on the matter as addressed to the County Government
			TEACHERS SERVICE COMMISSION			
438.	Stephen Njukia Githongo CAJ/TSC/013/2344/22-FN	Teachers Service Commission	Male	Unfair treatment	A complaint that the complainant is owed his pension after his dismissal from employment following his acquittal on charges of defilement of a student in *Criminal case number 446 of 2001.*	File Closed - Complainant advised to first exhaust the remedies available to him
439.	Beatrice Cherotich CAJ/ELD/M.EDU/013/101/22	Teachers Service Commission	Female	Unfair treatment	The Complainant alleged unfair treatment by the respondent on the recruitment process for internship teachers School for a vacant position at Ndanai Girls Secondary School on 28/11/2019 in Nandi County. The Complainant alleges that the exercise was not free and fair as she was reliably informed that she emerged the best candidate but could not be absorbed as she did not meet the required	File closed

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
					qualifications as per the TSC Circular. She was advised that her complaint was frivolous under Section 34(b) of The CAJ Act	
440.	Vincent Omoit Emodo CAJ/TSC/013/2327/2022-SAK	Teachers Service Commission	Male	Unfair Official Conduct	A complaint regarding an interdiction. The complainant is a geography teacher at Dandora Girls Secondary School and a person living with a disability. The complainant avers that he was unfairly interdicted vide the letter of 8th June 2022 in line with clause b (vi) and c(iii) of the TSC Act. The complainant alleges that the allegations therein were unfair and targeted at removing him from office,.	CLOSED
441.	Johnson Wandela Wanjala CAJ/TSC/013/2340-FN	Teachers Service Commission	Male	Maladministration	The Complainant alleged that the Respondent had failed/neglected to provide him with an 'employment form' after an allegedly successful interview for the position of a teacher of Tande Secondary School in Kakamega County. He was advised to lodge his complaint with the Respondent.	File closed
HUMAN RESOURCE PROFESSIONAL EXAMINATIONS BOARD						
442.	Vincent Koech CAJ/HRMPEB/013/2382/2022-SAK	Human Resource Professional Examinations Board	Male	Unfair Treatment	A complaint regarding unfair dismissal. The complainant was an accountant with the Board until his dismissal vide the letter of 25th October 2022 for alleged insubordination.	CLOSED
AREA CHIEF-KABUCHAI LOCATION						

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
443.	Wisdom Nasibwa Wanyonyi CAJ/PO/047/557/2022-SAK	Area Chief-Kabuchai Location	Male	Unresponsive Official Conduct	A complaint that the area chief and sub-chief have refused to fill a letter of introduction to assist in a succession proceeding. It was noted that the Chief wanted a beneficiary interest to be included as the third party alleged that she bought land belonging to the deceased. Complainant were advised to take any objections before the court, as legitimate interests ought to be included in the letter of introduction.	CLOSED: No impropriety on the part of the Area Chief
			MINISTRY OF AGRICULTURE, LIVESTOCK, FISHERIES AND COOPERATIVES			
444.	Simon Wanagwe Wesechere CAJ/M.AGR/014/392/2022-SAK	Male	CS Ministry of Agriculture, Livestock, Fisheries and Cooperatives	Maladministration	A complaint against the CS Ministry of Agriculture, Livestock, Fisheries and Cooperatives for not appointing the complainant as the sugarcane representative to the AFA Board after sitting for interviews in 2019. The complainant sought to have the results released and the CS compelled to appoint the complainant.	CLOSED: The complainant have been duly advised on how to process his grievance.
			KENYA REVENUE AUTHORITY			
445.	Nairobi Enterprises CAJ/KRA/000/1474/2022-SAK	Kenya Revenue Authority	Institution	Unlawful official conduct	A complaint regarding import duty imposed by the Authority. The complainant company is an importer and exporter of medical devices and pharmaceuticals who imported hospital beds under tariff 9402.90.10, which attracts a duty of 0% and VAT of 16%. However, currently a consignment is being held by customs entry no. 22EMKIM400981707, a	CLOSED

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
					customs officer (Mr. Ben Kiogora) who disputed the tariff and recommended a tariff of 9402.90.90 for other furniture, attracting a duty of 25% and VAT of 16%. The complainant is disputing this matter.	
				KENYA PIPELINE COMPANY		
446.	Anonymous (KPC Staff) CAJ/KPC/021/593/2022-SAK	Kenya Pipeline Company	Group	Administrative Injustice.	A complaint against Kenya Petroleum Oil Workers Union regarding allegations they made against management. The members of staff allege that the allegations were unfounded and unjustified, and as such they have distanced themselves from the representation.	CLOSED: Matter pending before the Ministry of Labour for mediation
				OFFICE OF THE DIRECTOR OF PUBLIC PROSECUTIONS		
447.	Anthony Murage Njagi CAJ/ODPP/027/276/2022-SAK	Office of the Director of Public Prosecutions	Male	Unfair Official Conduct	A complaint regarding criminal charges and prosecution. The complainant was charged in SPM Case No. 21 of 2018 Baricho Law courts in Kirinyaga county with the offence of rape. The complainant was found guilty and served his sentence. However, the complainant is seeking a fresh investigation and clearing of his criminal record.	CLOSED
448.	Gaita & Co., Advocates CAJ/ODPP/027/271/22-JMM	Office of the Director of Public Prosecutions	Institution	Unfair official conduct	The complainant alleged that the Respondent was abusing his powers and had orchestrated a plan to withdraw his case from court without his consent. He was advised to follow up with the Respondent as the Respondent had a constitutional mandate to withdraw cases.	Close the file.

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
			DIRECTORATE FOR CRIMINAL INVESTIGATIONS			
449.	G. M. Gamma Advocates LLP for Japeth Change CAJ/DCI/015/4137/2022-SAK	Directorate for Criminal Investigations	Institution	Abuse of Power	A complaint regarding the conduct of DCI officers. Chief Inspector James Manyuru and Inspector Francis Mulinge have allegedly conspired with Mr. Francis Yongi who is embroiled in a fees dispute with Japeth Change which is currently before the court as a civil claim. The officers are alleging fraud, stealing and forgery regarding the documents Mr. Change has presented before the court. Mr. Yongi instituted baseless accusations to compromise the pending civil suit, and the officers are complying with his frivolous instructions.	CLOSED
			THE NATIONAL ENVIRONMENT MANAGEMENT AUTHORITY			
450.	Anonymous NEMA CAJ/NEMA/038/195/22-EMN	The National Environment Management Authority	Anonymous	Unlawful Official Conduct	The Complainant alleged that the Respondent re-organised its organisational structure, created the office of Deputy Director of Internal Audit which vacancy ought to have been advertised and the holder competitively recruited but that the same was neither advertised nor competitively recruited. They sought to know how the vacancy was filled. The complaint was referred to the Access to Information Directorate	File Closed
			HELB			
451.	Ruth Njeri Ndichu ISL/HUD/M.EDU/013/010/2022 -KWK	Higher Education Loan Board (HELB)	Female	Administrative injustice	The Complainant alleged that she is an employee of the Teachers Service Commission and a teacher at T	File closed.

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
					Kamukethi Primary school. She applied for a HELB loan of Kshs 100,000/- to further her studies at Mount Kenya University which was remitted the said money to the university accordingly. However she was unable to pursue her studies due to personal issues; The said loan was recovered from her pay slip from November 2021 until February 2022 totaling to Kshs 46,995. After several attempts of seeking refund of the said money from the university, she was given a cheque of Kshs 91,000 that was then deposited to the Higher Education Loans Board account. The Complainant wanted a refund from HELB regarding the previous loan deductions of Kshs 46,995 but was informed that the said deductions were penalties. The complainant was advised that the monies claimed were penalties by the HIgher Education Loans Board.	
PRIVATE ENTITY						
452.	Christine Marete ISL/HUD/PE/040/07/22-KWK	Private entity	Female	Abuse of power	The Complainant alleged that she is the widow of the late Alex Kubai Nkubitu who was until his death a member of the Meru Solution Sacco. The late Kubai was a teacher and his TSC number was **223754**. She tried to pursue an update on his benefits/ shares from the said Sacco on several occasions. Unfortunately, the manager of the Sacco based at the head office in Meru has refused to avail the file which contains the information related to the deceased shares. The complaint was referred to the SACCO Societies Regulatory Authority	File closed
KARATINA UNIVERSITY						

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
453.	Desperate & concerned whistleblower CAJ/K.UM/013/2370/ 22-FN	Karatina University	Anonymous	Maladministra tion	The Complainant alleged that the respondent failed to follow its own Human Resources Policy when hiring staff. The complaint was referred to the Public Service Commision and file was closed as it doesn't have a contact address	File closed
			KERRA			
454.	Alfric Alima CAJ/KERRA/006/213/ 213/22-FN	Kenya Rural Roads Authority	Anonymous	Delay	The Complainant alleged that the contractor engaged to rehabilitate and maintain Gachie-Gacharaga road has abandoned his duties. The Complainant was referred to the Kenya Rural Roads Authority for Resolution as the Complainant did not provide contact details to enable the Commission obtain further details.	File close
			POSTAL CORPORATION OF KENYA			
455.	Keziah Nkirote CAJ/POSTA/023/215/ 22-FN	Postal Corporation of Kenya	Female	Delay	The Complainant alleged delay in payment of salaries. She sought payment of salaries owed from the month of April 2022 to June 2022 . The complaint was referred to the Public Service Commision.	File Closed
			KENHA			
456.	Joseph Kimani Munyaka CAJ/KENHA/006/215 /22	Kenya National Highways Authority	Male	Delay	The Complainant alleged that the respondent had failed to compensate him for injuries sustained. He was referred to the respondent.	File Closed

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
457.	Jacinta Njeri Njuguna CAJ/KENHA/006/218 /22	Kenya National Highways Authority	Female	Delay	The Complainant alleged that the Respondent had failed to compensate the complainants for destroying her property during the implementation of the Msa-Mariakani project. He was referred to the National Land Commission.	File closed
DEPARTMENT OF CHILDREN SERVICES (DCS)						
458.	Cosmas Mutua CAJ/M.GEN/018/134 /2022-SAK	Department of Children Services (DCS)	Male	Unresponsive Official Conduct	The Complainant alleged closure of a children's home in Malindi that is Chembe Joyous Children home in Malindi, Kilifi County has been abusing the children by engaging in child labour, child neglect, corporal punishment, Psychological torture, child neglect and syphoning of funds. On 4th July 2022, complainants visited the County Coordinator for Children Services for assistance, however, no assistance was forthcoming and the home continues to run unabated. The complaint was referred to the State Department for Social Protection.	File closed
KENYA FILM COMMISSION						
459.	Anonymous CAJ/KFC/023/216/20 22-SAK	Kenya Film Commission	Anonymous	Unfair Official Treatment	The complaint alleged maladministration within respondent and that employees are fired without due cause and nepotism when recruiting. Moreover, the CEO received facilitation for attending two seminars being held at the same time. The Complaint was referred to the Ethics and Ant- Corruption Commission.	File Closed
ELGEYO MARAKWET COUNTY GOVERNMENT						

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
460.	Limo. R. K. & Company Advocates CAJ/ELD/CG/E.MARAKWET/126/4/22-FL	Elgeyo Marakwet County Government	Institution	Unresponsive official conduct	The complainant alleged that the Elgeyo Marakwet County Government has misappropriated funds meant to settle dues owed their client-Capitol Solutions Kenya Limited following a tender for the construction of vegetable shades. The Complainant was referred to the Ethics and Anti-Corruption Commision.	File Closed
			OFFICE OF THE REGISTRAR OF POLITICAL PARTIES			
461.	Mathews. K. Tuikong CAJ/ELD/ORPP/044/3/22-FL	Office of the Registrar of Political Parties (ORPP)	Male	Unresponsive official conduct	The Complainant alleged that the respondent A failed to address his complaint on unlawful registration as a member of the Jubilee Party. The Complaint was resolved on the Commission's intervention.	File closed
			MUKIRIA TECHNICAL TRAINING INSTITUTE			
462.	Eric Karani ISI/HUD/M.EDU/013/009/22-MBA	Principal Mukiria Technical Training Institute	Male	Abuse of power	The complainant alleged poor leadership and governance in the running of the respondent institute and particularly misappropriation of funds. He was referred to the MInistry of Education.	File closed.
COMPLAINTS REFERRED TO OTHER INSTITUTIONS						
			COUNTY GOVERNMENT OF KAJIADO			
463.	Elijah Musere Melita CAJ/HUD/CGKAJIADO/081/8/22-EF	County Government of Kajiado	Male	Manifest injustice	Complainant alleged that the County Government of Kajiado was dumping waste in their residential area, on land which was planned for construction of a school, thus causing pollution and other health hazards. Complaint referred to the National Environment Management Authority.	Complaint referred to the National Environment Management Authority on 15 December 2022
			NATIONAL POLICE SERVICE			

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
464.	Davis Wakukha CAJ/NPS/015/4151/2022-EF	National Police Service (Gigiri Police Station)	Male	Manifest injustice	Complainant alleged that police officers irregularly arrested him and remanded him for three days while shuttling him between Gigiri police station and Kibera Law Courts and Milimani Law Courts, without recommending any charges against him. Complaint referred to the Internal Affairs Unit-National Police Service.	Complaint referred to the Internal Affairs Unit-National Police Service on 15 December 2022
465.	Kwamwea Residents CAJ/EACC/026/236/22-EF	National Police Service (Narumoru Police Station)	Group	Unlawful official conduct	Complainants alleged that the police officers received bribes from a marijuana vendor and refused to arrest and recommend charges against the alleged vendor, despite numerous reports by residents of the area. Complaint was referred to the Internal Affairs Unit, which reported that an investigation was underway.	Referred to the Internal Affairs Unit – National Police Service on 25 July 2022
466.	Muthee Githuku Muriuki CAJ/NPS/015/4150/22-EF	National Police Service (Karatina Police Station)	Male	Unresponsive official conduct	Complainant alleged failure by the police to take action on a report of malicious damage to property, despite following up severally. Complaint referred to the Internal Affairs Unit – National Police Service.	Referred to the Internal Affairs Unit – National Police Service on 15 December 2022
467.	Law Society of Kenya - Mount Kenya Branch CAJ/DCI/015/4131/22-JMM	National Police Service Directorate of Criminal Investigations	Institution	Outside Mandate	The complainant alleged that the Police in Meru carried out an inquest into the death of a minor without the involvement of the mother.	Referred to the Directorate of Criminal Investigations
MINISTRY OF INTERIOR AND NATIONAL ADMINISTRATION						
468.	Samwel Owuor Onyango	Ministry of Interior and National Administration	Male	Unlawful official conduct	Complainant alleged that he applied for employment as an Assistant Chief for Kajimbo Sub-Location, but the recruitment process was irregular	Referred to the Principal Secretary for the Ministry of

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
	CAJ/M.IGC/062/1414 /22-EF				and designed to favour the successful applicant. Complaint referred to the Principal Secretary for the Ministry of Interior and Administration of National Government.	Interior and Administration of National Government on 14 December 2022
				STATE LAW OFFICE (ADVOCATES DISCIPLINARY TRIBUNAL)		
469.	Peris Muthoni for David Kairu Wambui CAJ/ACC/001/2519/ 22-EF	State Law Office (Advocates Disciplinary Tribunal)	Female	Delay	Complainant alleged that the Tribunal had taken long to hear and determine a complaint lodged against an advocate. Referred to the Judiciary Ombudsman.	Referred to the Judiciary Ombudsman on 14 December 2022
				JUDICIARY		
470.	Peninah Mucogo Njuki HUD/EMBU/JUD/001/ 188/22-EF	Judiciary	Female	Delay	Complainant alleged that her appeal at the Nyeri Court of Appeal had not been heard and determined for three years. Complaint referred to the Judiciary Ombudsman and complainant notified.	Referred to the Judiciary Ombudsman on 21 October 2022
471.	James Wanyaga Gathaka CAJ/JUD/001/2507/2 2-JMM	Judiciary	Male	Outside Mandate	The complainant alleged that he was the complainant in Nyeri Criminal Case No. 809 of 2014, R V Samuel Kibui Maina, and that when the matter was fixed for defence hearing on 19th June 2019, it could not proceed because the file was missing. The file was reconstructed but the matter did not take off.	Referred to the Office of the Judiciary Ombudsman
				MINISTRY OF EAST AFRICAN COMMUNITY		
472.	Timothy Sikunyi Muellar	Ministry of East African Community, the	Male	Inefficiency	Complainant alleged that the terms of the insurance cover negotiated between the Ministry and the National Hospital Insurance Fund were unfavourable.	Referred to the Ministry of East African Community

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
	CAJ/PSC/016/188/22 -EF	ASALs and Regional Development			Complainant was advised to first raise the issues with the employer.	and Regional Development on 21 October 2022
				MINISTRY OF EDUCATION		
473.	Peter Maina Ngare CAJ/M.EDU/013/2376 /22-EF	Ministry of Education (Principal, St. Anuarite Gatanga Girls School)	Male	Oppressive official conduct	Complainant alleged that the Principal irregularly demanded from parents payment of additional money in cash, besides the schools fees, which money was not accounted for by issuance of a receipt. Complaint referred to the Principal Secretary-State Department of Early Learning and Basic Education, who directed the Director of Schools Audit to carry out an audit of the school.	Referred to the Principal Secretary-State Department of Early Learning and Basic Education on 15 December 2022
				PUBLIC SERVICE COMMISSION		
474.	Anonymous Complaint CAJ/PSC/016/186/22 -JMM	Public Service Commission	Male	Outside Mandate	The complainant alleged that the Public Service Commission recruited incompetent staff to serve at the Ministry of Foreign Affairs, on account of corruption practices. The matter was referred to the Ethics and Anti-Corruption Commission and the complainant advised to follow up.	Referred
				PRIVATE ENTITY		
475.	Lawrence Odhiambo Onyango CAJ/PE/040/2658/22-JMM	Private entity (H. Obach & Co., Advocates)	Male	Outside Mandate	The complainant alleged that H Obach & Co., Advocates fraudulently processed a succession cause without their involvement.	Referred to the Advocates Complaints Commission
INQUIRY ONGOING						
MINISTRY OF LANDS, PUBLIC WORKS & URBAN DEVELOPMENT						

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
1.	Nicholas Kimutai CAJ/ELD/M.ROA/006 /5/22-FL	Ministry of Lands, Public Works & Urban Development ,	Male	Delay	The Complainant alleged that the National Construction Authority (NCA) has delayed to address his complaint on an ongoing construction of proposed residential apartments on LR. No. Kericho /Kapsuser /7311 Kericho which has not been approved by NCA.	Ongoing inquiry
2.	Margaret Jesang Busienei CAJ/ELD/M.LAN/022/ 89/22-FL	Ministry of Lands, Public Works and Urban Development	Female	Delay	The Complainant alleged that the Director Land Adjudication & Settlement has delayed to issue a discharge of charge and transfer documents for land parcels number 289 Kunyak Settlement Scheme.	Ongoing Inquiry
3.	Francis Kariuki Wambugu HUD/NKR/M.LAN/022 /51/22-FL	Ministry of Lands, Public Works & Urban Development	Male	Delay	The Complainant alleged that the Nakuru County Land Registrar has delayed to update him on the outcome of an investigation into the fraudulent issuance of title to his land parcel number Dundori/Lanet Block 5/3227 (New Gakoe) to one Monicah Wanjiku Kironji who has proceeded to charge the property with Equity Bank for a consideration of Kshs.1,500,000	Ongoing Inquiry
4.	Mariakani Catholic Church CAJ/MSA/M.LAN/022 /318/2022-KC	Ministry of Lands, Housing, Public Works and Urban Development	N/A	Delay	The Complainant alleged delay at Kilifi lands office to process and issue title deed of Land Ref. No. 131 Kilifi 2017.01 situated at Mariakani, Kilifi County. The officials indicated that the Church had complied with all requirements and got approvals from the County Government of Kilifi and NLC but the title deed had not yet been issued.	Ongoing inquiry
5.	George Ondula Masawa CAJ/KSM/M.LAN/022 /452/22-WT	Ministry of Lands, Housing and Urban Development	Male	Delay	The Complainant alleged delay by the Land Registrar, Kisumu to provide the necessary information regarding the exact boundary of his parcel of land reference number Kisumu/Konya/3723. He said that Despite lodging a complaint, the Lands office had	Ongoing inquiry

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
					failed to address the land boundary dispute. He was requested to provide further particulars of the complaint.	
6.	Elijah Thuo CAJ/ELD/M.LAN/022/ 91/22-FL	Ministry of Lands, Public Works and Urban Development	Male	Unresponsive official conduct	The Complainant alleged that the Uasin Gishu County Lands Office failed to issue him with title deed for land parcel number Kapsaret/ Block 1 (Yamumbi)/1794 following the purchase and transfer of the same from the vendor.	Ongoing inquiry
7.	Zainah K. Mukabale CAJ/KSM/M.LAN/022 /449/22-AO	Ministry of Lands, Public Works , Housing and Urban Development	Female	Unresponsive official conduct	The Complainant alleged that the Kakamega District Surveyor and Land Registrar Kakamega County failed to conduct a survey on Land Parcel Marama/Shinamwenyuli/3054 to determine its exact location, boundary and acreage .	Ongoing inquiry
8.	Lydia Mwari CAJ/ISL/M.LAN/022/0 85/22 -KWK	Ministry Of Lands, Public Works, Housing And Urban Development	Female	Inaction	The Complainant alleged that she is a resident of Ntulile Village Nturingwi Sub location, Ngaremare/ Gambala and she is the bonafide owner of land parcel known as 4108; That unbeknown to her, a third party changed the parcel known and transferred the same to himself. Vide letter dated 8th January 2020, she brought the matter to the attention of Tigania East Sub County and Settlement Officer but to no avail.	Ongoing inquiry
9.	Mwanamkuu Ali Mwaraone HUD/KWL/M.LAN/022 /14/2022-EM	Ministry Of Lands, Public Works, Housing And Urban Development	Female	Delay	The Complainant alleged delayed identification of boundaries on plot No. Kwale/Diani even after paying the required fees. No tangible explanation given by the Respondent. He was advised to avail sufficient particulars to inform follow up.	Ongoing inquiry
10.	Lewis Mitau Muluvi CAJ/M.LAN/022/2312 /22-V.O.K	Ministry of Lands, Public Works, Housing and	Male	Delay	Complainant alleged that a Surveyor under the Respondent Ministry conducted a verification and establishment exercise on land registration numbers	Inquiry ongoing

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
		Urban Development			Nzambani/Kyanika/1433 and 1434 but has not provided an official report in respect of the same.	
11.	Jerusha Mukokinya CAJ/ISL/M.LAN/022/085/2022-KWK	Ministry Of Lands, Public Works, Housing And Urban Development	Female	Delay	The Complainant alleged that her late father left behind a written will wherein he subdivided and distributed equally among his children Land Parcel **Kianjai/Kianjai/652** approximately measuring 1.13 HA. She subsequently formalised her inherited parcel of land measuring 1.00 acre and the same registered as Kianjai Adjudication Section Plot Number 10469. She stated that her step Brother attempted to disinherit her which culminated into various criminal and civil cases wherein the Complainant got favorable orders. Her step brother died but her cousin insisted that the deceased brother sold him the land. She has sought the intervention of the District Land Adjudication and Settlement Officer (DLASO) in Vain.	Ongoing inquiry.
12.	Johnson Kariuki CAJ/MSA/M.LAN/022/315/2022-KC	Ministry of Lands, Housing, Public Works and Urban Development	Male	Delay	The Complainant alleged delay by the Kwale County Survey office in undertaking a boundary identification exercise of plot No. 501 Kwale/Ukunda which was scheduled for 19th December, 2019 by the County Government of Kwale, Department of Environment and Natural Resources.	Ongoing inquiry
13.	Jane Njeri Kimemia CAJ/NCA/007/73/22-V.O.K	Ministry of Lands, Public Works, Housing and Urban Development	Female	Unlawful official conduct	Complainant alleged that her neighbour was constructing a house without authorization from the National Construction Authority. She was advised to follow up her complaint with the authority.	Inquiry ongoing Pending action from Complainant.

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
		(National Construction Authority)				
14.	Tunu Mrina HUD/KWL/M.LAN/022 /17/2022-KC	Ministry Of Lands, Public Works, Housing And Urban Development	Male	Unofficial conduct	The Complainant alleged that officers at Kinango Land adjudication and settlement office had colluded with third parties in depriving them of their family land Plot Number 682 Gandini Adjudication Section. The subdivisions were conducted without their knowledge and for the benefit of respective Respondents in Land Case No. 36 of 2011.	Ongoing inquiry
15.	Wahome Maranga Francis CAJ/NHRR/M.LAN/01 5/18/22-EM	Ministry of Lands, Public Works, Housing And Urban Development	Male	Unlawful official conduct	The complainant alleged that he was allocated land by the director of settlements in 1996. In 2021, some other people were allocated the same land without following due process.	Inquiry ongoing
16.	Njoroge Chege John CAJ/NHRR/POL/015/ 32/22-EM	Ministry of Lands, Public Works, Housing and Urban Development	Male	Unresponsive official conduct	The complainant alleged that he was defrauded of a piece of land by someone known to him. He reported the matter to the DCI but they had not taken any action thus far.	Inquiry ongoing
17.	Zeina Sidi Karisa & Kazungu Charo CAJ/MSA/M.LAN/022 /324/2022-KC	Ministry of Lands, Public Works, Housing and Urban Development	Female	Delay	The Complainants alleged delay to process and issue a title deed upon conclusion of a land ownership dispute between their family and the family of Kahindi Kambi. They stated that the dispute was heard by the land control board, Kaloleni law court and the High Court in Mombasa, wherein both courts ruled in their favour.	Inquiry ongoing
18.	Abdul Sheikh for Sheikh Fazal Ilahi	Ministry of Lands, Public Works,	Male	Unresponsive official conduct	Complainant alleged that the Chief Land Registrar failed to implement an order of the court directing him to register a leasehold title in favour of the Trust.	Inquiry ongoing Awaiting update from complainant

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
	Noordin Charitable Trust CAJ/NLC/022/2329/22-EF	Housing and Urban Development (Chief Land Registrar)			Complainant to first exhaust execution avenues before the court.	
19.	Ziru Tsuma Ali HUD/KWL/M.LAN/022/16/2022-EM	Ministry of Lands, Housing, Public Works and Urban Development	Male	Abuse of office	The Complainant alleged collusion between Kinango Adjudication office and their neighbours in carrying out subdivisions on Plot No 987 Gandini Adjudication Section which rightfully belongs to his family. Duly advised on the legal channels for redress.	Ongoing inquiry
20.	Joseph Kibet Rotich CAJ/M.LAN/022/2339/22-EF	Ministry of Lands, Public Works, Housing and Urban Development (Land Registrar – Eldama Ravine)	Male	Unlawful official conduct	Complainant alleged that the Land Registrar released his original title deed to his neighbour, without his consent, and that the neighbour has asked for money in exchange for the title deed. That he reported the matter to the Land Registrar and asked for intervention in recalling the title, but no action has been taken to facilitate the receipt of his title. He was asked to provide copies of correspondences and an image of the title, which he referred to during screening.	Inquiry ongoing Awaiting further particulars from complainant
21.	Elizabeth Wambu Thiongo HUD/GPO/P.O/047/50/22-FN	Ministry of Lands, Public Works, Housing and Urban Development (Public officer)	Female	Abuse of power	A complaint that a Government surveyor colluded with others to encroach on the complainant's land (LR number DAGORETTI/RIRUTA/5664).	Inquiry ongoing – Pending update from Respondent
22.	Concerned Staff CAJ/M.PWOR/007/72/22-FN	Ministry of Lands, Public Works, Housing and Urban Development	Anonymous	Abuse of power	A complaint that the appointment of Mr. Levi Lusenaka on 28th July 2022 to head the Eldoret Regional office was done in an irregular and unfair manner.	Inquiry ongoing – Pending update from Respondent

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
		(State Department for Public works)				
23.	Julius Otieno Rading T/A M/S Ochieng & Associates Advocates CAJ/KSM/M.LAN/022 /454/22-AO	Ministry of Lands, Public Works , Housing and Urban Development	Male	Abuse of power	The Complainant alleged that theKisumu Land Registrar failed to lift a caution lodged suo moto over Land Parcel Kisumu/Konya/3121 and issuance of green cards thereof.	Ongoing inquiry
24.	Dionne Mayienga CAJ/M.LAN/022/2320 /22-EMN	Ministry of Lands, Public Works, Housing and Urban Development	Male	Delay	The Complainant alleged that he sought to charge his property Mavoko Town/Block2/12451. He submitted his original documents on 22/06/22 but that the property was not charged. On following up, he was informed that his title was lost.	Inquiry ongoing
25.	Sylvester Ouma Nyamwai CAJ/M.LAN/022/2318 /22-EMN	Ministry of Lands, Public Works, Housing and Urban Development	Male	Unlawful official conduct	The complaint was addressed to the Chief Land Registrar and copied to the Commission. The complainant alleged illegal land transfers in Migori County. He was advised to follow up with the Chief Land Registrar and update the Commission	Inquiry ongoing -Awaiting update from complainant
26.	Leakey Odhiambo Ochieng CAJ/KSM/M.LAN/022 /450/22-AO	Ministry of Lands, Public Works , Housing and Urban Development	Male	Delay	The complainant alleged that the Land Registrar Kisumu failed to act in a case of double subdivision of Kisumu/Kasule/440 on 18th October 1989 that resulted in Kisumu/ Kasule /1990 and 1991, second subdivision on 19th October 1989 giving rise to Kisumu/ Kasule/ 5522 and 5523. T	Ongoing inquiry
27.	Ruth Wanjiru Njuguna CA/M/LAN/022/2310 /22-SNK	Ministry Of Lands, Public Works, Housing And Urban Development	Female	Maladministration	A complaint alleging that two title deeds for properties No. 24732/307 and 24732/310 In Kajiado County got lost while being processed in the Kajiado Lands Registry	Ongoing inquiry

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
28.	Joseph K Kimani CAJ/NHRR/M.LAN/022/15/22-EM	Ministry of Lands, Public Works, Housing and Urban Development	Male	Unresponsive Official Conduct	The complainant alleged that his documents were misplaced at the Nyandarua Land Office in Nyahururu town. Upon follow up, the registrar, Charles Ayienda and the deputy registrar were rude and dismissive of the complainant.	Inquiry ongoing
29.	Ngaruiya Muboro Hezekiah CAJ/NHRR/M.LAN/022/16/22-EM	Ministry of Lands, Public Works, Housing and Urban Development	Male	Unresponsive Official Conduct	Complainant alleged that he submitted some titles for processing but it had been 4 months and his titles deeds had not been issued.	Inquiry ongoing
30.	Said Ali Kizondo HUD/KWL/M.LAN/022/15/2022-EM	Ministry Of Lands	Male	Delay	The Complainant alleged that he lodged an application for registration of a parcel of land Kwale/Mabokoni/393 at the Kwale Land Registry on the 16/3/2022. He was informed 6 months later that the file got lost and cannot be traced whatsoever. Upon making follow ups, Ms. Mueni, the Deputy Registrar at the registry rudely told the Complainant to go away.	Ongoing inquiry
31.	Aggrieved Survey of Kenya Staff CAJ/M.LAN/022/2332/2022-SAK	Ministry of Lands, Public Works, Housing and Urban Development	Group	Administrative Justice	A complaint regarding recruitment. The complainant alleged that in June 2020, the Ministry advertised for various vacancies including 18 vacancies for Principal Photolithography Assistants. However, the posts were not filled and officers were handling those roles without any acting allowance.	Inquiry ongoing
32.	Richard Mwenda Atuma CAJ/ISI/M.LAN/022/083/22-MBA	Ministry Of Lands, Public Works, Housing And Urban Development	Male	Inaction	The Complainant alleges that, the land registrar Tigania has failed to issue him with a title deed of plot known as ANTUAMBURI/TIGANIA CENTRAL/10988, 11164,11777,5713 and 12766. He was was advised to first raise the complaint with the surveyor's office at the Ministry of land Meru office and copy the office the complaint for further necessary action.	Ongoing inquiry

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
33.	Marisella Njeri M'imana CAJ/ISI/M.LAN/022/084/22-MBA	Ministry Of Lands, Public Works, Housing And Urban Development	Female	Manifest injustice	A complaint alleging unfair dismissal of a 2016 decision by then Deputy Commissioner for Tigania West Sub-County who granted the Complainant five acres of land with respect to plot no. THAU MUMUI adjudication section 154,616,614, 613, and 615. The said decision was unprocedurally dismissed by the Deputy Commissioner, Mr. S.O. Apwokha in 2019. The complainant was advised to raise the complaint with the surveyor's office at the Ministry of land Meru office and copy the complaint for further necessary action.	Ongoing inquiry
34.	Margaret Busienei CAJ/PO/047/583/22-SNK	Ministry Of Lands, Public Works, Housing And Urban Development	Female	Delay	A complaint alleging that the Land Adjudication and Settlement Department had delayed in discharging a land under the Kericho/Kunyak Settlement Scheme despite relevant payments being made	An inquiry was initiated which is ongoing
35.	Julius Katana Kithi CAJ/MSA/M.LAN/022/320/2022-KC	Ministry of Lands, Public Works, Housing and Urban Development	Male	Delay	The Complainant alleged delay by the Kilifi lands registry, to process and issue him with a Certificate of Search on LR No. Kilifi/Mwanda/Mbalamweni/120.	Inquiry ongoing
36.	Jumaa Bembuche CAJ/MSA/M.LAN/022/321/2022-EM	Ministry of Lands, Public Works, Housing and Urban Development	Male	Unlawful official conduct	The Complainant alleged that a surveyor did not delineate land before putting up beacons at boundary points, which led to confrontations amongst the land owners in Matuga area within Kwale County. He further stated that the report which was submitted to the Director of Surveys for checking, corrections, and authentication was not availed to them.	Inquiry ongoing

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
37.	Njenga Maina & Co. Advocates for Julius Ntete Kaleiya CAJ/M.LAN/022/2314 /2022-V.O.K	Ministry of Lands, Public Works, Housing and Urban Development	Institution	Unresponsive official conduct	Complainant alleged that the County Land Registrar, Kajiado County Government, failed to register and to enforce a Decree issued in *Kajiado ELC JR No. 3 of 2021* which affected the status of registration of land parcel number KAJIADO/KAPUTIEI-SOUTH/994.	Inquiry ongoing
38.	Humprey Kaaria Mutwiri CAJ/M.LAN/022/2337 /22-JMM	Ministry of Lands, Public Works, Housing and Urban Planning	Male	Manifest injustice	The complainant alleged that he was the owner of land parcel number 845 Uringu II Registration Section in Tigania West District, Meru County. He was always in possession of the land and was following up the issuance of a title deed. He learnt that another number relating to the same parcel of land was issued to Samuel Murea being 551, who had never owned or been in possession of the land. The complainant had followed up issuance of a title deed without success.	Inquiry ongoing
39.	Albert N. Kithua CAJ/M.LAN/022/2336 /22-EMN	Ministry of Lands, Public Works, Housing and Urban Development	Male	Unlawful official conduct	The complainant alleged that he was the legal, registered and beneficial owner of land parcel No. Mbeere/ Kiirma/1605. He sought for rectification of acreage of the above parcel of land but was asked by the land registrar Mbeere to surrender his title under unclear circumstances. He did not surrender the said title but instead filed suit NO. Embu ELC No.42 of 2019 wherein the court directed that status quo be maintained over land parcel NO. Mbeere/ Kiirma/1605 but the registrar ignored the order and instead proceeded to issue two new titles from the said title Mbeere/Kirima/ 4278 And 4888. The complainant also stated that the said registrar had failed and/ or refused to charge another property owned by the complainant that is	Inquiry ongoing

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
					Mbeere/kirima/5839 hence had denied the complainant access to credit. The complainant further alleged that the same registrar had failed and/ or refused to resolve a long standing boundary dispute touching on parcels NO. Mbeere/ Kirima/4345, 4346 And 5839.	
40.	Gaita & Co. Advocates	Ministry of Lands, Public Works, Housing and Urban Development	Group	Delay	The complaint was addressed to the respondent and copied to the Commission. The complainant alleged that the respondent had failed to issue their client with a lease certificate in respect of land parcel no NGONG TOWNSHIP/BLOCK 1/472, despite complying with all the requirements. He was advised to await the respondent's response and appraise the Commission on the developments therein.	Inquiry ongoing
41.	Antony & Co. Advocates Wilbur CAJ/NHRR/M.LAN/022/20/22-EM	Ministry of Lands, Public Works, Housing and Urban Development	Female	Unlawful official conduct	The complainant alleged that the Nyandarua Land registrar had refused to register a power of attorney despite following all procedures in lodging it. The registrar was rude upon follow up.	Inquiry ongoing
42.	Lucy Nyamu CAJ/M.LAN/022/2334/22	Ministry of Lands, Public Works, Housing and Urban Development (Kajiado land registry)	Female	Unlawful Official conduct	A complaint against the Kajiado Land Registry regarding failure of the surveyor to conduct a survey despite receiving payment for the service.	Inquiry ongoing – Pending update from Respondent
43.	Charles Kimathi Mwithimbu	Ministry Of Lands, Public Works, Housing And	Male	Manifest injustice	The Complainant alleged that the Meru Land Registrar failed/neglected to resolve a land dispute wherein the Complainant's late fathers plot known as	Ongoing inquiry .

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
	ISI/HUD/M.LAN/022/008-KWK	Urban Development			Ntima/Ntakira/1996 details were tampered with. That a Mr. Edward is claiming ownership of the said land by way of adverse possession.	
MINISTRY OF INTERIOR AND NATIONAL ADMINISTRATION						
44.	Mapelo Chepkarnet CAJ/ELD/M.IGC/062/123/22-FL	Ministry of Interior and National Administration	Male	Oppressive Official Conduct	A Complaint alleged that the Deputy County Commissioner Narok South SUB County, Narok County has presided over violation of land groups dissolution processes subjecting others to oppression.	Ongoing inquiry.
45.	Zamzam Dubow CAJ/IMM/062/1407/22-JMM	Ministry of Interior and National Administration (Department of Immigration)	Male	Delay	The complainant alleged that he applied for a passport in July 2016 and submitted all the required documents under tracking number 111984072. He had followed up severally without success.	Inquiry ongoing
46.	Jonathan Ronoh for Brandy Chemutai Ronoh CAJ/NRB/062/1397/2022-SAK	Ministry of Interior and National Administration (National Registration Bureau)	Male	Delay	A complaint regarding processing of a National identity Card. The complainant's daughter applied for her National Identity Card on 8th April 2022 at Sotik registration office and was given a waiting card Serial No. 2539166716. However, she had not received her identity card to her detriment.	Inquiry ongoing
47.	Mohamed Noor For Ibrahim CAJ/NGB/003/377/22-EMN	Ministry of Interior and National Administration (National Registration Bureau)	Male	Delay	The complainant alleged that they had applied for their national Identity Card in 2006 but he was denied registration on grounds of being a refugee. An inquiry was subsequently conducted whereupon he was found to be a Kenyan by birth. His details were deleted from the register of refugees in October, 2009.	Inquiry ongoing

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
					He had since been following up for issuance of a national identity card in vain.	
48.	Mariam Mohamed Jama ACJ/NRB/003/379/22 -EMN	Ministry of Interior and National Administration (National Registration Bureau)	Female	Inefficiency	The complainant alleged that she was a Kenyan citizen and holder of an old generation National Identity Card number 4874894, and that she had sought to be issued with the new generation card in vain.	Inquiry ongoing
49.	Shimoni Women Group HUD/KWL/M.ICG/062 /7/2022-EM	Ministry Of Interior & National Administration	N/A	Unofficial conduct	The Complainant alleged displacement from a building by the Shimoni Assistant Chief. The Respondent is allegedly collecting rent from tenants, depriving the women's group of their project benefits. They were advised to avail sufficient particulars to inform follow up.	Ongoing inquiry
50.	Stausi Asuna & Oluoch Advocates CAJ/KSM/MOICNG/0 62/162/22-AO	Ministry of Interior & National Administration Government	Institution	unresponsive official conduct	The complainant alleged that the area chief, Luanda Township Location, refused and failed to rectify records relating to Mary Ondiso Baraka (DCD) minor to enable her personal representatives pursue compensation in a road traffic accident case.	Ongoing Inquiry
51.	Elipidah Wangeci Kamau CAJ/M.IDC/062/1396 /22-SNK	Ministry of Interior and National Administration	Female	Maladministra tion	The complainant alleged that the Chief in Laini Saba in Kibera, Nairobi County had made a decision to impose another person on a business stall owned by the complainant	Ongoing inquiry
52.	Peterson Nyamwamu CAJ/KSM/MOICNG/0 62/156/22-AO	Ministry of Interior and National Administration	Male	Abuse of Power	The Complainant alleged that the CHief Keroka township location, Nyamira County obtained ksh. 5,000 from him in order to apprehend Kennedy Nyagaka who had obtained Ksh. 170,000 by false pretence that he would assist the complainant secure a parcel of land within Keroka Township.	Ongoing inquiry

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
53.	Stephen Aluoch Aluoch CAJ/KSM/MOICNG/062/159/22-AO	Ministry of Interior and National Administration	Male	Abuse of power	The Complainant alleged that the Chief, Seme South Central location harassed him at his business premises. He said that he owns a wines and spirit shop within Kombewa market and that the chief had on several occasions stormed into his shop and vandalised goods and harassed his customers thus creating a hostile business environment that led to him closing down his business.	Ongoing inquiry
54.	FIDA Kenya On Behalf of Miriam Mayieka HUD/KSI/MOICNG/062/5/22-WT	Ministry of Interior and National Administration	Institution	Unresponsive official conduct	The Complainant alleged failure by the Chief of Sengera Location in Nyamira County to issue their client, Miriam Mayieka a beneficiary letter for the estate of the late David Ondicho Moturi who died on 20th February 2022. The request for the beneficiary letter was made on 15th March 2022.	Ongoing inquiry
55.	Erick Ngala Opiyo CAJ/M.IGC/062/1409/22-EF	Ministry of Interior and National Administration	Male	Unlawful official conduct	Complainant alleged that the Chief of Oyugis Town Location issued written authorisation to a member of his family to cut down mature trees on the estate of their deceased parent, with knowledge that the land was the subject of succession proceedings pending in court.	Inquiry ongoing Awaiting update from respondent
56.	Cecilia Mucheche M'maranya ISI/HUD/M.IGC/062/003/22-MBA	Ministry of Interior and National Administration	Female	Unresponsive official conduct		
57.	Richard Simon Kungu CAJ/ MOICNG/062/165/22-AO	Ministry of Interior & National Administration	Male	Injustice	The complainant alleged that he was an employee of the respondent and that he was maliciously dismissed from duty and nonpayment of accrued terminal benefits.	Ongoing inquiry

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
58.	Ali Abdalla CAJ/IMM/062/1406/22-JMM	Ministry of Interior and National Administration **(Department of Immigration)**	Male	Inefficiency	The complainant alleged that he applied for a passport and submitted all the required documents under application no is EPP1-B5TLVYWJ. The status shown was that he was still at the vetting stage, yet he had undertaken the process 5 months earlier.	Inquiry ongoing
59.	Savina Jelimo Kipkorir CAJ/ELD/M.IGC/062/128/22-FL	Ministry of Interior & National Administration	Female	Abuse of power	The Complainant alleged that the Chief of her location in Uasin Gishu County has unlawfully used his power to deprive her quiet enjoyment of her property. (she didn't provide the Location Name)	Ongoing inquiry
60.	Giathai Residents CAJ/M.IGC/062/1419/22-EF	Ministry of Interior and National Administration (Chief of Kimorori Location)	Group	Abuse of power	Complainants alleged that the Chief irregularly benefitted from money collected by residents to facilitate surveying of a road reserve by a surveyor recommended by the Chief.	Inquiry ongoing Awaiting further particulars from complainant
61.	James Singoei CAJ/ELD/MIGC/62/126/22-FL	Ministry of Interior & National Administration	Male	Discourtesy	The Complainant alleged the Eldoret West Sub County Registrar of Births was discourteous to him when he sought his service to rectify an anomaly in the date of birth indicated in his niece's-Cynthia Jeptoo Koskei Identification card as the same was different from the one indicated in her birth certificate	Ongoing inquiry
62.	Ngala Gandi CAJ/MSA/M.ICG/062/322/2022-KC	Ministry of Interior and National Administration	Female	Delay	The Complainant alleged extreme delay in the processing and issuance of a death certificate for his late father who passed away on 5/3/1995.	Inquiry ongoing
63.	Mwanahamisi Chai CAJ/MSA/M.ICG/062/323/2022-KC	Ministry of Interior and National Administration	Female	Delay	The Complainant alleged delay in the processing of a death certificate for her late father- Chai Karisa Kalama, who passed away while working at the Ministry of Public Works in 1995.	Inquiry ongoing
64.	Stephen Aluoch Aluoch	Ministry of Interior and National Administration	Male	Abuse of power	The Complainant alleged inaction by Kombewa Police Station on an incident reported vide OB No. 15/31/1/2022 and 19/2/4/2022. He said that on	Ongoing inquiry

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
	CAJ/KSM/POL/015/648/22-AO				27/1/2022 the Chief Seme South Central location in company of two other unknown persons stormed his liquor store causing destruction to property on allegation that he was operating without a valid business licence. He caused the Chief to be served with a demand letter dated 14/2/2022 seeking compensation for the damage incurred and that on 17/2/2022, the Chief in company of an unknown man went to his shop and uttered threats.	
65.	Violet Mideva Guya T/A Staussi Asunah & Oluoch Advocates CAJ/KSM/MOICNG/062/164/22-AO	Ministry of Interior & National Administration	Female	Unresponsive official conduct	The Complainant alleged that the Chief Marenyo location, Butere Sub County on allegations failed to issue a letter confirming death and dependants of one John Obunga Nyangweso, who was buried within his jurisdiction to enable the dependants pursue a compensation claim before a court of law.	Ongoing inquiry
66.	Mesalimu Juma Mwinyi CAJ/MSA/M.ICG/062/325/2022-EM	Ministry of Interior and National Administration	Female	Delay	The Complainant alleged delay by the Deputy County Commissioner's Office, Kisauni Sub County within Mombasa County, in concluding a complaint she reported in April, 2022. The Complainant had a dispute with her plumber whom she accused of trespass, which she reported at Kiembeni Police Station vide OB No. 23/19/04/2022. The matter was thereafter referred to the Deputy County Commissioner Office, Kisauni Sub County for resolution.	Inquiry ongoing
67.	Michael Abuli CAJ/IMM/003/1412/2022-SAK	Ministry of Interior and National Administration **(Directorate of Immigration)**	Male	Delay	A complaint regarding issuance of passport. The complainant submitted a passport application on 24th August 2022 Ref: EPP1-J5T9LADP, and consequently presented himself for Passport Biometric Capture on 24th October 2022 and 25 October 2022. However, he had not received his passport.	Inquiry ongoing

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
68.	Daniel M. Kinoti CAJ/PRI/003/038/22-EMN	Ministry of Interior and National Administration **(Kenya Prison Services)**	Male	Unfair official conduct	The complainant alleged that he was promoted to the rank of Corporal of Prisons in July, 2020 but that he had not received the pay rise that came with the promotion.	Inquiry ongoing
69.	Halima H. Mur CAJ/IMM/062/1408/22-EMN	Ministry of Interior and National Administration **(Department of Immigration)**	Female	Inefficiency	The complainant alleged that was a Kenyan citizen and holder of National Identity card NO. 23763024 and that she applied for a Kenyan passport on 28th August, 2018. She said that there was a mistake at the Immigration offices which caused her application to be processed in R No. 1604009 instead of R.No. 1604004 and that her original birth certificate as well as her parents death certificates were retained and had not been returned to her.	Inquiry ongoing
70.	J. T Kisa CAJ/IPOA/132/20/22-EMN	Ministry of Interior and National Administration (Independent Policing Oversight Authority)	Male	Delay	This complaint was addressed to the respondent and copied to the Commission. The complainant alleged that he reported a case of assault and malicious damage to property to Muthangari Police Station but the Officer Commanding Station Muthangari Police station had failed to arrest the victim.	Inquiry ongoing
71.	Residents of Isinga Location CAJ/M.IGC/062/1391/2022-SAK	Ministry of Interior and National Administration	Male	Abuse of Office	A complaint against the Area Chief for Isinga Location within Kangundo Sub-County. The complaint alleged that the chief was unfairly distributing relief food for elderly people within the location.	Inquiry ongoing
72.	Sharon Stylo Omollo CAJ/KSM/MOICNG/062/163/22-AO	Ministry of Interior and National Administration	Female	Abuse of power	The complainant alleged that the chief Muhoroni on allegations issued conflicting instructions/ letters in relation to disputes over sugarcane ownership to Muhoroni Sugar Company. He was requested to provide better particulars on his complaint.	Ongoing inquiry

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
73.	Nada Fabiano Yohana CAJ/MSA/M.IMM/003/114/2022-KC	Ministry of Interior and National Administration **Immigration Department**	Female	Unresponsiveness	The Complainant; a Tanzanian national alleged delay to process her application for Kenyan citizenship by dint of marriage. She was married to Fredrick Kiarie Mukaru (now deceased) in April 2006 and have children who have already attained age of majority and been issued with Kenyan IDs. She stated that despite several follow ups at National Registration Bureau offices in Taveta and Nairobi, she has not been assisted	Ongoing inquiry
74.	Gilbert Kipngeno CAJ/DCR/003/378/22-JMM	Ministry of Interior and National Administration **Department of Civil Registration**	Male	Delay	The complainant alleged that he applied for replacement of his ID on 10th August 2022 at Nyeri Huduma Center and that he had been following up since then without success. That the Department was taking him in circles notwithstanding the fact that he provided all the documents required for processing of the ID.	Inquiry ongoing
75.	Abdiarazak and Co. Advocates CAJ/AG/001/2485/2022-SAK	Ministry of Interior and National Administration **(State Department for Correctional Services)**	Institution	Delay	A complaint regarding settlement of a judgement decree. The complainant firm was acting for the plaintiff (Abdiwell Mohamud Sigat) in Mwingi SRM Civil Suit No. 148 of 2018. The complainant was awarded Kshs 3.9 million vide the decree dated 14th October 2020, which was not settled.	Inquiry ongoing
76.	Catherine Wanjira Kimani	Ministry of Interior and National Administration	Female	Unfair official conduct	Complainant, the Chief of Hombe Location, alleged irregular conduct of disciplinary proceedings leading	Inquiry ongoing

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
	CAJ/M.IGC/062/1389/22-EF				to her indefinite suspension from service and payment of half a salary for several months. An inquiry was initiated.	Awaiting update from respondent
77.	Wacuka Wangui Joyce CAJ/NHRR/POL/015/20/22-EM	Ministry of Interior and National Administration	Female	Unresponsive Official Conduct	Complainant alleged that her area chief wanted to evict her unlawfully from her late husband's estate.	Inquiry ongoing
78.	Abdisamad Al. Hussein CAJ/IMM/003/1394/2022-SAK	Ministry of Interior and National Administration **(Directorate of Immigration Services)**	Male	Delay	A complaint regarding issuance of a passport. The complainant applied for a passport on 18th June 2022 but since then there was no fruitful communication due to delay of the passport.	Inquiry ongoing
79.	Alfred Simiyu Wanasibwa CAJ/MSA/M.IMM/003/117/2022-EM	Ministry of Interior and National Administration **Immigration Department**	Male	Unresponsive official conduct	The complainant alleged lack of feedback by the Immigration department, on his application for a passport made on 9th November, 2021 vide reference No. is EPP1-8JT2Z7AP.	Inquiry ongoing
80.	Daniel M. Kinoti CAJ/PRI/003/038/22-EMN	Ministry of Interior and National Administration (**Kenya Prison Services)**	Male	Unfair official conduct	The complainant alleged that he was promoted to the rank of Corporal of Prisons in July, 2020 but that he had not received the pay rise that came with the promotion.	Inquiry ongoing
81.	Abdulrahman Juma Mwatongale CAJ/MSA/M.IMM/003/118/2022-KC	Ministry of Interior and National Administration	Male	Delay	The complainant alleged delay by the Immigration Office in Mombasa, to process and issue him with a passport which he applied for vide application reference No. is EPP1-DET62YL2.	Inquiry ongoing

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
		(Immigration Department)				
82.	Muriithi Kinyua CAJ/M.IGC/062/1402 /22-FN	Ministry of Interior and National Administration	Male	Delay	A complaint that the complainant sought a replacement of his ID Card from a Huduma Centre in February 2022 but the same had not been issued	Inquiry ongoing –Awaiting further particulars from complainant
83.	BIN Salim Karani CAJ/NHRR/POL/015/ 23/22-EM	Ministry of Interior and National Administration **(Independent Policing Oversight Authority)**	Male	Delay	The complainant was assaulted with a panga by a person well known to him. He reported the case vide OB no. 28/24/08/2022 to the Kipipiri police who did not take any action. The matter was reported to the Authority which had not taken action.	Inquiry ongoing
84.	Arsenal Security Services CAJ/PSRA/062/1418/ 22-V.O.K	Ministry of Interior and National Administration (**Private Security Regulatory Authority)**	Institution	Unresponsive Official Conduct	Complainant alleged that it applied for a license from the Respondent in 2020 but had not received any response.	Inquiry ongoing
85.	Itatat Waihenya Judith CAJ/NHRR/POL/015/ 28/22	Ministry of Interior and National Administration	Female	Unlawful official conduct	The complainant alleged that her father in law died and the chief refused to issue the letter of succession.	Inquiry ongoing
86.	Stanley Chiwai Mwajefwa CAJ/MSA/M.ICG/062 /318/2022-KC	Ministry Of Interior & National Administration	Male	Delay	The Complainant alleged delay at the Deputy County Commissioner Office, Kilifi to deliver a judgement concerning a land dispute(Mwapula/Magogoni-Plot No. 262 he presided over on 16th March, 2021.	Ongoing inquiry

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
87.	CAJ for Joseph Kiprop CAJ/OM/7/212/2022-HO	Ministry of Interior and National Administration	Male	Unfair Treatment	A media story in which it was alleged that the complainant was erroneously declared dead by the State Department of immigration and his salary stopped despite the fact that he continued to work.	Inquiry ongoing.
88.	Abdi Hassan Mohamed CAJ/IMM/062/1410/22-V.O.K	Ministry of Interior and National Administration **(Directorate of Immigration)**	Male	Delay	Complainant alleged that he applied for a Kenyan passport in October 2018 but the same had not been processed.	Inquiry ongoing
89.	Erick Evans Onyango CAJ/PRI/002/162/2022-V.O.K	Ministry of Interior and National Administration **(Kenya Prisons Service)**	Male	Unfair official conduct	Complainant alleged that he lodged a complaint regarding his transfer which he perceived to be unfair but the same was not acted upon before he could proceed on the second transfer.	Inquiry ongoing Pending action from complainant
KENYA PRISON SERVICE						
90.	CAJ for Kisumu Prison Inmates CAJ/OM/7/208/2022-HO	Kenya Prison Service	Group	Unfair Treatment	Allegations appeared in various sections of the media regarding the unfair treatment of prisoners at Kisumu medium Prison, some of whom were pictured in tattered uniforms.	Inquiry ongoing.
91.	Anthony Muriithi Munyi HUD/NYERI/062/241/22-FN	Ministry of Interior and National Administration	Male	Unfair Treatment	A complaint that the respondent irregularly failed or neglected to issue a tender to the complainant despite meeting all the requirements. Pending update from Respondent	Inquiry ongoing
92.	Daniel Murithi Kirimi ISL/HUD/M.IGC/062/003/2022-MBA	Ministry of Interior and National Administration **Public Officer**	Male	Abuse of power	The Complainant alleged that the Chief, Ntima Location unlawfully removed the complainant's personal effect from his place of abode and that the Assistant -Chief also threatened him to sign an unknown document.	Ongoing inquiry

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
93.	Reuben Kinoti CAJ/ISL/P.OFF/047/013/2022 -KWK	Ministry of Interior and National Administration **Public Officer**	Male	Abuse of power	The Complainant alleged that he is the registered owner of that parcel of land known as **Igembe/Antubetwe Kiongo/1901** measuring 0.15 Ha. He bought the said land from the late Joshua Kailikia; that Mr. Samson Rwito and two others unlawfully trespassed on his land and chased him away from his land accusing him of fraudulently acquiring the said land and in the process also destroyed his crops. He reported the matter to the police and to office of the area Chief, A/Kiongo Location in Laare location, Meru County who obstructed justice by siding with the culprits who have now been released from police custody due to his influence; that while in cahoot with the said suspects, the Respondent abused his powers making it difficult for the Complainant to take peaceful possession of his land.	Ongoing inquiry
THE NATIONAL REGISTRATION BUREAU						
94.	Christopher Sunguti Kwata CAJ/ELD/M.IGC/062/126/22-FL	The National Registration Bureau	Male	Unresponsive official conduct	The Complainant alleged that complaint on allegations that the respondent has failed to address his complaint on replacement of his identification card which he initiated in 2020	Ongoing inquiry
95.	Yusuf Salim Kithenje O/B Asha Salim HUD/KWL/NRB/003/7/2022-KC	National Registration Bureau	Male	Delay	The Complainant alleged inordinate delay by the National Registration Bureau to issue her with an Identity Card. He was advised to avail sufficient particulars to inform follow up.	Ongoing inquiry
96.	Hamisi Ngauri Swaleh CAJ/MSA/NRB/003/116/2022-KC	National Registration Bureau	Male	Delay	The Complainant alleged delay at the Immigration department in Mombasa, to process and issue him with a Kenyan passport..	Inquiry ongoing

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
97.	Salim Asha HUD/KWL/NRB/003/5 /2022-KC	National Registration Bureau	Female	Delay	The Complainant alleged inordinate delay by the National Registration Bureau, Kwale office to issue her with an Identity Card. He was advised to avail sufficient particulars to inform follow up.	Ongoing inquiry
MINISTRY OF EDUCATION						
98.	Cheserek Edwin CAJ/ELD/M.EDU/013/ 102/22-FL	Ministry of Education	Male	Delay	The Complainant alleged that Kisii University, has delayed to settle dues owed to him for part time lectures administered at the Faculty of Arts and Social sciences, Eldoret Campus.	Ongoing Inquiry
99.	Nichodemus Wambua CAJ/MEDU/013/2331 /22-FN	Ministry of Education **(Maasai Mara University)**	Male	Unfair Treatment	A complaint that Maasai Mara University had failed/neglected to refund money to the complainant, which was deducted from him erroneously.	Inquiry ongoing – Pending update from Respondent
100.	Austine Ochieng Akello CAJ/HELB/013/2371/ 11-JMM	Ministry of Education **(Higher Education Loans Board)**	Male	Unresponsive official conduct	The complainant alleged that in the year 2014, while studying at Kenya Medical Training College, he applied for a loan of KShs 60,000 from the Higher Education Loans Board. The loan came too late and the Kenya Medical Training College returned it back to the Board in the same year. However, money was deducted from his salary to repay the loan to the tune of KShs 50,000. He has requested for a refund without success.	Inquiry ongoing
101.	George Nyakundi CAJ/NHRR/M.EDU/13 /4/22-EM	Ministry of Education	Male	Delay	Claimant alleged that there was an irregular deduction of imprest from his salary and the University refused to address his concerns.	Inquiry ongoing

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
102.	Rachael Wanja Mwangi CAJ/PO/047/553/22-EF	Ministry of Education **(Principal, Limuru Girls School)**	Female	Manifest injustice	Complainant alleged that the Principal directed her daughter to sign clearance forms and leave the school on the basis of allegations of bullying and lesbianism without carrying out a lawful disciplinary process, and without indicating whether she was effectively expelled from school or was expected to report back. An inquiry was initiated.	Inquiry ongoing Awaiting update from complainant
103.	Sikuku Otieno Martin CAJ/MSA/M.EDU/013/150/2022-EM	Ministry of Education	Male	Delay	The Complainant alleged delay by the Kenya School of Government to pay him Kshs. 83,163/- for goods he supplied them in March 2016.	Inquiry ongoing
104.	Hawo Hussein CAJ/ISL/M.EDU/013/034/22 -KWK	Ministry of Education	Female	Unfair treatment	The Complainant alleges that she worked as a secretary with Isiolo Boys High School for the last 38 years. Sometime in 2021, while holding a normal conversation with the Parents Teachers Association (PTA) Chairman who is also an executive BOM member, she shared with him about her concerns of delay in payment of salaries for staff; that the said PTA member later informed the Chairman about their conversation who caused her to be issued with a letter of insubordination. She responded to the said letter but has not been informed of its outcome.	Ongoing inquiry
105.	Stella Kasina CAJ/UON/013/2336/2022-SAK	Ministry of Education **(University of Nairobi)**	Female	Oppressive official conduct	A complaint against the University regarding missing Continuous Assessment test (CAT) marks. The complainant was a Masters student under Student ID number: C50/68461/2013 studying International Relations in the Political Science Department. In April 2014 just before she sat her final 2 exams for the second semester, she delivered her child. Nonetheless, she was allowed to sit for her final two papers in April 2015. She was yet to receive her marks	Inquiry ongoing

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
					for Inter-African Relations CIR 634. Further, her final marks for Theories of International Relations CIR 601 which she sat for in December 2013 and International Organization CIR 603 (2019) had not reflected in her portal. As she was continually following up the issue, she was advised to re-register for the said courses so that she could be allowed to access the University, but she could not complete that process without the outstanding results.	
106.	Swaleh Mwendachonyi CAJ/MSA/M.EDU/013/147/2022-KC	Ministry of Education	Male	Delay	The Complainant alleged delay by the North Coast Beach Hotel which is run by the Kenyatta University, to process and refund to him a total of Kshs. 116,800, being money deducted from his salary but not remitted to CIC Insurance under Policy No.s 2023843, 2023844 & 2022209 during his employment at the Hotel.	Inquiry ongoing
107.	Diberio Kutore CAJ/NRB SCHOOL/013/2373/22-JMM	Ministry of Education **(Nairobi School)**	Male	Manifest injustice	The complainant alleged that he, alongside other employees of Nairobi School, was irregularly issued with a notice to vacate the school staff residential house by the Principal.	Inquiry ongoing
108.	Edith Fidia Lipuka CAJ/MSA/M.EDU/013/140/2022-KC	Ministry Of Education	Female	Delay	The Complainant alleged delay by the Respondent to effect the increment of salaries for teachers who retired between 1.7.1997 to 30.6.2003 as directed by the High Court in Civil Case No. 65 of 2006	Ongoing inquiry
109.	Isaac Gichuru Ikiara CAJ/HELB/013/2388/22-JMM	Ministry of Education **(Higher Education Loans Board)**	Male	Inefficiency	The complainant alleged that he worked at the Ministry of Tourism, Trade and Industry (Department of Internal Trade) until he left service on 1st October 2000. He had repaid his loan from the Higher Education Loans Board and the balance at the time he exited service was KShs 29,735.65. The said outstanding loan	Inquiry ongoing

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
					balance of KShs 29,735.65 was repaid in full on 14th December 2000 vide cheque No. 150742 from PMG pensions and was supported by a letter Ref: APN/PC106129 from the Director, Pensions Department. The Loans Board did not provide a clearance certificate but instead demanded a sum of KShs 985,000. He followed up the resolution of the matter without success.	
110.	Farbish Onderi CAJ/KNEC/013/2345/ 22-FN	Ministry of Education **(Kenya National Examination Council)**	Male	Unfair treatment	A complaint that the Council failed to refund to the complainant money paid to them as a result of a mistake made by themselves on an academic certificate issued.	Inquiry ongoing –Awaiting further particulars from complainant
111.	John Nehondo CAJ/KSM/ATI/M.EDU/ 013/2/22-AO	Ministry of Education	Male	Access to Information	The complainant alleged that the Principal, Inaya Secondary School failed to provide information relating to the complainant's son, who was schooling at the said school and had been subjected to a disciplinary process that resulted into a suspension from school for a period of over two months.	Ongoing inquiry
112.	John V. M. Mwiricha CAJ/JKUAT/013/2389 /22-EMN	Ministry of Education **(Jomo Kenyatta University of Agriculture and Technology)**	Male	Unfair official conduct	The complainant alleged that he was the respondent's student studying BSC Architectural Technology which was initially a 7 year course but revised to 4 years. He stated that he had concluded his studies up to 7th year 1st semester and dropped out due to lack of finances. He applied to be allowed to graduate as per the revised syllabus but that the respondent had refused to allow his request.	Inquiry ongoing
113.	Charles M. Oganda CAJ/M.EDU/013/2342 /22-EMN	Ministry of Education	Male	Unfair official conduct	The complainant alleged that he had been promoted to Job group I but that the same had not been effected on his payslip. He was advised to	Inquiry ongoing

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
					supply the Commission with his claim supporting documents.	
114.	Delaide Mungai HUD/GPO/JKUAT/013 /226/22-V.O.K	Ministry of Education **(Jomo Kenyatta University of Agriculture and Technology)**	Male	Delay	Complainant alleged that the Respondent had delayed in paying him for services he rendered between 2016 and 2020.	Inquiry ongoing
115.	Emmah Teresia Owino CAJ/KSM/MSN.UNI/0 13/377/22-WT	Maseno University	Female	Manifest injustice	The Complainant alleged failure by Maseno University to approve her thesis for completion of her Master's degree in Public Health since 2014 when she started working on her thesis. That on all occasions, she had been subjected to the University's reviewing panel that approved her thesis topic at the beginning of her research work, but disapproved the same once she was done with the research. She was therefore unable to complete her degree.	Ongoing Inquiry
116.	Joseph Veckery Sanga CAJ/KSM/MMUST/01 3/373/22-MA	Ministry of Education	Male	Administrative injustice	The Complainant alleged that the Respondent had failed to pay his salary dues from 2018 to 2020 when he worked as a part time lecturer at MMUST, Kisumu Campus.	Ongoing Inquiry
117.	Rachael Wughanga Mnyika CAJ/MSA/M.EDU/013 /146/2022-KC	Ministry of Education	Female	Delay	The Complainant alleged delay and non-payment of her salary dues of Kshs. 64, 050 by Karimani Primary School, Kilifi. That she had rendered services as a PTA teacher since the year 2019.	Inquiry ongoing

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
118.	Jeremiah Nyabuta CAJ/ELD/M.EDU/013/104/22-FL	Ministry of Education	Male	Administrative Injustice	The Complainant alleged unfair labour practices being meted out against UASU Union members at the Moi University ranging from non-remittance of statutory and non-statutory contributions, delayed pension remittances among others.	Ongoing inquiry
119.	CAJ for John Wandera Buluma CAJ/OM/7/210/22-H.O	Ministry of Education	Male	Delay	Alleged delay in payment of terminal dues by a staff of Technical Training Institutes. .	Inquiry ongoing.
120.	Charles Mironga Ayoma HUD/KSI/M.EDU/013/84/22-AO	Ministry of Education	Male	Administrative Injustice	The complainant alleged that the Principal St. Monica Marani Secondary School failed to remit statutory deductions to NSSF on account of the complainant.	Ongoing inquiry
121.	Jude Mroso CAJ/CUE/013/2386/22	Ministry of Education **(Commission for University Education)**	Male	Unfair treatment	A complaint against the Commission, regarding its failure to recognize the complainant's degree awarded by Consolata Institute of Philosophy affiliated to Urbaniana University.	Inquiry ongoing –Awaiting further particulars from complainant
122.	Mary Njoroge CAJ/M.EDU/013/2358-FN	Ministry of Education	Female	Delay	A complaint that the Ministry of Education had delayed in paying gratuity owed to the late Mrs. Virginia Njue since her demise on 16th March 2018	Inquiry ongoing – Pending update from Respondent
123.	Kamau James CAJ/M.EDU/013/2330/2022-FN	Ministry of Education **(Kabete National Polytechnic)**	Male	Unfair Treatment	A complaint that the Kabete National Polytechnic had unfairly treated the complainant by failing to give him his dues as a result of a project he spearheaded in 2013.	Inquiry ongoing – Pending update from Respondent
124.	Philip Wangondu Nderi	Ministry of Education	Male	Unfair official conduct	The complainant alleged that in the year 2004, while at the University of Nairobi, he applied for a loan of	Inquiry ongoing

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
	CAJ/HELB/013/2355/22-JMM	**Higher Education Loans Board**			KShs 35,000 from HELB. He started paying the loan in 2007 where the same was being deducted by his employer, Text Book Centre Limited. When he sought information regarding how the deductions were being done, he realised that he had paid KShs 242,000. He requested for a refund of the excess being 207,000 but HELB was taking him in circles.	
125.	Charles Awoko Mamai CAJ/M.EDU/013/2351/22-JMM	Ministry of Education	Male	Delay	The complainant alleged that she was the wife to the late Hebert Emoite (Hebert). That the late Hebert joined civil service on 5th August 1979 as an adult literacy teacher serving in the Ministry of Culture and Social Services and was posted to West Pokot District. Hebert passed away on 16th August 1995 and prior to his death, he had applied for voluntary early retirement which had been approved effective from 1st October 1995. Hebert died before receiving his benefits which amounted to Kshs 180,990. The said amount was returned to the Director, Civil Service Reform Programme (DPM) by the District Commissioner, Keiyo District on 28th March 1996. She had been following up the release of the funds without any success.	Inquiry ongoing
126.	Secretarial Students CAJ/M.EDU/013/2372/2022-SAK	Ministry of Education **Michuki Technical Training**	Group	Manifest Injustice	A complaint against the Principal at Michuki Technical Training for closing a secretarial course for certificate students when they had only one semester remaining. The Principal also allegedly forced	Inquiry ongoing

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
					students to write transfer letters requesting for transfer to different institutions.	
127.	Nephat Kamawe CAJ/M.EDU/013/2367 /22-FN	Ministry of Education	Male	Abuse of power	A Complaint that Sunshine Secondary School is withholding the complainant's results slip due to an outstanding school fees balance	Inquiry ongoing –Awaiting further particulars from complainant
128.	Anonymous CAJ/UON/013/2369/ 22-FN	Ministry of Education **(University of Nairobi)**	Anonymous	Unfair treatment	A complaint that unknown individuals were masquerading as staff and attempting to assist students to change their grades.	Inquiry ongoing – Pending update from Respondent
129.	Cheptanui Samoei CAJ/TUM/013/2385/2 2-FN	Ministry of Education **(Technical University of Mombasa)**	Male	Delay	A complaint that the University had delayed in issuing a bachelor degree certificate and original transcripts to the complainant despite graduating several months prior.	Inquiry ongoing – Pending update from Respondent
130.	Lilian Chelangat Kirui for Abraham Koech CAJ/KNEC/013/2392/ 22-FN	Ministry of Education **(Kenya National Examination Council)**	Female	Delay	A complaint that the Council had failed to issue exam results to the complainant who sat for his exams in March and April 2022 while in police custody.	Inquiry ongoing – Pending update from Respondent

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
131.	Lucas Mwake Samuel CAJ/KNEC/013/2356/22-FN	Ministry of Education **(Kenya National Examination Council)**	Male	Delay	A complaint that the Council had failed to pay the complainant his dues after he marked national examination scripts.	Inquiry ongoing –Awaiting further particulars from complainant
132.	Joseph Ndong Gachara CAJ/M.EDU/013/2379/2022-SAK	Ministry of Education **(Kamukunji Secondary School)**	Male	Unresponsive Official Conduct	A complaint regarding a disciplinary matter. The complainant, a clerk/messenger, was put on compulsory leave vide the letter of 19th October 2022. The complainant was not advised why he was placed on leave, or how long the leave would last and when he would be expected to report.	Inquiry ongoing
133.	Josephat Otande Nandwa CAJ/M.EDU/013/2348/22-V.O.K	Ministry of Education **(Kamukunji Secondary School)**	Male	Unresponsive official conduct	Complainant alleged that the Respondent had failed to implement a recommendation by the Ministry of Labour.	Inquiry ongoing
134.	Anonymous CAJ/PO/047/555/22-EMN	Ngara Girls Public Officer	Unclear	Improper Official Conduct	The complainant alleged that the Principal of Ngara Girls high School was high handed and discourteous to members of staff, teaching and non- teaching. The complaint was referred to the Ministry of Education.	Inquiry ongoing -Awaiting update from complainant
UNIVERSITY OF NAIROBI						
135.	Nyawade James Nyang'or and 6 others CAJ/KSM/UON/013/380/22 - AO	University of Nairobi	Male	Delay	The Complainants alleged delay by the University of Nairobi part time lecturer to release exam results for Political Science Class undertaken in May/August 2021 hence delaying the student's graduation on 16/12/2022. They were requested to provide better particulars on the complaint	Ongoing Inquiry

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
JKUAT						
136.	JKUAT Alumni Association CAJ/JKUAT/013/2390 /22-SNK	Jomo Kenyatta University of Agriculture and Technology	Group	Maladministration	The Complainants alleged that JKUAT had failed to remit annual alumni fee of Kshs 1,100 per graduating student since 2015. They were advised to supply clearer details on their complaint.	The complainant was advised to supply further particulars and supporting evidence
THE KENYA NATIONAL EXAMINATION COUNCIL (KNEC)						
137.	Rahma Abdikadir CAJ/ISL/M.EDU/013/0 35/2022-KWK	The Kenya National Examination Council (KNEC)	Female	Delay	The Complainant alleged that she was a former student at Embu College of Professional Studies where she pursued a Diploma in Social Work and Community Development. She sat for Kenya National Examination Council administered exams in 2018 and 2019 and passed all the exams and graduated in December 2021 from the said Institution. Her KNEC registration details during November 2019 exam series is 303104/0062 and the July 2018 exam registration series is 303104/0047; that there is inordinate delay on the part of KNEC to issue the certificate to the institution for onward transmission to her. Her efforts to pursue the matter with the institution and KNEC did not bore any fruits.	Ongoing inquiry
138.	Isaac J. Mabeya CAJ/KNEC/013/2366/ 2022-SAK	Kenya National Examinations Council	Male	Manifest Injustice	Complainant alleged that he was an employee of the Kenya National Examination Council until September 2009. The Council failed to deal with the following problems: 1. Pension contribution to the Council pension fund. 2. Non-remittance of deductions to the National Social Security Fund from July 2003-	Inquiry ongoing

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
					December 2009 3. The Exams Sacco failed to refund his shares and dividends for 2019-2020 4. The exams Housing Scheme also refused to refund his shares and dividends.	
THE NATIONAL TREASURY & ECONOMIC PLANNING						
139.	Irungu Mwangi Eliud CAJ/ELD/FIN/000/38/22-FL	The National Treasury & Economic Planning	Male	Delay/Failure	The complainant alleged that the Pensions Department has failed to compute and pay accrued pension dues owed to the petitioner emanating from High Court Civil Case Number 65/2006.	Ongoing inquiry
140.	Paul Kaecha Mukiira CAJ/PEN/000/1504/22-JMM	National Treasury and Economic Planning (Pensions Department)	Male	Delay	The complainant alleged that he was a retired officer, who had worked for the Kenya Defence Forces under Service number 55504 and retired on 30th June 2022. His pension number was 6263 and he had been following up payment with the Pensions Department without success.	Inquiry ongoing
141.	Pius Mugendi Gatua CAJ/PEN/000/1464/22-JMM	National Treasury and Economic Planning (Pensions Department)	Male	Delay	The complainant alleged that he was a son to the late Francis Kithure Muthuri who passed on in 2013, and who was a pensioner under pension file Number 269066. He had been making follow-ups with the Pensions Department for the release of dependants' benefits without any success.	Inquiry ongoing

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
142.	Miriam Achuso Opumbi CAJ/PEN/000/1467/22-JMM	National Treasury and Economic Planning (Department of Pensions)	Female	Delay	The complainant alleged that she was the daughter of the late Paul Opumbi Kweya who retired as a teacher under Teachers Service Commission and held TSC No. is 51020. She had been following up the release of his pension benefits without success.	Inquiry ongoing
143.	David Lusaga CAJ/PEM/000/1462/22-JMM	National Treasury and Economic Planning (Pensions Department)	Male	Delay	The complainant alleged that the Pensions department had declined to release his pension to him despite following up severally.	Inquiry ongoing
144.	Rachel Kipsang CAJ/ELD/PEN/000/046/22-FL	The National Treasury and Economic Planning	Female	Unresponsive official conduct	The Complainant alleged that the Pensions Department has failed to settle dues owed to the estate of Joseph Tanui Kipsang who until his demise was an employee of the Kenya Defense Forces	Ongoing inquiry
145.	Dorcas Nyoroka ISL/HUD/FIN/000/009/22-KWK	National Treasury and Economic Planning (Pensions Department)	Female	Delay	The Complainant alleged that she was the widow of the late Zaverio Njuguna of Personal Number 43552 and that he received his pension gratuity of Kshs 821,363 in the year 2000. She alleged that she was yet to receive any benefits as stipulated by WCPS.	Inquiry ongoing
146.	Esther Waithera Kamau CAJ/PEN/000/1482/22-EF	National Treasury and Economic Planning (Pensions Department)	Female	Delay	Complainant alleged that she applied for dependant benefits following the death of her husband and that she followed up severally with the Department without success. An inquiry was initiated.	Inquiry ongoing Awaiting update from respondent
147.	Mogere Mokono CAJ/PEN/000/1499/22	National Treasury and Economic Planning	Male	Delay	A complaint against the Pensions Department regarding delay in paying retirement benefits.	Inquiry ongoing

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
		(Pensions Department)				–Awaiting further particulars from complainant
148.	Samuel Karana Waweru CAJ/TSC/013/2352/22-JMM	National Treasury and Economic Planning (Pensions Department)	Male	Delay	The complainant alleged that he retired as a teacher under TSC No. 42528 and that he had been following up payment of his dues as per the award of the Nakuru High Court, for teachers who retired between 1997 and 2003, without any success.	Inquiry ongoing
149.	Erick Mwakisha Douglas CAJ/PEN/000/1475/22-JMM	National Treasury and Economic Planning (Pensions Department)	Male	Delay	The complainant alleged that he retired as a teacher in 2001 under TSC No. 55582 and that his Pension No. was APN/PC 127171. He had been following up payment of his dues pursuant to the award of the Nakuru High Court, for teachers who retired between 1997 and 2003, without any success.	Inquiry ongoing
150.	Edward Njoka Murage CAJ/PEN/000/1468/22	National Treasury and Economic Planning (Pensions department)	Male	Delay	A complaint that the complainant was yet to receive his pension despite having retired on 31st August 2004 as a Teacher with the Teachers Service Commission.	Inquiry ongoing – Pending update from Respondent
151.	Neddy Minyikha CAJ/PEN/000/1477/22-JMM	National Treasury and Economic Planning (Pensions Department)	Female	Delay	The complainant alleged that she was the next of kin with respect to the estate of the late Freddie F A Skie Khamisi, who used to work with the ministry of lands. The late Freddie F A Skie Khamisi was a pensioner under pension file number APN/PC/308836 and that	Inquiry ongoing

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
					she had been following up payment of dependants' benefits without success.	
152.	Isaac Cheruiyot Langat CAJ/PEN/000/1491/22-JMM	National Treasury and Economic Planning (Department of Pensions)	Male	Delay	The complainant alleged that he was a beneficiary of the estate of the late Isaac Cheruiyot Langat who worked with the Teachers Service Commission. The late Isaac Cheruiyot Langat was a pensioner under pension file number APN/PC/123705. He had followed up payment of dependants' benefits without success.	Inquiry ongoing
153.	Philemon Ndayala Kalafa CAJ/PEN/000/1457/2022-FN	National Treasury and Economic Planning (Pensions Department)	Male	Unresponsive Official Conduct	A complaint that the Deputy County Commissioner failed to remit to the complainant pension money of the late Timina Eboso that was deposited to his office on 25th June 2021	Inquiry ongoing – Pending update from Respondent
154.	Franklin Odhiambo Oguda CAJ/PEN/000/1502/2022-SAK	National Treasury and Economic Planning (Pensions Department)	Male	Delay	A complaint regarding pension payment. The complainant alleged that he was waiting to receive dependants' benefits following the death of his father since August 2021, after he was informed that the payment would be effected by April 2022. Upon further inquiry he was advised that the relevant file number 230949 was missing.	Inquiry ongoing
155.	Jared Kipsang CAJ/PEN/000/1495/22-JMM	National Treasury and Economic Planning (Pensions Department)	Male	Delay	The complainant alleged that he was a son of the late Joseph Tanui Kipsang who passed on in 2005. The deceased used to work with the Kenya Defence Forces, service No. 102639 and was a pensioner under pension file number DPN/DG 12264. He had been	Inquiry ongoing

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
					following up payment of dependants' benefits without success.	
PENSIONS DEPARTMENT						
156.	Fransica Wambui CAJ/PEN/000/1464/22-JMM	Pensions Department	Female	Delay	Complainant alleged that she is a teacher and holder of TSC NO. 33169 and pension number 149283. She has been making a follow up of pension awards given by the Court for teachers who retired between 1997 and 2003 without any success. The Commission initiated an inquiry	Ongoing Inquiry
157.	Kitungu Baya Habel CAJ/MSA/PEN/000/124/2022-EM	Pensions Department	Male	Delay	The Complainant alleged that he is a retired Kenya Railways employee as per Retirement Notice dated 2nd May 2005. He indicated that he received his pension from the month of January 2006 up to the month of October 2007 when it was stopped without any explanation.	Ongoing inquiry
158.	Amina Hamisi Marinda HUD/KWL/PEN/000/5/2022-EM	Pension Department	Female	Delay	The Complainant alleged delayed release of funds by the Pensions Department whereas only a fraction was given to the first widow for three years. The second widow received nothing four years eleven months after her husband's death. She was advised to avail sufficient particulars to inform follow up.	Ongoing inquiry
159.	Francis Mutisya CAJ/PEN/000/1492/22-SNK	Pensions Department	Male	Injustice	The complainant alleged that the Pension Secretary refused to pay him an injury pension on the basis that the degree of injury awarded by medical board was erroneous.	Ongoing inquiry
160.	Sophia Auma Orawo CAJ/KSM/PEN/000/115/22-AO	Pensions Department	Female	Delay	The complainant alleged that the e Pensions Department on failed to settle dues in the estate of Dickson Okumu Orao P.NO.106321	Ongoing inquiry

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
161.	Walter Cheruiyot CAJ/KSM/PEN/000/117/22 -AO	Pensions Department	Male	Delay	The complainant alleged that the Pensions Department failed to process the dependant's dues in the estate of Isaac Cheruiyot Langat, P/F 123705.	Ongoing inquiry
162.	Francis Fitzgerand Otanya Onyango CAJ/KSM/PEN/000/119/22-WT	Pension's Department	Male	Unresponsive official conduct	The Complainant alleged failure by the Respondent t to pay his pensions benefits for the period 1st June 1971 to 30th June 1974, period wherein he served the Ministry of Water and Development under Temporary terms. According to his letter of employment dated 26th February 1981, he was to be paid pension at half rate during that period. He was requested to provide documents in support of his complaint.	Francis Fitzgerand Otanya Onyango CAJ/KSM/PEN/000/119/22-WT
163.	Phoebe Atieno Okuku CAJ/KSM/PEN/000/111/22-AO	Pensions Department	Female	Delay	The Complaint alleged delay by the Pensions Department to pay Widows and Children Pension to her upon the demise of her husband in 2016. She stated that she applied for the same in 2020 however; she had not received any pay.	Ongoing inquiry
164.	Otieno Sewe Sewe CAJ/KSM/PEN/000/113/22-WT	Department of Pensions	Male	Delay	The Complainant alleged delay by the Department of Pensions to pay Mr. Otieno Sewe Sewe the pension due to the estate of Otieno Sewe Nyanga (deceased) pension file number is APN/PC156594. He had followed up with the matter since 2018 and had not received any response.	Ongoing inquiry
165.	George Otieno Hono CAJ/KSM/PEN/000/112/22-WT	Pensions Department	Male	Delay	The Complainant alleged delay by the Pensions Department to pay his pension after he retired from the Teachers Service Commission under TSC No. 166130 on 24th May 2020. He cleared with the TSC and his file was forwarded to the Pensions Department on the 3rd November 2020.	Ongoing inquiry

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
KENYA DEPOSIT INSURANCE CORPORATION						
166.	Kibatia and Co. Advocates CAJ/KDIC/000/1482/2022-SAK	Kenya Deposit Insurance Corporation	Organisation	Unresponsive Official Conduct	The complainant alleged he lodged a Discharge of Charge vide the letter of 22nd August 2022 in respect of Land Reference Number 36/VII/277 for execution. However, the Corporation is yet to discharge the same and no explanation has been rendered thereon.	Inquiry ongoing
167.	Anonymous CAJ/KDIC/000/1488/22-EF	National Treasury and Economic Planning (Kenya Deposit Insurance Corporation)	Anonymous	Abuse of power	Complainant alleged irregular restructuring of the organisational structure with the effect of demoting some staff and promoting others without due process. That the management favoured some staff with opportunities for participating in activities outside the office and trainings. An inquiry was initiated.	Inquiry ongoing Awaiting update from complainant
168.	The National Treasury and Economic Planning CAJ/KDIP/000/1498/22-V.O.K	National Treasury and Economic Planning (Kenya Deposit Insurance Corporation)	Institution	Unlawful Official Conduct	Complainant alleged that the management of Kenya Deposit Insurance Corporation were engaged in various forms of maladministration including threats and intimidation of staff in addition to other forms of unfair and unlawful labour practices.	Inquiry ongoing Pending action from Complainant
169.	Cheptilil Farmers' Cooperative Society CAJ/ELD/FIN/000/45/22-FL	The National Treasury and Economic Planning	Institution	Unresponsive official conduct	The Complainant alleged that the Unclaimed Financial Assets Authority (UFAA) has failed to settle their claim on refund of dividends amounting to Kshs.46,620 which had been sent to UFAA by Coop Holdings Cooperative Society due to the dormancy of the Society's bank account	Ongoing inquiry

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
		Unclaimed Financial Assets Authority				
170.	Daniel Wabuge CAJ/UFAA/000/1484/22-V.O.K	National Treasury and Economic Planning (Unclaimed Financial Assets Authority)	Male	Delay	Complainant alleged delay by the Respondent to remit benefits due to him following a successful claim (number C11684).	Inquiry ongoing Pending action from complainant
171.	Joel Kadenge Madaga CAJ/KSM/NT/000/114/22-AO	The National Treasury and Economic Planning	Male	Unresponsive official conduct	The Complainant alleged delay by the Government Digital Payments (GDP) Unit to redirect erroneous payment made to 'YOFGJVU' instead of 'WPDFCZV' account to facilitate renewal of his driver's licence . Complainant was in the process of renewing his driver's licence through the TIMS account. He said that his efforts to have same resolved had been futile.	Ongoing inquiry
172.	Anonymous CAJ/CBK/000/1473/22-FN	National Treasury and Economic Planning (Central Bank of Kenya)	Anonymous	Abuse of Power	A complaint that the advisor to the Governor was unfairly and unprocedurally recruited and that she was subsequently abusing her powers in the said role.	Inquiry ongoing – Pending update from Respondent
INSURANCE REGULATORY AUTHORITY						

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
173.	Hellen Mueni Mwanthi CAJ/IRA/000/1493/22 -SNK	Insurance Regulatory Authority	Female	Delay	The Complainant alleged alleging delay in payment of decretal amount awarded to complainant against Invesco Company but IRA to assist the complainant	Ongoing inquiry
174.	Evaristus Okello CAJ/IRA/000/1501/22 -EMN	National Treasury and Economic Planning (Insurance Regulatory Authority)	Male	Delay	This complaint was lodged at the Commission on 29th November,2022. The complainant alleged that he lodged a complaint with the respondent on 22nd November, 2022 but that the respondent had not addressed it. He was advised that his complaint was premature.	Inquiry ongoing -Awaiting update from the complainant
175.	Moses Owuor CAJ/IRA/000/1489/22 -V.O.K	National Treasury and Economic Planning (Insurance Regulatory Authority)	Male	Delay	Complainant alleged that he lodged a complaint against CIC Insurance on 28th February 2022 alleging bias in its investigations regarding an accident but the Respondent had not resolved the same.	Inquiry ongoing
KENYA REVENUE AUTHORITY						
176.	Vincent Okengo CAJ/MSA/KRA/000/125/2022-KC	Kenya Revenue Authority	Male	Delay	The complainant alleged delay by the Respondent in following up and addressing a matter where his employer had failed to remit Pay As YouEarn deductions since 2015 as required which resulted in the Authority erroneously indicating that he had failed to file tax returns.	Ongoing inquiry
177.	Johnstone Musangi Nthiga CAJ/KRA/000/1486/22	Kenya Revenue Authority	Male	Delay	The complainant alleged that he was a person living with disability, working in the Ministry of Environment and Forestry and holder of Income Tax Exemption Certificate No. KRAPWD0016550920. That from February to August 2020, KShs 275,202.75 was	Inquiry ongoing

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
					erroneously deducted from his salary as PAYE. He persistently raised the issue of the erroneous deduction with the authority but he was not refunded.	
178.	Nzuki Japhet CAJ/KRA/000/1471/22-FN	National Treasury and Economic Planning (Kenya Revenue Authority)	Male	Unfair Treatment	A complaint that KRA was sending the complainant erroneous VAT obligations and penalties.	Inquiry ongoing –Awaiting further particulars from complainant
179.	Jane Kiago CAJ/KRA/000/1490/22-JMM	National Treasury and Economic Planning (Kenya Revenue Authority)	Female	Delay	The complainant alleged that he was a person living with disability and worked with the Teachers Service Commission under TSC No. 586842 and Income Tax Exemption Certificate No. KRAPWD0014900820. From August 2020 to December 2021, PAYE was erroneously deducted from his salary as he was tax exempt. He had persistently raised the issue of the erroneous deduction with the Authority without success.	Inquiry ongoing
180.	Chepgimis Margaret CAJ/ELD/FIN/000/43/22-FL	The National Treasury and Economic Planning	Female	Delay	The Complainant alleged that the Kenya Revenue Authority has delayed to address her complaint on anomaly in the computation of her tax exemption refund claim that she had raised with them after her pension was erroneously taxed despite her being a tax exemption beneficiary	Ongoing inquiry
MINISTRY OF ENERGY AND PETROLEUM						
181.	Chesir Tulia Kipkemoi CAJ/ELD/M.ENE/021/21/22-FL	Ministry of Energy and Petroleum	Male	Delay	The Complainant alleged that Kenya Power Company in Elgeyo Marakwet County has failed to address their complaint on destruction of their property attributed to an electric pole belonging to the company that feel on the mother's house.	Ongoing inquiry

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
182.	Bare & Associates Advocates CAJ/KPLC/021/607/22-V.O.K	Ministry of Energy and Petroleum **(Kenya Power Company Ltd)**	Institution	Inefficiency	Complainant alleged that its client has been experiencing electricity interruption causing loss to her business and the Respondent had not acted on several complaints lodged by the client.	Inquiry ongoing Pending action from Complainant.
183.	Teresia Mungai CAJ/KPC/021/605/22	Ministry of Energy and Petroleum **(Kenya Power Company Ltd)**	Female	Unfair treatment	A complaint against the Kenya Power Company regarding the connecting of a power line through the complainant's premises.	Inquiry ongoing –Awaiting further particulars from complainant
184.	Victor Kabata CAJ/KPLC/021/596/22-EMN	Ministry of Energy and Petroleum **(Kenya Power Company Ltd)**	Male	Oppressive official conduct	The complainant alleged that he was a holder of electricity meter number 44786216 which was a domestic meter. He said that he started receiving abnormal bills and moved out of that premise. Efforts to have the bills sorted were futile and despite moving out, he still received monthly electricity bills.	Inquiry ongoing
185.	Manwel Mulekano Etabale CAJ/ELD/M.ENE/021/22/22-FL	Ministry of Energy and Petroleum	Male	Unresponsive official conduct	The Complainant alleged that Kenya Power Company, Kakamega County have failed to connect him with electricity supply to his premises situated in plot number 7458, Isongo-Isongo, Kakamega County which he had applied vide application number E2402013090094 ON or around December 2013 and settled the connection fees thereto amounting to Kshs.34,980	Ongoing inquiry
186.	Cheruiyot Allan CAJ/ERC/021/591/22-FN	Ministry of Energy and Petroleum **(Energy Regulatory Commission)**	Male	Abuse of Power	A complaint that the Kenya Power Company was wrongfully charging the complainant with respect to her Account Number 29386679.	Inquiry ongoing – Pending update from Respondent

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
187.	Mwaniki Gachuba CAJ/KPLC/021/587/22-EMN	Ministry of Energy and Petroleum **(Kenya Power Company Ltd)**	Institution	Unfair official conduct	The complainant alleged that his client was holder of electricity meter number 23174519 and that she received communication from the respondent of an owed payment of Ksh. 32,963/- . She sought an explanation for the same and that instead of offering the explanation, the respondent disconnected her power supply.	Inquiry ongoing
188.	Kefa Onyancha CAJ/KPC/021/588/22-EF	Ministry of Energy and Petroleum **(Kenya Pipeline Company)**	Male	Unfair treatment	Complainant alleged victimization by his supervisors at work as a result of reporting embezzlement of funds by his superiors, resulting in his stagnation at the same job grade and denial of promotion despite applying severally. That he reported the matter to the management and later to the Board but neither was a response given nor action taken. An inquiry was initiated.	Kefa Onyancha CAJ/KPC/021/588/22-EF
189.	Mwaniki Steve Mwanzia CAJ/KPLC/021/592/22-V.O.K	Ministry of Energy and Petroleum **(Kenya Power Company)**	Male	Unresponsive Official Conduct	Complainant alleged that he lodged a complaint with the Respondent seeking a refund of an amount he used to purchase tokens to a wrong account. In the alternative, he sought that the tokens be redirected to his correct KPLC account.	Inquiry ongoing
190.	Andrew Kuria CAJ/KPLC/021/594/22-V.O.K	Ministry of Energy and Petroleum **(Kenya Power Company Limited)**	Male	Unfair official conduct	Complainant alleged that the Respondent had inflated his bills on two occasions. He lodged a complaint but the Respondent did not resolve the same.	Inquiry ongoing
KENYA POWER						
191.	Stephen Abila Ouko CAJ/KSM/KPLC/021/62/22-AO	Kenya Power	Male	Delay	The Complainant alleged that the complainant applied for six metre boxes to his home in Kisumu Kogony , wherein he was issued with one metre box. The remaining five metre boxes were registered in his name and delivered to third parties. The metre	Ongoing inquiry

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
					numbers being; 142 346 425 37, 142 346 425 86, 142 346 425 52, 142 346 425 60, 142 346 425 45.	
192.	Koceyo & Company Advocates for John Kibyegon CAJ/KPC/021/589/22 -EF	Kenya Power Company Ltd	Male	Unfair treatment	Complainant alleged unfair suspension from work and victimization due to perceived affiliations with political personalities. The complainant issued a demand letter and copied it to the Commission. Complainant was advised to update the Commission on the outcome of the demand letter in 30 days' time.	Inquiry ongoing Awaiting update from complainant
193.	Anonymous CAJ/KPC/021/609/22 -SNK	Kenya Power Company Ltd	Group	Oppressive official conduct	A complaint alleged that over 700 residents in Njiru neighboring St. Monica Catholic Church (Njiru), OLA Petrol Station (Njiru), JCC Church (Njiru), Hope Centre (Njiru), behind BE Petrol Station (Njiru) and other homesteads had no access to electricity because, the electricity line which they had utilized for over five years was disconnected on allegation that it was an irregular connection.	Inquiry ongoing
194.	Stacey Marangu CAJ/KPC/021/599/22 -FN	Kenya Power Company Ltd	Female	Unfair treatment	A complaint that the complainant had received an erroneous electricity bill for the period between January 2021 and May 2021.	Inquiry ongoing – Pending update from Respondent
195.	Anungo Beatrice CAJ/KPLC/021/590/2 2-FN	Kenya Power Company Ltd	Female	Abuse of Power	A complaint that the Kenya Power Company was wrongfully charging the complainant with respect to her Account Number 37439942.	Inquiry ongoing – Pending update from Respondent
196.	Julius Ojodo CAJ/KPLC/021/600/2 022-SAK	Kenya Power Company Ltd	Male	Unresponsive Official Conduct	A complaint regarding delay and a failure to act. The Complainant alleged that sometime in September 2022, a power pole fell in Kanyium Village in Nyando, Sub-County. The complainant called Kenya Power to report the same and was given REF: 8597172, but no action was taken.	Inquiry ongoing

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
197.	Douglas Kimani CAJ/KPLC/021/604/22-JMM	Kenya Power Company Ltd	Male	Ineptitude	The complainant alleged that he was the owner of property known as Ndumberi Riabai 7639 in Kiambu Town. He developed the property and in 2019 Kenya Power Company erected poles near his house. On 25th October 2022 the power lines caused a fire which burned his fence and banana plantations, a matter which he reported to Kenya Power Company. He sought compensation without success.	Inquiry ongoing
198.	Edwin Gwaro CAJ/KPLC/021/602/22-JMM	Kenya Power Company Ltd	Male	Unresponsive official conduct	The complainant alleged that officers at the Ruai office were not responsive to customers and were not delivering services.	Inquiry ongoing
199.	Stephen Omuga Oyaya CAJ/MSA/KPLC/021/82/2022-KC	Kenya Power Company Ltd	Male	Abuse of power	The Complainant alleged that the Company's officials shifted a high voltage power line from its designated wayleave area next to his residential premise on Plot No. Mombasa/Block IX/525. He claimed that the relocation of the power line had been done to accommodate a private developer who was constructing a storeyed building within the way leave area.	Inquiry ongoing
200.	Festus Muhando Achinga for Amur Abdalla CAJ/MSA/KPLC/021/83/2022-KC	Kenya Power Company Ltd	Male	Unresponsive official conduct	The Complainant alleged failure of action by the Company, on her application for separation of a meter account which is connected to 7 pre-paid meters since March 2022. that he had paid the requisite charges of Kshs. 13,090.	Inquiry ongoing
201.	Richard Mwenda CAJ/ISL/M.ENE/021/010/22-MBA	Kenya Power and Lighting Company	Male	Manifest injustice	The complainant alleged that the Respondent overcharged the Complainants 'meter accounts. he was requested to supply his claim supporting documents.	Ongoing inquiry

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
202.	Karisa Charo Bakari CAJ/MSA/KPLC/021/85/2022-EM	Kenya Power Company Ltd	Male	Delay	The Complainant alleged delay by the Company's Mariakani office to address his complaint seeking compensation due to loss of household items occasioned by power surge in December 2021.	Inquiry ongoing
KENYA ELECTRICITY GENERATING COMPANY						
203.	Dominic Thyaka CAJ/KENGEN/021/608/22-SNK	Kenya Electricity Generating Company	Male	Delay	The Complainant alleged delay by the Respondent in responding to a letter by the Ministry of Health requesting for reconstitution of the Medical Board for purposes of assessing complainant's injury pension.	Ongoing inquiry
MINISTRY OF HEALTH						
204.	Sephrine Wabwire CAJ/ELD/MOH/012/22/22-FL	Ministry of Health	Male	Delay	The Complainant alleged that the National hospital Insurance fund (NHIF) has delayed to make approval for an MRI scan request to enable her beneficiary access the service.	Ongoing inquiry
205.	Christopher Sorobi Nyakono CAJ/M.HEA/012/606/22-EF	Ministry of Health	Male	Unlawful official conduct	Complainant alleged that he was employed by the Ministry of Health as a Registered Community Health Nurse on a 3-year contract, under which gratuity was payable, but upon conclusion he was not paid. He followed up the payment without success. An inquiry was initiated.	Inquiry ongoing Awaiting update from respondent
206.	Aurah Nicholas CAJ/NHIF/012/609/22-V.O.K	Ministry of Health (**National Hospital Insurance Fund)**	Male	Unfair Official Conduct	Complainant alleged that his wife paid money to the Respondent's account by mistake but when they sought a refund of the same, they were informed that the money could be refunded since it ended up in a suspense account.	Inquiry ongoing Pending action from Complainant.
207.	Morris Muriithi Riungu CAJ/M.HEA/012/604/22	Ministry of Health	Male	Delay	A complaint against the Ministry of Health regarding the delay of processing and paying of pension.	Inquiry ongoing – Pending update from Respondent

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
208.	David Ronoh & Another CAJ/M.HEA/012/603/22-EF	Ministry of Health	Male	Manifest injustice	Complainants alleged that they worked at the Ministry of Health and that upon their retirement they could not access their National Social Security Fund benefits because the Ministry did not remit the money deducted from their salaries. An inquiry was initiated.	Inquiry ongoing Awaiting update from respondent
209.	Moses Ng'ang'a Muchui CAJ/KNH/012/596/22-JMM	Ministry of Health (Kenyatta National Hospital)	Male	Inefficiency	The complainant alleged that he was underpaid his pension.	Inquiry ongoing
210.	Job Wasonga CAJ/KSM/M.HEA/012/65/22 –AO	Ministry of Health	Male	Unresponsive official conduct	The complainant alleged that the respondent failed to reinstate, redeploy and allocate duties to the complainant as per the recommendations of the MHRMAC meeting on 8/12/2015 and nonpayment of salary arrears thereof.	Ongoing inquiry
211.	Biomedical Society Kenya CAJ/M.HEA/012/607/22-JMM	Ministry of Health	Institution	Unresponsive official conduct	Complainants, Biomedical scientists in Kenya, formed a professional society by the name Biomedical Society of Kenya. On 15th October 2022, they made an application (application No. SOCA-ERTBA7) to the Registrar of Societies for the registration of the Society and the Registrar of Societies directed them to furnish the office with a letter of no objection from the Ministry of Health. On 20th October 2022, they wrote to the Ministry of Health and requested for the letter of no objection but no response was given.	Inquiry ongoing
212.	Joseph G. Macharia CAJ/M.HEA/012/605/22	Ministry of Health **(National Hospital Insurance Fund)**	Male	Delay	A complaint against the National Hospital Insurance Fund for failure to pay compensation to the complainant for injuries suffered while performing his duties as a driver of the Ministry of transport and Infrastructure.	Inquiry ongoing – Pending update from Respondent

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
213.	Rosemary M. James CAJ/NHIF/012/601/22-EMN	Ministry of Health **(National Hospital Insurance Fund)**	Female	Delay	The complainant alleged that her late husband was insured by the respondent and that upon his demise, the respondent failed to process and pay his benefits.	Inquiry ongoing
214.	Steve Gikami CAJ/KMTC/013/2343/22-V.O.K	Ministry of Health **(Kenya Medical Training College)**	Male	Unlawful official conduct	Complainant alleged that the Respondent published an advertisement for vacancies in various positions and that the Respondent included a requirement for clearance certificates from various bodies against the express provisions of section 9(5) of the Employment Act.	Inquiry ongoing
215.	Vincent Anthony Sihoho CAJ/KSM/ATI/M.HEA/012/4/22-WT	Ministry of Health	Male	Access to Information	The complainant alleged failure by the Kisumu Sub County Hospital Medical Superintendent to provide information relating to the Complainant's medical examination which would enable him pursue registration with National Council for Persons with Disability (NCPWD) and subsequently apply with Kenya Revenue Authority (KRA) for tax exemption.	Ongoing inquiry
216.	Laban Muthua CAJ/NHIF/012/602/2022-SAK	National Hospital Insurance Fund	Male	Manifest Injustice	A complaint regarding medical costs incurred at North Kanangop Catholic Hospital. Mr. Onesmus Muthua Kahari, ID Number 5530876 and aged 83 years incurred medical costs at theHospital between October 5 and 8, 2022. NHIF via medical pre-approval dated October 3, 2022, undertook to pay the medical bill incurred by the patient of up to a maximum of Ksh. 40,000. Consequently, the patient was admitted, treated and discharged on October 9,2022. On October 11, 2022, the Hospital called the patient and informed him that the Fund was not going to pay for the incurred medical costs and thus the patient was required to settle the Hospital bill. The medical card was frozen and since then he was unable to use it to	Inquiry ongoing

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
					seek medical services up to December 4, 2022. The reason provided was that the patient's name was inaccurately captured. The patient lodged a complaint via an e-mail dated October 11, 2022, addressed to the Fund complaints desk but they did not revert.	
JARAMOGI OGINGA ODINGA TEACHING AND REFERRAL HOSPITAL						
217.	Pamela Akinyi Ogoi CAJ/KSM/JOOTRH/012/64/22-WT	Jaramogi Oginga Odinga Teaching and Referral Hospital	Female	Unfair treatment	The Complainant alleged unfair treatment at Jaramogi Oginga Odinga Teaching and Referral Hospital wherein she had visited on 21st October 2022 seeking emergency treatment. That the security guard and the administrative officer at the outpatient section were rude and they refused to assist her forcing her to visit a private facility for emergency treatment.	Ongoing Inquiry
BROTHER ANDRE HOSPITAL						
218.	Kelvin Ondari CAJ/NHIF/012/608/22-JMM	Brother Andre Hospital	Male	Unfair official conduct	The complainant alleged that Brother Andre Hospital declined to deduct hospital expenses from his National Hospital Insurance Fund scheme despite a confirmation from the Fund that the same could be deducted.	Inquiry ongoing
MINISTRY OF LABOUR AND SOCIAL PROTECTION						
219.	Waliaula Maruti Martin	Ministry of Labour and Social Protection	Male	Unresponsive Official Conduct	The Complainant alleged that he was a teacher at St. Juliana Secondary School, Bungoma before he was unfairly dismissed on allegations of theft. He reported the matter to the Labor Office in Bungoma	Ongoing Inquiry

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
	CAJ/KSM/M.LAB/017 /146/22-AO				but no action had been taken to address the complaint. He was requested to provide supporting documents and better particulars on the complaint.	
220.	Jemimah Auma CAJ/M.LAB/017/843/ 22-EF	Ministry of Labour and Social Protection (Directorate of Occupational Safety and Health Services)	Female	Unresponsive official conduct	Complainant alleged that the Directorate failed to take action on her complaint against her former employer, who allegedly failed to pay her work injury benefits.	Inquiry ongoing Awaiting update from respondent
221.	Ahmed Abdille Haji CAJ/DOSH/012/600/ 2022-FN	Ministry of Labour and Social Protection (Directorate of Occupational Safety and Health)	Male	Abuse of power	A complaint that the complainant was asked to pay a bribe to undergo an assessment at the Respondent's office on 13th October 2022 and when he failed to do so, he was informed they would give him a score of 0% damages.	Inquiry ongoing – Pending update from Respondent
222.	Douglas Mugambi CAJ/ISL/M.LAB/017/0 49/22 -KWK	Ministry of Labour and Social Protection (Directorate of Occupational Safety and Health Services)	Male	Unfair treatment	The Complainant alleged that he was employed by Kisima Farm Limited and was injured while in the cause of duty. Consequently, he was hospitalized. The County Occupational Safety and Health office assessed the damages resulting from the injury at Kshs 343,696, but he was only paid Kshs 102,245. He further alleged that he sustained a permanent injury, being loss of hearing ability in his right ear, which was not considered in processing work injury benefits.	Inquiry ongoing
223.	Oliver Dedan Ogutu	Ministry Of Labour & Social Protection	Male	Delay	The Complainant alleged delay at the County Occupational Safety & Health Office, Mombasa to	Ongoing inquiry

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
	CAJ/MSA/M.LAB/017 /199/2022-KC				conclusively address complaints on workman injury sustained in 2019.	
224.	Enumeration Personnel CAJ/M.S.S/017/857/2 2-V.O.K	Ministry of Labour and Social Protection	Group	Unfair official conduct	The Commission received a complaint from the Ethics and Anti-Corruption Commission forwarding a complaint by enumerators who alleged that they were recruited by the Ministry but paid unequally.	Inquiry ongoing Pending action from EACC
225.	Winfred Mbia Mwikali CAJ/MSA/M.LAB/017 /198/2022-AM	Ministry Of Labour & Social Protection	Female	Delay	The Complainant alleged delay and/or lack of feedback at County Occupational Safety & Health Office-Kilifi to act on her complaint concerning a workman injury in 2020.	Ongoing inquiry
226.	Osman Busolo CAJ/MSA/M.LAB/017 /200/2022-KC	Ministry of Labour and Social Protection	Male	Delay	The Complainant alleged delay at the Labour office in Kilifi, in handling a labour grievance on unfair dismissal by his employer- NSO Security firm in May 2022. He claimed that the employer had also refused to surrender his original documents.	Inquiry ongoing
227.	Benson Muturi Gitau CAJ/HUD/GPO/NITA/ 020/18/22-V.O.K	Ministry of Labour and Social Protection **(National Industrial Training Authority)**	Male	Unfair official conduct	Complainant alleged that he paid for grade three test but did not sit for it due to the Respondent's action. He seeks a refund of Kshs. 5,000.	Inquiry ongoing Pending action from Complainant.
228.	Mwakulilia Ilambo CA/MSA/M.LAB/017/ 204/2022-EM	Ministry of Labour and Social Protection	Male	Delay	The Complainant alleged that he was employed at the Taifa Cable and Retread Limited, Mombasa as a machine attendant before his services were terminated. He reported the matter at the Labour Office, Mombasa on 31/ 10/2022 but no action had been taken.	Inquiry ongoing
229.	Jackline Munandi CAJ/M.LAB/017/854/ 22-V.O.K	Ministry of Labour and Social Protection	Female	Delay	Complainant alleged that she lodged a complaint against a private entity in May 2022 but the Respondent had not resolved the same.	Inquiry ongoing

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
230.	Mary Akeyo Omwony CAJ/NSSF/017/847/22-V.O.K	Ministry of Labour and Social Protection **(National Social Security Fund)**	Female	Unresponsive official conduct	Complainant alleged that on 27th November 2019 she applied to be paid invalidity benefits but did not receive any official feedback regarding her application from the Respondent.	Inquiry ongoing
231.	Hadija Bilali for Charity Mirigo CAJ/ISI/M.LAB/017/045/22-MBA	Ministry of Labour and Social Protection	Female	Inaction	The complainant alleged that she worked as a cook at Kiwanjani Primary school in Isiolo County where the Complainant worked as a Cook from 1996 to 2005 when she retired but that the school refused to pay her dues. The matter was conciliated as a trade dispute by the Respondent by the Kenya Union of Domestic, Hotels, Educational Institutions and Hospitals Workers (KUDHEIHA) and the BOM of the said school but to no avail but that she hasn't been paid	Ongoing inquiry
232.	Akinyi Awuor CAJ/WIBA/000/1496/22-JMM	Ministry of Labour and Social Protection (**Directorate of Occupational Safety and Health Services)**	Female	Delay	The complainant alleged that he raised a concern with the directorate of occupational safety and health services, but they did not respond.	Inquiry ongoing
233.	Milton Juma Michael CAJ/MSA/M.LAB/017/197/2022-KC	Ministry Of Labour & Social Protection	Male	Delay	The Complainant alleged delay at the Labour office, Kwale to conclusively address a labour grievance concerning unfair dismissal by Beric Mining Co. on 24.6.2022 where he used to work a driver since January 2016. Claimed he was unfairly dismissed and his salary withheld .	Ongoing inquiry

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
234.	Barey Adan Hussein CAJ/M.LAB/017/846/2022-SAK	Ministry of Labour and Social Protection **(State Department for Social Protection)**	Male	Delay	A complaint regarding payment of the Cash Transfer for Persons with Severe Disabilities (PwSD-CT). The complainant was registered under the programme under no. 3026349. However, the complainant did not receive any payment due for the period between 11th July 2021 and 3rd May 2022.	Inquiry ongoing
235.	E. Nyaboke Company Advocates CAJ/NEA/017/849/22-FN	Ministry of Labour and Social Protection **(National Employment Authority)**	Institution	Unfair Treatment	A complaint that the National Employment Authority had failed to respond to issues raised against Human Power Global Kenya which allegedly mistreated the complainant's client. No further details were provided.	Inquiry ongoing – Pending update from Respondent
236.	Deed Institute CAJ/nita/020/135/22	Ministry of Labour and Social Protection **(National Industrial Training Authority)**	Institution	Manifest Injustice	The complainant alleged that they were accredited schools for offering homecare and housekeeper's course; a training that took 4 weeks. They trained and paid for registration of their trained candidates for examinations by 11AM but their submission was not acknowledged. The deadline for the said submission was on 22nd August, 2022 at 5PM and that by the time of expiry of that deadline, a handful of applicants had managed to successfully register for examinations which prompted the Authority to extend the deadline to midnight. They said that of the 57 schools selected by the Authority to do the exams, only 39 managed to register and have their candidates sit for the exams offered.	Inquiry ongoing

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
237.	Rachel Agot CAJ/NSSF/017/845/22-FN	Ministry of Labour and Social Protection **(National Social Security Fund)**	Female	Unfair Treatment	A complaint that the Fund had failed to remit burial expenses to the family of the late Dauglas Kipsigei who held a membership number 31678829.	Inquiry ongoing – Pending update from Respondent
238.	Ngumbua Mutua CAJ/M.LAB/017/848/22-EMN	Ministry of Labour and Social Protection **(Directorate of Occupational Safety and Health)**	Male	Unresponsive Official conduct	The complainant alleged that he was injured while on duty and reported the same to the respondent but that the respondent failed to take action.	Inquiry ongoing
239.	Hoseah Makokha CAJ/MSA/ATI/M.LAB/017/2/2022-KC	Ministry Of Labour & Social Protection	Male	Access To Information	The applicant alleged that he made a formal request to Occupational Safety office, Mombasa to provide information relating to his compensation by Diamond Enterprise under access to information but his request was not given any attention.	Ongoing inquiry
240.	Raymond Maina Mugure CAJ/NSSF/017/855/22-EF	Ministry of Labour and Social Protection **(National Social Security Fund)**	Male	Inefficiency	Complainant alleged that his family could not be paid dependants' benefits owing to his late mother's National Social Security Fund account because two more accounts were registered in the same name and they could not tell them apart. An inquiry was initiated.	Inquiry ongoing Awaiting update from respondent
241.	Ndegwa Keya Juma	Ministry Of Labour & Social Services	Male	Delay	The complainant alleged that he reported an incident at the Kwale labour office but that the	Ongoing inquiry

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
	CAJ/MSA/M.LAB/017 /193/2022-EM				respondent had delayed to give feedback on the same.	
242.	Bonface Otieno Onyango CAJ/KSM/M.LAB/017 /151/22-AO	Ministry of Labour and Social Protection	Male	Delay	The Complainant alleged that he is a former employee of Millicons Limited Kisumu , former employers where the complainant sustained injuries while on duty. He reported to the complainant to the County Occupational Safety and Health Office where there is delay in resolving the matter.	Ongoing Inquiry
243.	Zero Street Child Foundation (Kennedy Chindi) CAJ/PO/047/567/22-V.O.K	Public Officer	Institution	Unresponsive Official Conduct	Complainant alleged that the children's department at Mathare Sub County had been unresponsive and unhelpful to street families especially when seeking to obtain Identity cards.	Inquiry ongoing Pending action from Complainant
NATIONAL SOCIAL SECURITY FUND						
244.	Mokaya Aecha Charles HUD/KSI/NSSF/017/29 /22-WT	National Social Security Fund	Male	Inefficiency	The Complainant alleged that between 1977 and 1988, he worked for Brollo Kenya Ltd and contributed to the NSSF through his employer, NSSF No. 212853627. Upon attaining the mandatory retirement age, he applied for payment of his retirement dues on 9th February 2022 at the Kisii office, but the same was yet to be processed as his file was missing.	Inquiry ongoing
245.	Walter Otieno CAJ/NSSF/017/852/2 2-JMM	National Social Security Fund	Male	Delay	The Complainant alleged that he was following up payment of his retirement benefits without success.	Inquiry ongoing

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
246.	Chengo Hare Asha CAJ/MSA/NSSF/017/195/2022-EM	National Social Security Fund	Female	Delay	The Complainant, a former employee at EPZ Company Ltd alleged delay at The Managing Trustee NSSF Fund Office, Nairobi to process and release her Invalidity Benefit which she intended to settle a medical bill.	Ongoing inquiry
247.	Loftus Okuku Omollo CAJ/KSM/NSSF/017/10/22-WT	National Social Insurance Fund	Male	Unresponsive official conduct	The Complainant alleged failure by the Respondent to pay his contributions having worked for the Government as a Teacher from 1970 up to 1999. He was requested to provide further particulars of his complaint	Ongoing Inquiry.
248.	Felix Wanyutu Cururu CAJ/MSA/NSSF/017/203/2022-EM	National Social Security Fund	Male	Delay	The complainant alleged delay and frustrations in following up the processing of his retirement benefits at the Fund's Ukunda office.	Inquiry ongoing
MINISTRY OF ENVIRONMENT, CLIMATE CHANGE & FORESTRY						
249.	Perista Wanjiku Mwangi HUD/NKR/M.ENV/038/7/22-FL	Ministry of Environment, Climate Change & Forestry	Female	Delay	The Complainant alleged that the Respondent has delayed to compute dues owed to the estate of Peter Mwangi Kariuki for payment by Pensions Department who until his demise on 5/7/2005 was an employee of the Ministry	Ongoing inquiry
250.	Stephen Nderitu CAJ/M.ENV/038/196/22-EMN	Ministry of Environment, Climate Change and Forestry	Male	Delay	The complainant lodged the complaint on behalf of his sister. He alleged that his sister who was sickly and fully dependent on him was the respondent's employee who retired in 2019 but that the respondent failed to compute and forward her pension file for payment.	Inquiry ongoing

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
251.	Omambia Daniel CAJ/NHRR/M.WIF/010/3/22-EM	Ministry of Environment, Climate Change and Forestry **(Kenya Forest Service)**	Male	Oppressive Official Conduct	The complainant alleged that his motorbike was taken by the kenya forestry service and they refused to return it to him.	Inquiry ongoing
252.	Kinyua Muriithi CAJ/NETFUND/079/8/22-EF	Ministry of Environment, Climate Change and Forestry **(National Environment Trust Fund)**	Male	Delay	Complainant alleged delay by the Fund to process his application for a loan, despite following up severally. Complainant was asked to provide further particulars and supporting documents.	Inquiry ongoing Awaiting further particulars from complainant
253.	CAJ for Kahawa West Residents CAJ/OM/7/211/2021-H.O	Ministry of Environment, Climate Change and Forestry **(National Environmental Management Authority)**	Group	Unresponsiveness	A complaint which alleged that NEMA had failed to take necessary action despite various reports of noise pollution from churches in Kahawa West, Nairobi.	Inquiry ongoing.
254.	Charles Otieno Joabs CAJ/KFS/010/155/22	Ministry of Environment, Climate Change and Forestry **(Kenya Forest Service)**	Male	Unfair Treatment	A complaint against the Kenya Forest Service regarding the amendment of the complainant's age of retirement due to his disability.	Inquiry ongoing – Pending update from Respondent

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
255.	Pauline Ajwang CAJ/NEMA/038/193/ 22-FN	Ministry of Environment, Climate Change and Forestry **(National Environment Management Authority)**	Female	Unfair treatment	A Complaint that the complainant's neighbour had installed a garbage tank at the doorstep of the complainant's house allegedly with the approval of the Authority.	Inquiry ongoing – Pending update from Respondent
KENYA FORESTS SERVICE						
256.	Mohamed Abud Mohamed CAJ/MSA/KFS/010/18 /2022-KC	Kenya Forests Service	Male	Delay	The Complainant alleged delay at Kenya Forest Service, Mombasa office to process and issue him with a movement permit despite paying the requisite charges of Kshs. 2,320.	Ongoing inquiry
MINISTRY OF AGRICULTURE AND LIVESTOCK DEVELOPMENT						
257.	David Gikondi ISI/HUD/M.AGR/014/ 001/22-KWK	Ministry Of Agriculture And Livestock Development	Male	Unresponsive official conduct	The Complainant alleged that the Agriculture officer –Imenti North refused to value his agricultural produce that were destroyed by a person well known to him; The police had requested the officer to do so. He was requested to supply further and clearer details on his complaint.	Ongoing inquiry
258.	Martin Mwenda CAJ/PO/047/568/22- EF	Ministry of Agriculture and Livestock Development (Public officer)	Male	Oppressive official conduct	Complainant alleged that an accountant at the Ministry blocked him from implementing programs which he was contracted to deliver on consultancy basis. Complainant was asked to provide further particulars and supporting documents.	Inquiry ongoing Awaiting further particulars from complainant
259.	Benedict Muthini CAJ/KEPHIS/014/395/ 22-JMM	Ministry of Agriculture and Livestock Development	Male	Delay	The complainant alleged that on 31st October 2022, he presented soil samples for testing and paid KShs 2,500. He was yet to get feedback despite several follow ups.	Inquiry ongoing

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
		(Kenya Plant Health Inspectorate Service (KEPHIS))				
MINISTRY OF PUBLIC SERVICE, GENDER AND AFFIRMATIVE ACTION						
260.	Nancy Muggi ISL/M.SPS/0.42/001/2022 -KWK	Ministry of Public Service, Gender and Affirmative Action (Women Enterprise Fund)	Female	Delay	The Complainant alleged that she was a credit assistant officer until 15th August 2022 when she exited and proceeded to clear and hand over. That on 13th October 2022 (two months later) she was informed that her clearance form was received and that the clearance process depended on the availability of all the department heads. This delayed the processing of her dues.	Inquiry ongoing
261.	Everlyne Nduta CAJ/HUD/NYERI/047/51/22-EMN	Ministry of Public Service, Gender and Affirmative Action (Manager, Women Enterprise Development Fund; Nyeri County)	Female	Inefficiency	The complainant alleged that she was a member of a wound up self help group and that she realised that her details had been used to apply for a Women Enterprise Fund loan. She approached the respondent and sought that her details be expunged from the list of beneficiaries of that loan but that the respondent had failed to do the same.	Inquiry ongoing
262.	Laikipia East Sub-County Enumerators CAJ/M.GEN/018/135/22-FN	Ministry of Public Service, Gender and Affirmative Action	Group	Unfair treatment	A complaint that the complainants were treated unfairly, trained inadequately and assigned duties which were not part of their job specification.	Inquiry ongoing –Awaiting further particulars from complainant

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
MINISTRY OF MINING, BLUE ECONOMY AND MARITIME AFFAIRS						
263.	Osborne Okatch & Another CAJ/MSA/KMA/004/135/2022-KC	Ministry of Mining, Blue Economy and Maritime Affairs (Kenya Maritime Authority)	Male	Delay	The Complainants alleged delay by the Authority to address their grievance against their employer-Captain Agimiro Blanco E.A. Deep Fishing Co. since June 2022. They indicated that they were dismissed unfairly by the company supposedly for not keeping proper records as required. Their dues were also withheld.	Inquiry ongoing
MINISTRY OF INVESTMENTS, TRADE AND INDUSTRY						
264.	Mary Odhiambo Ogutu CAJ/KEPROBA/020/137/22-SNK	Ministry of Investments, Trade and Industry (Kenya Export Promotion and Branding Agency)	Female	Unfair official conduct	Complainant alleged that she was demoted from a managerial position, immediately after reinstatement to work following an illegal termination.	Inquiry ongoing
265.	Anonymous KIRDI CAJ/KIRDI/020/136/22-EMN	Ministry of Investments, Trade and Industry (Kenya Industrial Research and Development Institute)	Unclear	Unlawful official conduct	The complainant alleged non remittance of staff loan deductions, nepotism and unprofessional conduct by the Deputy Director of Finance and Human Resource.	Inquiry ongoing

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
266.	Henry Mwasaru CAJ/KMA/148/2/22-SAK	Ministry of Mining, Blue Economy and Maritime Affairs (Kenya Maritime Authority)	Male	Unfair official conduct	The complainant alleged that he was the acting head of the Human Resources Department and that the Board embarked on an audit exercise of the Authority's payroll. The complainant alleged that he was away from the office conducting interviews with the Board of Directors and the audit report was presented to the Board without the complainant reviewing and responding to remarks on the same. The report concluded that the complainant was mismanaging the Human Resource and payroll function. The complainant sought to have his position and representations taken into consideration.	Inquiry ongoing Awaiting better particulars
267.	Deborah Oluk CAJ/M.EAC/073/17/22-JMM	Ministry of Investments, Trade and Industry (State Department for Industry)	Male	Oppressive official conduct	The complainant alleged that she was an employee under the State Department of Industrialization. She took a mortgage with the civil servants housing scheme fund in 2012 and paid a deposit of KShs 500,000, and thereafter the Ministry was supposed to remit KShs 35,000 every month. The Ministry was not remitting the amount in good time and as a result she incurred excessive penalties and interest. She had persistently raised the issue without success.	Inquiry ongoing
MINISTRY OF YOUTH, SPORTS AND THE ARTS						
268.	Josyline Kanana Kanake	Ministry of Youth, Sports and the Arts	Female	Unfair Treatment	A complaint regarding harassment. The complainant alleged that the Chief Executive Officer unfairly cancelled a training after she was unwell and had	Inquiry ongoing Awaiting better particulars

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
	CAJ/PO/047/580/2022	(Kenya Film Commission)			obtained sick-off till a couple of days before the scheduled training. Secondly, that the officer also transferred certain roles from her directorate to another without any consultation with her or providing any reasons thereof.	
269.	PPRA CAJ/SPORTS/031/109/22	Ministry of Youth Affairs, Sports and the Arts (Sports Kenya)	Institution	Delay	A complaint against Sports Kenya regarding its failure to pay for items supplied to them.	Inquiry ongoing – Pending update from Respondent
MINISTRY OF TOURISM, WILDLIFE AND HERITAGE						
270.	Mohamed Maro Hirbaye CAJ/GSA/KWS/010/001/22	Ministry of Tourism, Wildlife and Heritage (Kenya Wildlife Services)	Male	Unfair Treatment	The complainant alleged that he was hit and injured by an elephant. He sought compensation without success.	Inquiry ongoing
271.	Henry Muli Mbilo CAJ/KWS/010/153/22 -V.O.K	Ministry of Tourism, Wildlife and Heritage (Kenya Wildlife Service)	Male	Delay	Complainant alleged that he lodged a complaint regarding crop destruction with the Respondent but the Respondent had not resolved the same.	Inquiry ongoing
KENYA WILDLIFE SERVICE						
272.	Anzazi Chaka HUD/KWL/KWS/010/3/2022-KC	Kenya Wildlife Service	Female	Delay	The Complainant alleged delayed payment of compensation by KWS Offices in Lungalunga, Kwale County following a snake bite2019 along River Umba, Lungalunga Sub-County which was promptly reported. He was advised to avail sufficient particulars to inform follow up.	Ongoing inquiry

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
MINISTRY OF DEFENCE						
273.	Jared Okute CAJ/KDF/015/4139/22-EF	Ministry of Defence (Kenya Defence Forces)	Male	Unresponsive official conduct	Complainant alleged that he was discharged from the service of the Kenya Defence Forces on the basis that his services were no longer required and that he was entitled to terminal benefits but they were not paid. That he followed up payment without receiving any response. An inquiry was initiated.	Inquiry ongoing Awaiting update from respondent
MINISTRY OF ROADS AND TRANSPORT						
274.	Michael M. W. Gachuhi CAJ/M.TRA/004/527/2022-SAK	Ministry of Roads and Transport	Male	Unlawful Official Conduct	A complaint regarding a compensation claim for damages of property and general aggravated damages. The incident allegedly took place at Red hill road along the Northern Bypass. The complainant alleged that the government tore his eight-bedroom mansion to make way for a bypass, prompting the complainant to seek compensation which he was awarded. The complaint was seeking full payment of the awarded amount.	Inquiry ongoing Awaiting further particulars
275.	Anonymous CAJ/KURA/006/216/22-V.O.K	Ministry of Roads and Transport (Kenya Urban Roads Authority)	Unclear	Unfair official conduct	Complainants lodged several complaints alleging unfair and unlawful labour practices by the top management of Kenya Urban Roads Authority. The complaints revolved around recruitment and promotion of staff which they alleged were not based on merit but on other factors such as tribalism and cronyism.	Pending investigation Referred to Investigations Division

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
276.	Anonymous CAJ/KURA/006/214/22-V.O.K	Ministry of Roads and Transport (Kenya Urban Roads Authority)	Unclear	Unfair official conduct	Complainants lodged several complaints alleging unfair and unlawful labour practices by the top management of Kenya Urban Roads Authority. The complaints revolved around recruitment and promotion of staff which they alleged were not based on merit but on other factors such as tribalism and cronyism.	Inquiry ongoing
277.	Farrah Munoko Advocates CAJ/KENHA/004/533/22-EMN	Ministry of Roads and Transport (Kenya National Highways Authority)	Institution	Manifest injustice	The complaint was addressed to the respondent and copied to the Commission. The Complainant alleged that the respondent illegally detained its client's motor vehicle at the Rongo Road block and unjust penalties were imposed.	Inquiry ongoing
NATIONAL TRANSPORT AND SAFETY AUTHORITY (NTSA)						
278.	Harun Maranga HUD/KSI/NTSA/004/6/22-WT	National Transport and Safety Authority	Male	Delay	The Complainant alleged that he applied for the renewal of his driving licence on 14th September 2022, at the National Transport and Safety Authority (NTSA) desk at the Kisii Huduma Centre, but the same had not been issued. The expired licence reference number was ZXA1910000.	Ongoing inquiry
KENYA RURAL ROADS AUTHORITY (KERRA)						
279.	Thomas Obanda Okungu CAJ/KSM/MROA/006/11/2022-WT	Kenya Rural Roads Authority	Male	Manifest injustice	The Complainant alleged failure by the Resident Engineer, KeRRA, Kisumu in charge of the construction of Ekwanda-Luanda-Esirulo-Magada roads to settle his unpaid salary and terminal dues after he was	Ongoing inquiry

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
					declared redundant in December 2021. He stated that he had been engaged as a Lab attendant, Contract No. RWC-114 with effect from 4th October 2016. He claimed unpaid salary and house allowance amounting to Kshs. 354,748.	
KENYA URBAN ROADS AUTHORITY						
280.	Benson Machanuli Isigi CAJ/KSM/KURA/006/14/22-AO	Kenya Urban Roads Authority	Male	Delay	The Complainant alleged delay by the Respondent to settle salary arrears accumulating through the months of January to August 2022. He said that he lodged the complaint at the Kisumu County Labour Office on 6.9.2022 when KURA was requested to settle the arrears within seven days and a subsequent letter dated 16/9/2022 inviting KURA for a meeting on 21/9/2022. Complainant was advised to allow the Labour Office to address the complaint as the complaint was in the appropriate office. Complainant further advised that should the matter remain unresolved he was at liberty to come back for further assistance.	Ongoing inquiry
KENYA PORTS AUTHORITY						
281.	Juma Hamisi Almasi CAJ/MSA/KPA/004/126/2022-KC	Kenya Ports Authority	Male	Unresponsiveness	The Complainant alleged lack of feedback and delay by the Respondent in Processing his retirement dues upon attaining retirement age effective 17th July 1991	Ongoing inquiry
282.	Mombasa Kilindini Community Forest Association (MOKICFA)	Kenya Ports Authority	Institution	Unresponsive official conduct	The Complainant alleged failure by the Authority to respond to the Association's letter dated 9/2/2021, which raised environmental concerns over delayed restoration of mangrove forests after the construction	Inquiry ongoing

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
	CAJ/MSA/KPA/004/129/2022-KC				of the new Kipevu Oil Terminal at Dongo Kundu, Mombasa County.	
KENYA NATIONAL HIGHWAYS AUTHORITY						
283.	Ndumuru Integrated Farmers Self Help Group ISL/HUD/M.ROA/006/001/22-MBA	Kenya National Highways Authority (KeNHA)	Group	Unresponsive official conduct	The Complainant alleged that the Respondent's construction of the Isiolo-Modogashe road affected their parcel of land where the KeNHA beacons extended into their land. That effort to get compensated for their land hived off for the construction of the said road bore no fruits.	Ongoing inquiry
284.	Jeremiah Mutavi Simba CAJ/MSA/KENHA/004/130/2022-KC	Kenya National Highways Authority	Male	Abuse of power	The Complainant alleged persistent harassment and demands for bribes by the Authority's officials along Kwale- Kinango route, where he operated a water supply business. He claimed that on different occasions the officers demanded bribes while alleging that he carried excess loads on his lorry Registration Number KCW 076A, without ascertaining the same using a weighbridge.	Inquiry ongoing
285.	Jacinta Njeri Njuguna CAJ/MSA/KENHA/004/136/2022-EM	Kenya National Highways Authority	Female	Delay	The Complainant alleged delay by the Authority to process and pay a compensation award of Kshs. 473,875/-, owed to her as a project affected person (PAP) in the course of the dualling of the Mombasa-Mariakani Highway project since 2018.	Inquiry ongoing
MINISTRY OF INFORMATION, COMMUNICATION AND THE DIGITAL ECONOMY						
286.	Centre Against Torture CAJ/ELD/M.INF/023/6/22-FL	Ministry of Information, Communication and The Digital Economy	Institution	Delay	The complaint alleged that the Media Complaints Commission has delayed to address their complaint on incitement and discriminatory utterances made at EMOO FM Radio Station in Uasin Gishu County	Ongoing inquiry

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
THE OFFICE OF THE ATTORNEY GENERAL AND DEPARTMENT OF JUSTICE						
287.	Irene Cherop CAJ/ELD/PT/001/149/22-FL	The Office of the Attorney General and Department of Justice	Female	Delay	The Complainant alleged that the Public Trustee has delayed to administer the benefits owed to the estate of Zadock Kipchirchir Maiyo	Ongoing inquiry
288.	Gregory Mutwiri Kimathi ISL/HUD/CG/MERU/129/012/2022 -KWK	Office of the Attorney General and Department of Justice	Male		The Complaint alleged that he is the son of the late Mary Nkuene Kimathi who passed on 30th September 2019. In June 2022, the family initiated the process of following up the deceased estate with the Public Trustee in Meru County office who has not given any update despite several follow ups.	Ongoing inquiry
289.	Daniel Waweru Wanjiru HUD/NKR/P. T/001/80/22-FL	The Office of the Attorney General and Department of Justice	Male	Delay	The Complainant alleged delay by the Nakuru Public Trustee to settle the administration of the estate of Benny Solomon Kuria to enable the payment of the pension dues owed to the estate that had been submitted to the Public Trustee for administration	Ongoing Inquiry
290.	Bob Odhiambo Mtange CAJ/KSM/PT/001/509/22-WT	Office of the Attorney General and Department of Justice	Male	Inefficiency	The Complainant alleged that the Public Trustee had failed to pay the gratuity for their deceased father Jacob Mtange Member, APN/PC0000312996. He said that the Pensions Department released the pension dues for their late father to the Public Trustee office in Kisumu on 28th July 2022,and they visited that office, but were turned back to the Pensions office in Nairobi. They Visited the Pensions office in Nairobi who informed them that they needed to follow up at the Public Trustee office in Kisumu.	Ongoing inquiry
ADVOCATES COMPLAINTS COMMISSION						
291.	Victoria Maigacho Walegwa	Advocates Complaints Commission	Female	Delay	The complainant alleged delay at the Advocates Complaints Commission to resolve a complaint	Inquiry ongoing

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
	CAJ/MSA/ACC/001/ 490/2022-EM				against M/s Clemence Masinde & Co. Advocates, regarding withholding clients' money.	
292.	Mwinyifaki Nyatoto CAJ/MSA/ACC/001/ 493/2022-EM	Advocates Complaints Commission	Female	Delay	The Complainant alleged delay by the Advocates Complaints Commission to expedite action against M/s Kanyi J. and Company Advocates, on claims of professional misconduct in Mombasa SRMCC 2506 of 2011 between Nyatoto Mwinyifaki Bendoro and Rasma Issa and 2 others.	Inquiry ongoing
293.	Wanje Samuel Mbaga CAJ/MSA/ACC/001/ 503/2022-EM	Advocates Complaints Commission	Male	Delay	The complainant alleged delay by the Commission to conclusively address his complaint against an advocate, who withheld Kshs. 5,585,736/= after he represented him in an accident claim in Mombasa CMCC No. 1500 of 2016.	Inquiry ongoing
294.	Mambo Dalu Athman CAJ/MSA/ACC/001/ 494/2022	Advocates Complaints Commission	Male	Unresponsive official conduct	The complainant alleged lack of feedback by the Advocates Complaints Commission on his complaint against M/s David Sewe and Company Advocates in Mombasa Civil Case No. 2226 of 2015 (Mambo Dalu Athman vs Logistics Solution Limited).	Inquiry ongoing
295.	Joseph Ndungi Ngigi CAJ/ACC/000/2490/ 22-EMN	Advocates Complaint Commission	Male	Delay	The complainant alleged that he had lodged a complaint with the commission but that his complaint had never been responded to. He was advised to supply clear details on his complaint as well as his claim supporting documents.	
296.	Samuel Mureithi Njeru CAJ/MSA/ACC/001/ 519/2022-KC	Advocates Complaint Commission	Male	Delay	The Complainant alleged delay and lack of action by the Advocates Complaints Commission, on a complaint lodged against M/s Kadima and Co. Advocates conduct in a PMCC NO 310 of 2016. He	

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
					alleged that the firm withheld information touching on the execution of a decree.	
STATE LAW OFFICE						
297.	Thomas Mukiti Nzeki & Another CAJ/MSA/OAG/001/515/2022-KC	State Law Office [acting for NPS]	Male	Delay	The Complainants alleged delay by the State Law Office to facilitate payment of a decretal sum of Kshs. 305,000 awarded in Voi SPMCC No. 117 of 2015, as compensation for injuries sustained in a road traffic accident in 2012 along Mombasa- Nairobi Highway. The accident was caused by a police driver from Tana Police Station.	Inquiry ongoing
298.	Elizabeth Cheptoo CAJ/ELD/AG/001/50/22-FL	Office of the Attorney General and Department of Justice.	Female	Delay	The Complainant alleged that the respondent failed to update her on the status of the payment of Ksh.1,586,972 which was issued in her favour in a suit filed against the government in Eldoret Chief Magistrate's Court Civil Suit Number 1097 of 2016	Inquiry ongoing
BUSINESS REGISTRATION SERVICE						
299.	N.Kaleli &Co CAJ/BRS/001/2500/22-EMN	State Law Office (Business Registration Service)	Group	Delay	This complaint was addressed to the respondent and copied to the Commission amongst others. The complainant alleged that the respondent had failed to effect changes made in application no AAD-V5TROK8. He was advised that the respondent was best placed to handle his complaint and asked to update the Commission on the developments.	Inquiry ongoing
300.	Francis Wanjiku CAJ/BRS/001/2511/22-EMN	State Law Office	Male	Oppressive oficial Conduct	This complaint was addressed to the respondent and copied to the Commission amongst other entities. The complainant alleged that the information held by the respondent was public information stored on	Inquiry ongoing

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
		(Business Registration Service)			E-Citizen portal hence the public shouldn't pay to access it. He was advised that the complaint was addressed to the entity mandated to hear it and requested to update the Commission on the developments therein.	
Registrar of Marriages						
301.	Augustine Kipruto CAJ/AG/001/2516/22 -EMN	State Law Office (Registrar of Marriages)	Male	delay	The complainant alleged that he had applied for a certified copy of a marriage certificate and paid the necessary fees but that the respondent had failed to issue the same. He was requested for further details.	Inquiry ongoing
OFFICE OF THE DIRECTOR OF PUBLIC PROSECUTIONS						
302.	Lyndah Christine Jakandang'o CAJ/ELD/JUD/001/148/22-FL	Office of the Director of Public Prosecutions (ODPP)	Female	Delay	The Complainant alleged that the ODPP Trans Nzoia County has delayed to address a complaint on failure by the police attached at Teldet Police Station, Trans Nzoia County to investigate and apprehend a suspect to a defilement case that was reported at the station	Ongoing inquiry
303.	Benson Lusweti Wanyonyi CAJ/MSA/ODPP/027/38/2022-KC	Office of the Director of Public Prosecutions	Male	Delay	The Complainant alleged delay by the prosecution office in Mombasa to give directions on the police investigations in Inquiry File CR:343/3292021(Offence: Forgery contrary to Section 349 of the Penal Code). The file had been forwarded to the said office in July 2021.	Inquiry ongoing
304.	Kenneth Ali Kibira CAJ/ODPP/027/274/2022-SAK	Office of the Director of Public Prosecutions	Male	Unfair Official Conduct	A complaint regarding the Office of the Director of Public Prosecutions in Mombasa. The complainant and one other person alleged that they were assaulted on 18th July 2022 and reported the matter to Central Police Station Mombasa under OB 84 and 87. However, the assailants were not arrested. They	Inquiry ongoing Awaiting better particulars

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
					reported the matter to the Nairobi office and the matter was referred back to Mombasa but no action was taken	
305.	Isaac Karimi CAJ/MSA/ODPP/027 /37/2022-KC	Office of the Director of Public Prosecutions	Male	Delay	The Complainant alleged delay by the Office of the Director of Public Prosecutions in Mombasa to act on a children case reported at Shelly Beach Police Station on 24/8/2022. The police file had been forwarded to the said office but no action was taken.	Inquiry ongoing
306.	Hawo Golicha CAJ/ISL/DPP/027/019 /2022 -KWK	Office of Director of Public Prosecution		Discourtesy	The Complainant alleged that on 1st November 2022 at Isiolo Law Courts, she tried to speak to the Prosecutor in Court two handling a case involving her cousin who is a minor but that the said Prosecutor was rude and impolite to her.	Ongoing inquiry
307.	Zahra Abubakar Abafaye CAJ/MSA/ODPP/027 /36/2022-KC	Office Of Director Of Public Prosecutions	Female	Delay	The Complainant alleged delay by the Respondent's Mombasa office to give directions upon conclusion of police investigations into Inquiry File No. 5 of 2021.; - Zahra A. Abafaye v Shariff Mohamed. She claimed that the ODPP has delayed to recommend prosecution of the suspects	Ongoing inquiry
308.	Emmanuel Ndeng CAJ/ELD/ODPP/027/ 14/22-FL	Office of the Director of Public Prosecutions (ODPP)	Male	Delay	The Complainant alleged that the respondent's Office Uasin Gishu County has delayed to address his complaint on delay in the prosecution of an assault case that he reported at the Eldoret Central Police Station vide OB Number 03/24/10/2022	Ongoing inquiry
309.	Limo. R. K & Company Advocates CAJ/ELD/DPP/027/15 /22-FL	Office of the Director of Public Prosecutions (ODPP)	Institution	Delay	The Complainant alleged that the Respondent delayed to address their complaint on sexual harassment occasioned to their client that was reported at Baharini Police Station vide OB Number 24/1/12/22	Ongoing inquiry

No.	Complainant	Respondent	Gender	Classification of service issue	Summary of the complaint & action taken	Remedial Action/ Status
NATIONAL POLICE SERVICE						
310.	Agnes Chebet Kahindi HUD/NKR/POL/015/57/22-FL	National Police Service	Female	Unresponsive official conduct	The Complainant alleged that the OCS Menengai Police Station, Nakuru County has failed to update her on the progress or outcome of the investigations to an assault case that she reported at the station vide OF Number 14/1/6/2017	Ongoing inquiry
311.	Wangari Maina Susan CAJ/NHRR/POL/015/21/22-EM	National Police Service	Female	Unresponsive Official Conduct	The complainant alleged that she sent money to the wrong person and police officers had refused to act on the matter.	Inquiry ongoing
312.	Anonymous CAJ/NPS/015/4128/22-EMN	National Police Service	Unclear	Ineptitude	The complainant alleged that the respondent had suspended its officer's salary but continued to allocate to her duties which she performed while armed. They said that the officer was a threat to herself and the public, and an embarrassment to the respondent. The complaint was referred to the National Police Service Commission.	Inquiry ongoing Awaiting update from complainant
313.	Robert Leroy and Co. Advocates for Geoffrey Odoyo CAJ/NPS/015/4146/2022-SAK	National Police Service	Institution	Delay	A complaint regarding dismissal. The complainant was dismissed from service vide the letter of 18th September 2020. The complainant filed an appeal vide the letter of 23rd February 2021, however, there was no response.	Inquiry ongoing
314.	Martha Ncekei CAJ/ISL/POL/015/173/22-KWK	The National Police Service	Female	Inaction	This Complaint was addressed to the Independent Policing Oversight Authority and Copied to this Commission. The Complainant alleged failure by the police at the Isiolo Police Station to investigate a case of accident whereby the Complainant was hit and seriously injured by motor vehicle, Probox registration number KCY 457X. He was advised to follow up with	Ongoing inquiry

					the Independent Policing Oversight Authority and update the Commission	
315.	Anastasia Mbulwa Muthoka CAJ/POL/015/4141/2022-SAK	National Police Service (Kasarani Police Station)	Female	Unresponsive Official Conduct	Complainant alleged that she was evicted from her home in Kasarani and all household items were removed. Police officers from the station assisted in the eviction and her household property was still at Kasarani Police Station. They refused to release the items.	Inquiry ongoing
316.	William Amin Mayienda CAJ/MSA/ATI/POL/015/1/2022-KC	National Police Service	Male	Access To Information	The Complainant was convicted and served his sentence in Criminal Case No. 5263 of 1989 at Kisii Law courts. He applied for a certificate of good conduct but it showed that he had an outstanding court case despite having served his sentence. He sought Commission's intervention for the correction of the Police Clearance Certificate	Ongoing inquiry
317.	Kenneth Kimani Kibuku CAJ/NPS/015/4156/22-SNK	National Police Service	Male	Delay	A complaint alleging that an assault case reported at Naivasha Police Station in July 2021 vide OB No. 22/09/07/2021 had not been investigated and action taken	An inquiry was initiated which is ongoing
318.	Shee Makame Kopa HUD/KWL/POL/015/19/2022-EM	National Police Service	Male	Delay	The complainant alleged delay by Shimoni Police station to take action on a land fraud case reported vide OB No. 13/13/O6/2022.	Ongoing inquiry
319.	NHC- News Building Group CAJ/MSA/POL/015/474/2022-KC	National Police Service	Group	Delay	The Complainants alleged that the respondent delayed to take action into an incident reported at Changamwe police station vide OB No. 44/31/5/2022	Ongoing inquiry
320.	Mghoi Mwakisakenyi Anne HUD/WND/POL/015/8/2022-KC	National Police Service	Female	Delay	The complainant alleged delay by Wundanyi Police Station to investigate an assault incident reported vide OB No. 36/15/06/2022	Ongoing inquiry
321.	Eugene Mwavali Amboga CAJ/KSM/NPS/015/646/22-AO	National Police Service	Male	Inefficiency	The Complainant alleged failure by Mudete Police Station in Vihiga County to forward police file for an incident reported vide OB No. 16/17/6/2022 for prosecution. Investigations were initiated and completed where two suspects were arrested and	Ongoing inquiry

					two motor cycles confiscated however, the file was not forwarded to the ODPP for prosecution.	
322.	Henry Mukoline Ntwiki CAJ/ISL/POL/015/177/22 –KWK	The National Police Service	Male	Delay	The Complainant alleged that he arrived in Isiolo on the 23rd November 2022 at around 10:30 pm and that upon alighting from the bus, he was violently robbed of his bag by a gang of three men who were armed with crude weapons. He lost his academic certificates among other items. He reported the matter to the DCI desk and requested assistance to track down his stolen mobile phone but was instead treated in a callous manner.	Ongoing inquiry
323.	Kai Chiro Tunge CAJ/MSA/POL/015/485/2022-EM	National Police Service	Male	Delay	The Complainant alleged delay and lack of action by police officers on an incident reported at Mikindani Police Station vide OB NO. 055/14/11/2022. Complainant indicated that despite availing witnesses for statement recording, no action had been taken against the suspect.	Inquiry ongoing
324.	Aden Ali Abdi CAJ/GSA/POL/015/004/22	National Police Service	Male	Delay	This complaint was previously lodged at the Headquarters in Nairobi and we asked for the documentation involved from the complainant. He is yet to respond. Advised the complainant that we cannot lodge a new complaint when the same facts existed under another file. We expect to get his response	Inquiry ongoing -Awaiting better particulars from the complainant
325.	National Social Security Fund CAJ/NPS/015/4168/22-EF	National Police Service (Mavoko Police Station)	Institution	Unresponsive official conduct	Complainant alleged failure by the investigating officers to apprehend and recommend charges against persons alleged to hold irregular titles over land owned by the Fund. The complaint was lodged with the Director of Criminal Investigations and copied to the Commission. Complainant advised to pursue the matter with the said office and update the Commission in 60 days' time.	Inquiry ongoing Awaiting update from complainant

326.	Mwangi David Peter CAJ/NHRR/POL/015/21/22EM	National Police Service	Male	Manifest Injustice	Complainant alleged that he reported a case of theft of a phone at the Nyahururu police station and they had not taken any action against the culprits who were known to him.	Inquiry ongoing
327.	Naru Aimata John CAJ/NHRR/POL/015/22/22-EM	National Police Service (Directorate of Criminal Investigations)	Male	Unresponsive official conduct	The complainant alleged that he filed a case of land document forgery with the Directorate of Criminal Investigations in Nyahururu since February 2021. The assigned police officer called Nancy did not complete the investigation.	Inquiry ongoing
328.	CAJ for Njeri Ndung'u CAJ/OM/7/207/2022 -HO	National Police Service	Female	Unresponsiveness	A complaint which alleged illegal construction activities that were reported to the National Construction Authority and the Police and no action was taken.	Inquiry ongoing.
329.	Reuben Kinoti Kanake CAJ/ISL/POL/015/174/2022 -KWK	The National Police Service	Female	Inaction	The Complainant alleged that he is the registered owner of that parcel of land known as Igembe/Antubetwe Kiongo/1901 measuring 0.15 Ha. He bought the said land from the late Stephen Rwito the father to Joshua Kailikia; That Mr. David Mururu Rwito and two others unlawfully trespassed on his land and chased him away from his land accusing him of fraudulently acquiring the said land and also destroyed his crops. He reported the matter to the police vide OB/No. 60/01/10/2022 and OB No/06/11/10/2022. The suspects were apprehended and later released. The Complainant believes the area Chief Mr. Samson Thiringi of A/Kiongo Location in Laare, played a role in their release from police custody. The Complainant is unable to take peaceful possession of his land due to the fact that the said suspects are currently roaming free; furthermore the said suspects seems to enjoy the protection of the said Chief.	Ongoing inquiry

330.	Mohamed Ali Guyo CAJ/ISI/POL/015/175 /22-KWK	National Police Service	Male	Manifest injustice	This complaint was addressed to the National Police Service Commission and copied to the Commision. The Complainant alleged that he has been transferred four times within a span of one year and that the transfers negatively affected his family life. He was consequently diagnosed with major depressive disorder and put under clinical therapy by a psychiatrist at the Isiolo Referral Hospital. After recovery he informed his superior at the said station who instead issued him with a show -cause letter for deserting duties. He was referred to the Internal Affairs Unit.	Ongoing inquiry
331.	Elizabeth Kaigongi Wokinda CAJ/POL/015/4145/2 2-EF	National Police Service (Kamukunji Police Station)	Female	Unresponsive official conduct	Complainant alleged failure by the police officers to investigate a report of assault and theft, and to apprehend the alleged perpetrator. An inquiry was initiated.	Inquiry ongoing Awaiting update from respondent
332.	Robert Kamau CAJ/POL/015/4143/2 2-EMN	National Police service	Male	Misbehaviour	The complaint was addressed to the Internal Affairs Unit and copied to the Commission amongst other entities. The complainant alleged that he was harassed by police officers from Central Police Station. He was advised that the complaint was addressed to the entity mandated to handle it and advised to update the Commission.	Inquiry ongoing
333.	A.Adam CAJ/POL/015/4119/2 2-EMN	National Police service	Male	Manifest injustice	The complainant alleged that he found an armed drunk police officer and assisted him to get back to his duty station. On reaching the station, he was arrested on allegations of terrorism. The complaint was referred to the Internal Affairs Unit.	Inquiry ongoing

334.	Johnson Kariuki CAJ/MSA/POL/015/476/2022-KC	National Police Service	Male	Delay	The complainant alleged delay and inaction by police, on an incident reported at the Diani Police Station vide Occurrence Book Numbers 26/08/07/2020, 39/21/02/2020, 52/20/07/2022 and 56/19/07/2022. Complainant indicated that despite availing witnesses for statement recording, no action was taken.	Inquiry ongoing
335.	Julia Ndunge Lucy CAJ/MSA/POL/015/478/2022-KC	National Police Service	Female	Delay	The complainant alleged delay by police officers at the Changamwe Police Station, Mombasa, to take appropriate action in an assault incident reported on 24th August 2018	Inquiry ongoing
336.	Valerie Mwangale CAJ/MSA/POL/015/482/2022-KC	National Police Service	Female	Delay	The Complainant alleged inordinate delay by the police officers at Diani police station, to conclude investigations and take appropriate action in incidents of fraud reported vide OB No.s 50/3/6/2022, 48/14/12/2021 and 96/4/6/2022	Inquiry ongoing
337.	Emmanuel Jilani CAJ/MSA/POL/015/483/2022-KC	National Police Service	Male	Delay	The Complainant alleged delay by police officers to take action on an incident of theft reported at Chasimba Police Station, Kilifi County vide OB No. 10/05/10/2022. Complainant indicated that despite availing witnesses for statement recording no action had been taken against the suspect.	Inquiry ongoing
338.	Kahura Mundia CAJ/DCI/015/4136/22-V.O.K	National Police Service (Directorate of Criminal Investigations)	Male	Unlawful official conduct	Complainant alleged that Credit Reference Bureaus and the Respondent charged fees to issue certificates of compliance contrary to the provisions of the Employment Act.	Inquiry ongoing Pending action from Complainant.
339.	Kabathi & Company Advocates for East African Portland Cement CAJ/DCI/015/4124/22-EF	National Police Service (Directorate of Criminal Investigations-Athi River)	Institution	Unresponsive official conduct	Complainant alleged failure by the investigating officers to apprehend and recommend charges against persons alleged to hold irregular titles over land owned by the Company. The complaint was lodged with both the Director of Criminal Investigations and the Inspector General of Police, and copied to the Commission. Complainant advised	Inquiry ongoing Awaiting update from complainant

					to pursue the matter with the relevant office and update the Commission in 60 days' time.	
340.	Tabitha Kinoga Bahati CAJ/MSA/POL/015/484/2022-KC	National Police Service	Female	Delay	The Complainant alleged delay by police officers to take action on an incident of assault reported at Hola Police Station, Tana River County vide OB No. 07/23/7/22. Complainant indicated that despite availing witnesses for statement recording, no action had been taken against the suspect.	Inquiry ongoing
341.	Tony Juma CAJ/MSA/POL/015/479/2022-KC	National Police Service	Male	Delay	The Complainant alleged delay by police officers at the Mikindani Police Station in Mombasa, to take action on a report of assault under OB Number 37/9/11/2022.	Inquiry ongoing
342.	Joshua Mwenda CAJ/ISI/POL/015/171/22-MBA	The National Police Service	Male	Delay	The Complainant alleges that he joined the National Police Service on 14th September 2006 and was posted at Maasai Mara national park. However, in the course of his work, he became alcoholic and as a result was taken to Mathare mental hospital for rehabilitation. After recovery from alcohol and drug abuse, he reported back to his station only to be served with a dismissal letter for being absent from duty without official communication. He _however states that he had reported to his superiors concerning his whereabouts and the conditions that was in.	Ongoing inquiry
343.	Cynthia Ingapo Mukanzi CAJ/NPS/015/4166/22-JMM	National Police Service	Female	Unresponsive official conduct	The complainant alleged that she was assaulted and reported the incident at California Police Station in Eastleigh. The suspect, well known by her, was not charged despite following up severally on the same.	Inquiry ongoing
344.	Oscar Chebeni Wachiye CAJ/KSM/015/644/22-WT	National Police Service	Male	Manifest injustice	The Complainant alleged that the respondent caused a person to secure employment with the General Service Unit using the complainant's academic and identification documents. The documents for the holder of ID Number 27634602-Oscar Chebeni Wachiye were used by an imposter to	Ongoing inquiry

					secure employment following the unsuccessful attempt by the complainant to secure employment during the police recruitment in Sirisia, Bungoma County in 2014.	
345.	Kingori Gichohi James CAJ/NHRR/POL/015/26/22-EM	National Police Service	Male	Unresponsive official conduct	The complainant alleged that his son was assaulted by people known to him. He reported to the police but they had not been arrested.	Inquiry ongoing
346.	Wairimu Jane CAJ/NHRR/POL/015/26/22-EM	National Police Service	Female	Oppressive Official Conduct	The complainant alleged that she was conned Kshs. 18,000.00 by someone who had promised she would take her son to Qatar. The police had not taken action against the culprits since 2019.	Inquiry ongoing
347.	Mbuthia Cecilia CAJ/NHRR/POL/015/33/22-EM	National Police Service	Female	Delay	The complainant alleged that she was conned money by a company that was supposed to take her son to Poland. The police refused to take action against the company.	Inquiry ongoing
348.	Gathogo Mwangi Alex CAJ/NHRR/POL/015/36/22	National Police Service	Male	Unfair Treatment	The complainant alleged that the police had failed to investigate and arrest an accused who assaulted their child.	Inquiry ongoing
349.	Samwel Mwangi HUD/NKR/POL/015/58/22-FL	National Police Service	Male	Unresponsive official conduct	The complainant alleged that the National Police Service has failed to settle his compensation claim following injuries that he incurred from a road accident whilst he was in service in 1993.	Ongoing inquiry
350.	Abdulrahman Breik CAJ/MSA/POL/015/481/2022-KC	National Police Service	Male	Delay	The complainant alleged that he reported an incident of Theft Tononoka police station Vide B. NO. 39/17/11/22 but that the Respondent had failed to investigate and charge the suspects.	Ongoing inquiry
351.	International Human Rights Defenders CAJ/POL/015/4147/22-EMN	National Police Service	Group	Unlawful Conduct	The complainants lodged this complaint on behalf of Ms Gladys Rabera. They alleged that Ms. Rabera had reported a case of Assault and malicious damage to property to Suneka Police Post but that the culprits were released under unclear circumstances, went back home and threatened to kill Ms. Rabera. They were advised that the complaint was outside the	Inquiry ongoing -Awaiting update from complainant

					Commission's mandate and referred to the Office of Director of Public Prosecution as well as the Internal Affairs Unit for handling and determination.	
352.	Fatuma Mohamed CAJ/ISI/POL/015/170 /22-MBA	National Police Service	Female	Inaction	The Complainant alleged that she was waylaid at around 2000hrs by unknown persons who were armed with machetes and robbed her of mobile make techno spark 4. She reported the matter at Isiolo police station under OB NO 16/14/06/2022 and was thereafter directed to DCIO for investigation of the matter. After some time she received a notification from her lost phone indicating who was in possession of the phone and her contacts. Despite sharing the said information and several visits to DCI, she is yet to receive any support in recovering her mobile phone.	Ongoing inquiry
353.	James Bett Chelanga CAJ/ELD/POL/015/17 8/22-FL	National Police Service	Male	Delay	The Complaint alleged that the Chesoi Police station, Elgeyo Marakwet County has failed to update him on the outcome of investigations to a damage to property case that he reported at the station vide OB Number 05/24/03/22	Ongoing inquiry
354.	Kennedy Irungu Chomba CAJ/NPS/015/4160/2 022-JMM	National Police Service	Male	Abuse of office	The complainant alleged that he was unfairly charged by Mwihoko Police Station for an offence he did not participate in.	Inquiry ongoing
355.	Lehman Associates Advocates CAJ/POL/015/4152/2 2-EF	National Police Service (Directorate of Criminal Investigations-Starehe)	Institution	Delay	Complainant alleged delay by the investigating police officers to conclude investigations into a report of forgery of academic certificates. The complaint was lodged with the Office of the Director of Public Prosecutions and copied to the Commission. The complainant was advised to pursue the matter with the said office and update the Commission in 60 days' time.	Inquiry ongoing Awaiting update from complainant
356.	Fostina Mueni Kitundu CAJ/POL/015/4164/2 2-EF	National Police Service (Kalawa Police Station)	Female	Unresponsive official conduct	Complainant alleged that the police had failed to take action on her reports of malicious damage of property by her brother. The matter was under active inquiry by the Internal Affairs Unit – National Police Service. Complainant advised to pursue the matter	Inquiry ongoing Awaiting update from complainant

					with the said office and update the Commission in 60 days' time.	
357.	Concerned Citizens CAJ/PO/047/563/2022-SAK	Public Officer (Chief Inspector Samir Yunus)	Group	Abuse of Power	The Complainant alleged that Chief Inspector Samir Yunus the current OCS for Pangani Police Station has engaged in several forms of abuse of office. When he was OCS Pangani Police Station he assisted in the escape of a prisoner. While at Kamkunji Police Station he was accused of sodomy and rape when 8 junior officers accused him of sexual harassment. That he was charged for assaulting inmates, and pursuing charges unrelated to offences committed.	Ongoing inquiry
358.	Shadrack Muiya CAJ/PO/047/565/22-JMM	Public Officer	Male	Abuse of power	The complainant, Shadrack Muia Muasya alleged that he was the father of Ruth Ndunge who bore a child with one Denis Nyakundi, a police officer attached to Kivani Police Station, Machakos County. Despite the child being of a very tender age, one year and three months, Denis had forcefully taken her away from her mother and had threatened the family with dire consequences if they attempted to take the child. The said officer was persistently issuing threats.	Inquiry ongoing
359.	George Kamau Maina CAJ/PE/040/2652/22-EF	Private Entity and National Police Service	Male	Unresponsive official conduct	Complainant alleged forgery of land documents and arson causing death, by a member of his family. Intervention requested against the alleged perpetrator concerning the matter was outside mandate and the complainant was advised. The complainant was asked to provide an update on the investigations and particulars of the report including the Occurrence Book number and the police station.	Inquiry ongoing Awaiting update from complainant
SACCO SOCIETIES REGULATORY AUTHORITY						
360.	Caroline Ouma Odera CAJ/KSM/SASRA/025/32/22-WT	SACCO Societies Regulatory Authority	Female	Unresponsive official conduct	The Complainant alleged that she lodged a complaint with the Respondent on 11th June 2022, regarding failure by her SACCO to process and pay her savings amounting to Kshs. 156,582.82 that she had accumulated monthly from the year 2015.	Ongoing inquiry

TANA TEACHERS SACCO						
361.	Yussuf Majibo Abae CAJ/GSA/TTS/025/001/22	Tana Teachers Sacco	Male	Unfair Treatment	The complainant was aggrieved by the fact the respondent refused to pay his shares of contribution while in service and that they did not remit his National Social Security Fund contribution.	Inquiry ongoing
POSTAL CORPORATION OF KENYA						
362.	Jeconiah Owek Owek HUD/KSI/POSTA/023/5/22AO	Postal Corporation of Kenya	Male	Unresponsive official Conduct	The Complainant alleged that the Respondent failed to respond to enquiries on unremitted deductions to Standard Chartered Bank between April 2021 and April 2022. Complainant alleged that despite several follow-ups with the Corporation, he had not received response on the same.	Ongoing inquiry
363.	Anonymous HUD/KSI/POSTA/023/6/22-AO	Postal Corporation of Kenya	Female	Manifest injustice	The Complainant alleged that the Respondent failed to remit monies deducted from the complainant towards repayment of a loan facility at Standard Chartered Bank. He was requested to provide better particulars on his claim	Ongoing inquiry
WATER RESOURCE AUTHORITY						
364.	George Mudanya Alumasa CAJ/KSM/M.WAT/009/48/22-AO	Water Resource Authority	Male	Unresponsive Official Conduct	The Complainant alleged delay by the Respondent to take action on an illegal abstraction of water on Rotego Spring by Mudasa Academy in Vihiga County. He said that an inspection was conducted on 17th February 2022 which revealed abstraction of water, which the school was instructed vide a letter dated 7th March 2022 to legalize the water abstraction failure to which would lead to a disconnection. However, no further action had been taken to enforce the report.	Ongoing inquiry
AHERO MULTIPURPOSE SOCIETY						
365.	John Omollo Atoga CAJ/KSM/ATI/M.COOP/025/1/22-AO	Ahero Multipurpose Society	Male	Maladministration	The Complainant alleged that the Respondent had failed to provide member statements from the year 1997 to 2022 together with accrued interest. He was advised to make a formal application and update the office	Ongoing inquiry

NZOIA SUGAR COMPANY						
366.	Kubende Wafula Boaz HUD/KAK/M.AGR/014 /13/22-AO	Nzoia Sugar company	Male	Delay	The Complainant alleged that the Respondent failed to pay a contract sum for works undertaken T/A Assis Construction Company Limited. He was requested to provide clearer details on his complaint	Ongoing inquiry
NATIONAL HOUSING CORPORATION						
367.	Nasir Abdul CAJ/NHC/028/64/22-SNK	National Housing Corporation	Male	Maladministration	The Complainant alleged systemic flows in allocation of houses to citizen within National Housing Corporation	Ongoing inquiry
ADVOCATES COMPLAINTS COMMISSION						
368.	Mlaghe Kitogho Mzae HUD/WND/ACC/001/3/2022-EM	Advocates Complaints Commission	Male	Delay	The Complainant alleged delay at the Advocates Complaints Commission to address a complaint of professional misconduct against his advocate M/s Tindika & Co. Advocates, Mombasa since 2021. They were advised to avail sufficient particulars to inform follow up.	Ongoing inquiry
ETHICS & ANTI-CORRUPTION COMMISSION						
369.	Mbarak Hamid Mbarak CAJ/MSA/ATI/EACC/026/1/2022-EM	Ethics & Anti-Corruption Commission	Male	Access To Information	The applicant sought to know the status and/or outcome of investigations undertaken by EACC [(vide Ref: EACC/MSA/6/251 (140)] into allegations of embezzlement of public funds by the NGCDF Committee- Kisauni Constituency during Hon. Bedzimba's reign 2013-2017. He was advised that the respondent was within time in giving the anticipated response. Advised to give feedback upon lapse of the 21 days period to inform intervention.	Ongoing inquiry
370.	Bernard Kyalo Nzioka CAJ/EACC/026/241/22-EF	Ethics and Anti-Corruption Commission	Male	Delay	Complainant alleged that the respondent had delayed to conclude investigations into a report of corruption by a public officer. An inquiry was initiated.	Inquiry ongoing Awaiting update from respondent
THE NATIONAL POLICE SERVICE COMMISSION						
371.	Huka Kontoma CAJ/ISI/POL/015/169 /22-MBA	The National Police Service Commission	Male	Delay	The Complainant alleged that he worked as a truck driver when as involved in a road accident that left him with serious injuries. He organised a fund drive to	Ongoing inquiry

					cater for his medical expenses that managed to raise kshs.1240000.The money was left in custody of three family members to facilitate his medication and safe keeping. The said persons failed to avail the funds for his medical expenses and were reported to Isiolo police station under OB NO 68/16/07/2021, to date no action has ever been taken	
372.	Henry Mutunga King'ola CAJ/NPSC/015/4167/22-EF	National Police Service Commission	Male	Delay	Complainant alleged that the National Police Service Commission had delayed in determining his appeal against dismissal. The appeal was pending for four months. An inquiry was initiated.	Inquiry ongoing Awaiting update from respondent
373.	Scholastica Gacheri CAJ/ISL/POL/015/176/22-KWK	The National Police Service Commission	Female	Oppressive Official Conduct	The Complainant alleged that her father is the owner of all that parcel of land known as Kianjai/3740 which he inherited from his deceased father and that her paternal uncle has on several occasions tried to meddle with her father's property. The matter was reported to Nkundune Police Station vide OB Number 09/4/11/2022 whereby he was arrested but later freed on free bond and that A DCI officer is protecting her uncle from facing criminal charges.	Ongoing inquiry
374.	Mohamed Tawane Noor CAJ/NPSC/015/4144/22-EF	National Police Service Commission	Male	Manifest injustice	Complainant alleged that he lodged an appeal with the respondent in August 2019 and 3 years later he was yet to receive feedback on the same. An inquiry was initiated.	Inquiry ongoing Awaiting update from respondent
375.	Jacob Kamau Kirichu HUD/GPO/015/188/22-JMM	National Police Service Commission	Male	Delay	The complainant alleged that he was unfairly dismissed from service. It was noted that the matter was to be handled by the National Police Service Commission.	
INDEPENDENT ELECTORAL AND BOUNDARIES COMMISSION						
376.	POs & DPO-ISIOLO NORTH CAJ/ISI/M.JUS/026/010/22-MBA	Independent Electoral and Boundaries Commission	Group	Manifest injustice	The Complainants allege that they were contracted to preside over the 9th August,2022 general elections as Presiding Officers and Deputy Presiding Officers .After the exercise, they were underpaid contrary to their contractual terms; that there was disparity in	File closed

					the expected amount and the actual payments for some officers. The Complaint was resolved on the Commission's intervention.	
377.	Rose Jepchumba Lorgisa CAJ/IEBC/026/248/2022-SAK	Independent Electoral and Boundaries Commission	Female	Unfair Treatment	A complaint against the Commission regarding non-payment. The complainant alleged that during the August 2022 elections she worked as a presiding officer in Kajiado East Constituency but had not received her payment from the Commission.	Inquiry ongoing
378.	Anonymous	Independent Electoral and Boundaries Commission	Anonymous	Delay	The complainants alleged that they were police officers who provided security services in the August 2022 elections. They alleged that they had not been paid for the services provided.	Inquiry ongoing
SALARIES AND REMUNERATION COMMISSION						
379.	Anonymous CAJ/SRC/000/1478/2022-SAK	Salaries and Remuneration Commission	Male	Unresponsive Official Conduct	A complaint against SRC for failing to address an issue before their office. The complaint was by officers of the Government Printer who made a request to reinstate their overtime allowance as SRC had removed the payment vide the letter of 22nd July 2019. The Government Printer, vide the letter of 1st August 2022, appealed for the reconsideration of the payment as on various occasions the officers of the Government Printer regularly worked overtime and extraneously long hours in excess of 100 hours every month, as they produced and manufactured printed documents for the government at large. However, the Commission failed to consider the application to the detriment of the officers.	Inquiry ongoing
PUBLIC SERVICE COMMISSION						
380.	Erick Odero	Public Service Commission	Male	Unresponsive official conduct	Complainant alleged that the Public Service Commission failed to give him feedback on employment applications which he had submitted	Inquiry ongoing

	CAJ/PSC/016/194/22 -EF				through their portal, despite following up severally. An inquiry was initiated.	Awaiting update from respondent
381.	James Mbiyu Wambui CAJ/PSC/016/193/22 -V.O.K	Public Service Commission	Male	Unfair Official Conduct	Complainant alleged that he was unlawfully dismissed from service and sought reinstatement.	Inquiry ongoing Pending action from Complainant.
382.	Joel B. Kaburu CAJ/PSC/016/187/20 22-SAK	Public Service Commission	Male	Unresponsive Official Conduct	A complaint regarding promotions and succession management. The complainant wrote to the Commission severally regarding an appeal against their decision to promote 29 officers from the position of Deputy Director Human Resource Management to the position of a Director, without including the complainant in the list. The complainant appealed against this decision vide the letter of 23rd July 2021, and issued three reminders in this regard, but the Commission failed to acknowledge the letters or provide a substantive repose therein.	Inquiry ongoing
383.	Dennis Gichunge CAJ/PSC/016/191/22 -EF	Public Service Commission	Male	Unfair official conduct	Complainant alleged that the Public Service Commission transferred his service to the County Government of Nyeri, but he had not been deployed since then. His salary was also stopped. He was advised to first raise the matter with the County Government so as to confirm whether they were aware of the transfer and their position on his deployment. Complainant asked to update the Commission in 30 days' time.	Inquiry ongoing Awaiting update from complainant
COMMISSION ON REVENUE ALLOCATION						
384.	Anonymous	Commission on Revenue Allocation	Anonymous	Abuse of power	Complainant alleged that members of the Commission on Revenue Allocation and senior staff favoured some of the Commission staff by promoting	Inquiry ongoing

	CAJ/CRA/000/1479/22-EF				them without a lawful process and discriminated against others by re-designating them unfairly. That the members of the Commission used public vehicles assigned to them for personal benefit beyond official duty and took irregular security allowances and irregular leave days. An inquiry was initiated.	Awaiting update from respondent
OFFICE OF THE CONTROLLER OF BUDGET						
385.	Bio Line Agency CAJ/ELD/COB/000/40/22-MC	Office of the Controller of Budget	Institution	Delay	The complainant alleged delay by the Office of Controller of Budget to address their complaint on unpaid dues amounting to Kshs. 3,780,200 owed by the Trans Nzoia County Government which they lodged on or around March 2022.	Ongoing Inquiry
OFFICE OF THE AUDITOR GENERAL						
386.	Milcah A. Ondiek CAJ/AG/001/2486/2022-SAK	Office of the Auditor General	Female	Unfair treatment	A complaint of unfair treatment. The complainant alleged that she had consistently been denied opportunities relating to her professional advancement by her employer. The office of the Auditor General refused to pay for her practising certificate, removed her name from the training schedule and workshops, and failed to give her any assignments. The complainant was unaware of any formal disciplinary matter that would occasion the said treatment.	Inquiry ongoing
NATIONAL LAND COMMISSION						
387.	Evans Maina Wangoto CAJ/NLC/022/2338/22-SNK	National Land Commission	Male	Delay	The Complainant alleged delay in payment of compensation for land acquired by Kenya Rural Roads Authority during construction of Mukuyu-Githambo Kiruri Road (D440)	Ongoing inquiry
TEACHERS SERVICE COMMISSION						
388.	Jotham Matuku CAJ/ELD/M.ENE/021/18/22-FL	Teachers Service Commission (TSC)	Male	Delay	The Complainant alleged that the respondents has delayed to compute pension dues owed to him for the period 1/7/1985-1/2/1991 prior to transferring his service to Egerton University where he worked until his retirement on 31/8/2019	Ongoing inquiry

389.	Pascal Muthee Kagete CAJ/TSC/013/2347/22-EF	Teachers Service Commission	Male	Delay	Complainant alleged that the Teachers Service Commission had delayed to compile and transmit his employment records to the Pensions Department so as to facilitate payment of his pension benefits. An inquiry was initiated.	Inquiry ongoing Awaiting update from complainant
390.	James Jacq Otiende Majiwa CAJ/TSC/013/2363/22-FN	Teachers Service Commission	Male	Delay	A complaint that the complainant was yet to receive his pension despite having retired on 5th December 2020.	Inquiry ongoing – Pending update from Respondent
391.	Martha Nasimiyu CAJ/MSA/M.EDU/013/149/2022-EM	Teachers Service Commission	Female	Delay	The Complainant alleged delay by the Commission to process dependant's benefits following the death of her husband, which had resulted in suffering as she was unable to educate her children and provide other basic needs.	Inquiry ongoing
392.	Zacharia Ogombo CAJ/KSM/TSC/013/378/22-WT	Teachers Service Commission	Male	Delay	The Complainant alleged that the Respondent delayed to hear and determine his disciplinary case after he sent his defense on 18th May 2022. That the TSC procedures provide for hearing within six months, which had lapsed without any justifiable cause.	Ongoing inquiry
393.	Francis Khafumi Wawire Wasike HUD/KAK/TSC/013/82/22-AO	Teachers Service Commission	Male	Unresponsive Official Conduct	The Complainant that he was one of the teachers who was to benefit from the salary increment under the Teachers Collective Bargaining Agreement (CBA) of 1997. However, he had not received his dues despite follow-ups. He was requested to provide further particulars and supporting documents on the complaint	Ongoing inquiry
394.	Henry Koome Muthuri CAJ/TSC/013/2360/22-FN	Teachers Service Commission	Male	Inefficiency	A complaint that the complainant had not received his hardship allowance since 16th May 2022 and further, that the complainant's payslip still indicated that he was stationed at his previous post despite his transfer.	Inquiry ongoing – Pending update from Respondent
395.	Brenda Kemei CAJ/ELD/M.EDU/013/100/22-FL	Teachers Service Commission	Female	Delay	The Complainant alleged that Egerton University has failed to settle dues owed to her for part time lectures that she administered at the Department of Gender and Social Studies in 2015 despite having submitted the requisite claim forms.	Ongoing inquiry

396.	Collins Adero Otieno CAJ/KSM/TSC/013/375/22-AO	Teachers Service Commission	Male	Unfair treatment	The complainant alleged unfairness by the Kisumu West Sub County Education Director during the teacher's recruitment process in Kisumu West sub county in July, 2022. He said that the respondent had advertised vacancies for primary school teachers vide circular 8/2022 dated 30th June, 2022 and that having met all the qualifications, he applied and received a text message inviting him for a verification process in which he went and signed all the documents. He later he learnt that successful applicants had been called to fill the employment forms. On making follow up on why his application was unsuccessful with the Sub County Education Director, he was informed that there was a silent circular that only natives of Kisumu West sub County could be considered for the positions within the sub county. He escalated the matter to the County Education Director who requested for his details to follow up on the allegations and wrote to the respondent for further intervention.	Ongoing inquiry
397.	Judith Kanana Silas CAJ/TSC/013/2365/22-V.O.K	Teachers Service Commission	Female	Unfair official conduct	Complainant sought reinstatement of disability allowance. She was advised to follow up her complaint with the National Council for Persons with Disability which had made recommendations to the Teacher Service Commission.	Inquiry ongoing Pending action from Complainant.
398.	Polycap Olima CAJ/KSM/TSC/013/379/22-WT	Teachers Service Commission	Male	Unresponsive official conduct	The Complainant alleged that he works for the Teachers Service Commission stationed at Otieno Oyoo High School in Kisumu County, TSC No. 51142. On 11th July 2021, he requested for a transfer to another station, but had not received feedback.	Inquiry ongoing
399.	Susan Wanjira Mwai HUD/NYERI/013/227/22-EF	Teachers Service Commission	Female	Delay	Complainant alleged that she retired from service in August 2021 and more than a year later she had not received her pension benefits, because her file was returned to the Teachers Service Commission by the Pensions Department for further input, and it had not	Inquiry ongoing Awaiting update from respondent

					been re-submitted to the Pensions Department. An inquiry was initiated.	
400.	George Chui CAJ/TSC/013/2378/22-JMM	Teachers Service Commission	Male	Delay	The complainant, an employee of the Teachers Service Commission, alleged that he was appointed as a head teacher but his job grade remained the same.	Inquiry ongoing
401.	George Miruni Kisiangani CAJ/TSC/013/2361/22-V.O.K	Teachers Service Commission	Male	Unfair treatment	Complainant alleged that the Respondent did not pay his salaries and allowances from 18th May 2018 to 8th August 2018.	Inquiry ongoing
402.	Paul O Orina CAJ/M.EDU/013/2387/22-JMM	Teachers Service Commission	Male	Inefficiency	The complainant alleged that he retired as a teacher in June 2003 under TSC No. 145613 in Migori County. He followed up the release of his pension benefits but was informed that the Commission did not forward his documents to the Pensions Department for processing of the benefits. He could not receive pension benefits without the Commission forwarding the necessary documents.	Inquiry ongoing
403.	National Council for Persons with Disabilities CAJ/TSC/013/2368/22-JMM	Teachers Service Commission	Institution	Unresponsive official conduct	A complaint from the National Council for Persons with Disabilities alleged that they were representing 71 teachers who had raised various employment issues for consideration by the Teachers Service Commission, but no action was taken.	Inquiry ongoing
404.	Joseph Mbae Jediel Marete CAJ/HUD/M.EDU/013/011/22– KWK	Teachers Service Commission	Male	Administrative justice	The Complainant alleged that the Respondent removed the Complainant from the Register of Teachers after allegations of misappropriation of funds and having an illicit relationship with a student while working as a Deputy headteacher at Geeto Primary school. He faced disciplinary case by the TSC which consequently dismissed him. After a while, his name was returned to the Register but he is yet to be reposted. He was requested to furnish the Commission with further particulars to enable us conduct a proper inquiry into the matter.	Ongoing inquiry

405.	Abel Jared Omwebu CAJ/MSA/M.EDU/013 /151/2022-KC	Teachers Service Commision	Male	Delay	The Complainant alleged that he retired on 30th June, 2022 but he had not received his Pension and neither had the respondent communicated regarding the same despite several follow ups.	Ongoing inquiry
406.	Zachariah Ogombo CAJ/ELD/M.EDU/013/ 06/22-FL	Teachers Service Commission	Male	Delay	The complainant alleged that the respondent has delayed to hear and determine his appeal against interdiction from service which he lodged on 28/5/2022	Ongoing inquiry
407.	Loisae Renison Lenkaldayo CAJ/NHRR/M.EDU.13 /7/22-EM	Teachers Service Commission	Male	Inefficiency	The Claimant was ordered to pay child support of Kshs. 3500 but his pay slip indicated that Kshs. 9,000,000 was to be deducted. Despite complaints the employer had not corrected the error.	Inquiry ongoing
408.	Liza Chelangat Koech HUD/NKR/M.EDU/013 /44/22-MC	Teachers Service Commission (TSC)	Female	Unresponsive Official conduct	The Complainant alleged that the respondent A failed to compute dues owed to the estate of Evans Mwinamo for payment by the Pensions Department. Until his demise, the deceased was an employee of TSC, TSC Number 368707	Ongoing inquiry
JUDICIARY						
409.	Jones Yoya CAJ/ELD/JUD/001/15 2/22-FL	Judiciary	Male	Delay	The complainant alleged that the Kisumu High Court has delayed to issue him with proceedings for Kisumu High Court Civil Suit Number 224 of 1998 and 227 of 1998 to enable him lodge an appeal out of time at the Court of Appeal.	Ongoing inquiry
410.	Benard Simiyu Namati CAJ/KSM/JUD/001/5 29/22-WT	Judiciary	Male	Delay	The Complainant alleged delay by Kisumu Court of Appeal to hear and determine Kisumu CoA CRA No. 168 of 2016.	Ongoing Inquiry
411.	Kalthum Karim Gulab CAJ/MSA/JUD/001/4 77/2022-KC	Judiciary	Female	Delay	The complainant alleged unfairness/bias by the Kadhi handling Succession Case No. E006 of 2021 filed at Kadhi's court Mombasa. Claimed that her concerns on the mismanagement of the deceased father's estate had been ignored.	Ongoing inquiry

412.	Titus Makhani and Associates Advocates CAJ/JUD/001/2489/22-EF	Judiciary	Institution	Delay	Complainant alleged delay in the issuance of typed and certified copies of court proceedings at the Busia Chief Magistrate's Court. Complainant was asked to provide further particulars on the matter.	Inquiry ongoing Awaiting update from complainant
413.	Samwel Ali Ndung'e CAJ/MSA/JUD/001/486/2022-KC	Judiciary	Male	Delay	The Complainant alleged inordinate delay at the Court of Appeal in Malindi, to commence appeal proceedings in COA Criminal Appeal No. 12 of 2020. He claimed that since 2020, his appeal case had not been heard.	Inquiry ongoing
414.	Kahindi Kudata Charo CAJ/MSA/JUD/001/487/2022-KC	Judiciary	Male	Delay	The Complainant alleged delay at the Court of Appeal in Malindi, to register his appeal against the judgement of the High Court in HCCRA. No. E017 of 2020. He alleged that he had not been allocated an appeal number.	Inquiry ongoing
415.	Justus Nikoo Mumo CAJ/MSA/JUD/001/488/2022-KC	Judiciary	Male	Delay	The Complainant alleged delay at the High Court in Malindi, to process his appeal against the decision of the court in Kilifi SPMCCR No. 76 of 2020. In the said decision he was sentenced to 15 years in jail for the offence of defilement.	Inquiry ongoing
416.	Tom Edwin Wakala CAJ/MSA/JUD/001/489/2022-EM	Judiciary	Male	Delay	The Complainant alleged delay in the determination of Mombasa Civil Case No. 971 of 2015, which was occasioned by the disappearance of the court file.	Inquiry ongoing
417.	Michael Shiveka CAJ/KSM/JUD/001/518/22-WT	Judiciary	Male	Delay	The Complainant alleged delay by Kisumu Court of Appeal to issue appeal number to his appeal originating from Eldoret HCCRA No. 187 of 2013.	Ongoing inquiry
418.	Chrispinus Juma CAJ/KSM/JUD/001/547/22-WT	Judiciary	Male	Delay	The Complainant alleged failure by Bungoma Law Courts to forward records in Bungoma CMCRCC No. 4097 of 2015 to Bungoma High Court to facilitate HCCRA No. 119 of 2019.	Ongoing inquiry
419.	Mark Otieno Ochieng	Judiciary	Male	Inefficiency	The Complainant alleged that he filed a case Kisumu CMCCC No. 839 of 1998 arising from a road traffic accident sometime in 1998. The matter was last mentioned in Court on 26/2/2002 for formal proof	Inquiry ongoing

	CAJ/KSM/JUD/001/519/22-AO				however, it had not proceeded due to missing file. The Complainant's Advocate filed Kisumu CMC Misc. Application No. 6 of 2011 seeking for reconstruction of the file.	
420.	Jacktone Anzaya CAJ/KSM/JUD/001/511/22-WT	Judiciary	Male	Delay	The Complainant alleged delay by Kakamega High court to forward the court file in relation to Kakamega High Court Criminal Case No.37 of 2006 to Kisumu Court of Appeal following his conviction in 2010. The complainant lodged an appeal in Kisumu in 2011 and was assigned appeal No. 2 of 201. However, the appeal had not commenced since the Kakamega High Court Registry had not forwarded his file to the court of appeal.	Ongoing inquiry
421.	Kileon Adwor Akiri CAJ/KSM/JUD/001/558/22-WT	Judiciary	Male	Delay	The Complainant alleged delay in the hearing and determination of Homabay HCCRA No. E025 of 2021.	Ongoing inquiry
422.	Shadrack Kwemoi Naibei CAJ/KSM/JUD/001/531/22-AO	Judiciary	Male	Inefficiency	The Complainant alleged that the Kisumu Court of Appeal registry had failed to trace his file in Kisumu CRA no. 19 of 2018 to facilitate the appeal.	Ongoing inquiry
423.	Kimtai Rutto Daniel CAJ/NHRR/JUD/001/3/22-EM	Judiciary	**Male**	Manifest injustice	The complainant alleged that he was unable to trace the court file in NAKURU CIVIL APPEAL NO E127 of 2022 despite making many applications to peruse the file.	Inquiry ongoing
424.	Kennedy Odhiambo CAJ/KSM/JUD/001/536/22-AO	Judiciary	Male	Delay	The Complainant alleged delay in hearing and determination of Kisumu the Court of Appeal CRA 5 of 2020.	Ongoing inquiry
425.	John Odeke Sokoni CAJ/KSM/JUD/001/522/22-AO	Judiciary	Male	Delay	The Complainant alleged delay by Bungoma Law Courts to forward Court proceedings in Bungoma CMCCRC No. 1753 of 2012 file to facilitate appeal in Bungoma HC CRA No. 99 of 2017.	Ongoing inquiry
426.	Mary Namaemba Juma	Judiciary	Female	Delay	The Complainant alleged delay at the Environment and Land Court in Mombasa, to hear and determine ELC Case No. 19 of 2015 concerning a dispute over	Inquiry ongoing

	CAJ/MSA/JUD/001/491/2022-KC				land ownership. She claimed that the matter had been adjourned severally.	
427.	Joshua Ambusa CAJ/KSM/JUD/001/561/22-AO	Judiciary	Male	Delay	The complainant alleged delay by the Respondent to avail proceedings in an un cited case from lower court to facilitate an appeal. He was requested to provide better particulars on his claim	Ongoing inquiry
428.	Wekesa Atembea Zebedayo CAJ/KSM/JUD/001/562/22-AO	Judiciary	Male	Injustice	The complainant alleged that his court file was missing and that the Respondent failed to provide a status update on an appeal lodged thereof. He was requested to provide better particulars on his complaint.	Ongoing inquiry
429.	Julius Oleonkoome CAJ/KSM/JUD/001/563/22-AO	Judiciary	Male	Delay	The Complainant alleged that the Kilgoris law Courts delayed to avail proceedings from lower court to facilitate an appeal. He was requested to provide better particulars on his complaint.	Ongoing inquiry
430.	Michael Simiyu Kwanyumbu CAJ/KSM/JUD/001/516/22-WT	Judiciary	Male	Delay	The Complainant alleged delay by Bungoma Law Courts to forward Court proceedings in Bungoma CMC CRC No. 3778 of 2015 to facilitate Bungoma HC CRA No. 99 of 2017.	Ongoing inquiry
431.	Harriet Mbeyu CAJ/MSA/JUD/001/498/2022-KC	Judiciary	Female	Delay	The Complainant alleged delay to deliver judgement in a civil case that was filed at Mariakani law court, concerning a road accident which occurred on 23/11/2016	Inquiry ongoing
432.	Arnold Ouma CAJ/KSM/JUD/001/553/22-AO	Judiciary	Male	Delay	The Complainant alleged delay by Busia High Court to forward Busia HC CRC No. 12 of 2014 file to the Court of Appeal Kisumu to facilitate CoA CRA No. 227 of 2019.	Ongoing inquiry
433.	Allan Ouma Mubiro CAJ/KSM/JUD/001/554/22-AO	Judiciary	Male	Delay	The Complainant alleged delay by the Busia High Court to forward file for Busia HC CRC No. E0003 of 2020 to the Court of Appeal Kisumu to facilitate Kisumu CoA CRA No. 231 of 2022.	Ongoing inquiry

434.	Moses Obunini Odhiambo CAJ/KSM/JUD/001/552/22-MA	Judiciary	Male	Delay	The Complainant alleged delay by Busia High Court to forward the file for Busia HC CRA No. 15 of 2012 to Court of Appeal Kisumu to facilitate CoA CRA No. E256 of 2022.	Ongoing inquiry
435.	Geoffrey Akunga Keroro CAJ/KSM/JUD/001/545/22-AO	Judiciary	Male	Delay	The Complainant alleged delay by Nyamira High Court to issue Court proceedings for Nyamira HCCRC No. 42 of 2015 which he applied for in February 2022	Ongoing inquiry
436.	Hariri Kenga CAJ/MSA/JUD/001/484/2022-KC	Judiciary	Male	Delay	The complainant alleged delay at the High Court in Malindi, to commence appeal proceedings in HCCRA No. E029 of 2022. He had filed an appeal against the decision in Kilifi SPM CR. No. E32 of 2021 sentencing him to 15 years in prison.	Inquiry ongoing
437.	Charity Chanya Chai CAJ/MSA/JUD/001/499/2022-EM	Judiciary	Female	Delay	The Complainant alleged delay by the Mombasa Law Courts to issue her with a certified copy of the judgement in miscellaneous case No. MCCC/248/2019.	Inquiry ongoing
438.	Juma Muzungu Kazungu CAJ/MSA/JUD/001/485/2022-KC	Judiciary	Male	Delay	The Complainant alleged delay at the High Court in Malindi, to process his application for appeal against the decision of the SPM Court in Kilifi Criminal Case No. E001 of 2021, in which he was sentenced to 20 years in jail for the offence of defilement.	Inquiry ongoing
439.	Chacha Mwita Marwa CAJ/KSM/JUD/001/557/22-WT	Judiciary	Male	outside mandate	The Complainant alleged delay in the hearing and determination of Homabay HCCRA No. E025 of 2021.	Ongoing inquiry
440.	Nderitu Joyce CAJ/MSA/JUD/001/476/2022-EM	Judiciary	Female	Delay	The Complainant alleged that her daughter's assault case was closed prematurely and that her efforts to get copies of Court proceedings were not successful. She alleged that the prosecution and the police assigned to the case frustrated the Court process. She was advised to supply clearer details on her complaint.	Ongoing inquiry

441.	Josephat Nyongesa Hamisi CAJ/KSM/JUD/001/28/22-WT	Judiciary	Male	Delay	The Complainant alleged delay by Kisumu Court of Appeal to hear and determine Kisumu CoA CRA No. E89 of 2021.	Ongoing Inquiry
442.	Thomas Mboya Ogoma CAJ/MSA/JUD/001/497/2022-KC	Judiciary	Male	Delay	The Complainant alleged delay in issuance of court proceedings and a copy of the judgement in Mombasa ELRC MCC No. 158 of 2019.	Inquiry ongoing
443.	Samuel Dalon Owino CAJ/KSM/JUD/001/417/22-AO	Judiciary	Male	Delay	The Complainant alleged delay to be issued with an appeal number in matter originating from Kisumu CMC CRC No. 393 of 2009 and to be updated on the status. Appeal lodged in 2013 and 2018 respectively.	Ongoing inquiry
444.	Marcella Nyabenyi Otieno CAJ/KSM/JUD/001/521/22-AO	Judiciary	Female	Delay	The Complainant alleged delay to set down Kisumu Court of Appeal Criminal Appeal No. 2 of 2015 for hearing and determination.	Ongoing Inquiry
445.	Samuel Odhiambo Olela CAJ/KSM/JUD/001/556/22-WT	Judiciary	Male	Outside Mandate	The Complainant alleged delay in the hearing and determination of Homabay HCCRA No. 112 of 2017.	Ongoing inquiry
446.	Mary Dena Fondo CAJ/MSA/JUD/001/478/2022-KC	Judiciary	Female	Delay	The Complainant alleged inordinate delay in Children Cause No. 34 of 2008 at Kilifi law courts through unnecessary adjournments & alleged bias by the Magistrate. She indicated that the estranged husband/judgement debtor had abused the court process by seeking adjournments & filing appeal in the High Court Malindi, which had not commenced.	Ongoing inquiry
447.	Martin Ondiek & Paul Obera	Judiciary	Male	Delay	The Complainant alleged delay by Winam Law Courts in Kisumu County to furnish them with certified copies of the proceedings and judgement to enable them file for review in the matter of *Rep vs Hezbon Otieno*	Ongoing inquiry

	CAJ/KSM/JUD/001/506/22-WT				*Ogada and Another*, Winam PMCR 409/2017. The complainant made the request on 13th May 2022.	
448.	Anonymous CAJ/PO/047/566/2022-SAK	Judiciary	Unknown	Unlawful official conduct	Complainant alleged that there was maladministration within the Kenya Finance Corporation regarding employee treatment. Employees were being fired without due process and there was nepotism in recruitment. Moreover, the Chief Executive Officer was engaging in malpractice including being paid subsistence allowance for two programmes that were running concurrently.	Inquiry ongoing
449.	Mrima Kombo Mrima CAJ/MSA/JUD/001/500/2022-EM	Judiciary	Male	Delay	The Complainant alleged delay in the hearing of an appeal HC Criminal appeal No 94 of 2019, concerning an inmate serving prison sentence at the Shimo La Tewa prison in Mombasa County.	Inquiry ongoing
450.	Moses Mwangi CAJ/MSA/JUD/001/501/2022-EM	Judiciary	Male	Delay	The complainant alleged delay by the High Court at Garsen, to hear and determine his Criminal Appeal No 9 of 2020.	Inquiry ongoing
451.	Moses Ondieki Obonyo CAJ/KSM/JUD/001539/22-AO	Judiciary	Male	Delay	The Complainant alleged delay by Nyamira High Court to forward the file for Nyamira HC CRA 28 of 2017 to the Court of Appeal Kisumu to facilitate the appeal.	Ongoing inquiry
452.	Nicholas Simiyu Wafula CAJ/KSM/JUD/001/548/22-AO	Judiciary	Male	Delay	The complainant alleged delay in forwarding Bungoma HCCRC No. 41 of 2019 file to the Court of Appeal Kisumu to facilitate his appeal.	Ongoing inquiry
453.	Chrispus Juma CAJ/KSM/JUD/001/547/22-AO	Judiciary	Male	Delay	The Complainant alleged delay in the issuance of certified copy of Court proceedings in Bungoma HCCRA No. 119 of 2019.	Ongoing inquiry
454.	Timothy Barasa Majengo	Judiciary	Male	Delay	The Complainant alleging delay in tracing missing file, Bungoma HCCRC No. 9 of 2007.	Ongoing inquiry

	CAJ/KSM/JUD/001/560/22-AO					
455.	Joseph Waweru Kaniara CAJ/KSM/JUD/001/544/2-AO	Judiciary	Male	Delay	The Complainant alleged delay in tracing file missing file, Nakuru HCCRA 68 of 2015	Ongoing inquiry
456.	Kazungu Karisa Kapishi CAJ/MSA/JUD/001/481/2022-KC	Judiciary	Male	Delay	The Complainant alleged delay at the Court of Appeal, Malindi to allocate him an appeal no. and schedule a hearing of his 2nd appeal having been dissatisfied with the High Court decision in Malindi HCCRA No. 20 of 2015 to sentence him to 40 years imprisonment for the offence of murder.	Ongoing inquiry
457.	Media Council of Kenya CAJ/JUD/001/2507/22-V.O.K	Judiciary	Institution	Unfair official conduct	Complainant alleged that a Senior Principal Magistrate passed an arbitrary and unfair sentence against a journalist for contempt of Court "for publishing a damaging story about court proceedings" in ACCC No. 10/2018.	Inquiry ongoing Pending action from Complainant
458.	Omar Abdalla Omar CAJ/MSA/JUD/001/482/2022-KC	Judiciary	Male	Delay	The Complainant alleged inordinate delay at the Court of Appeal, Malindi to hear and determine his appeal against the High Court decision in Malindi HCCRA No. 57 of 2019 wherein he was sentenced to 30 years imprisonment	Ongoing inquiry
459.	Fatime Yusuf CAJ/MSA/JUD/001/511/2022-EM	Judiciary	Female	Delay	The Complainant alleged delay in determining divorce cause No. E182 of 2022 at the Kadhi's court, Mombasa. She claimed that the matter had been adjourned thrice.	Inquiry ongoing
460.	Jackson Nzaro Masha CAJ/MSA/JUD/001/512/2021-EM	Judiciary	Male	Delay	The Complainant alleged delay by the Mombasa Law Courts to issue him with a certified copy of the judgement in Cause No. E421 of 2021, to facilitate progress of a matter at the Advocates Complaints Commission.	Inquiry ongoing
461.	Paul Bajila Bashora CAJ/MSA/JUD/001/483/2022-KC	Judiciary	Male	Delay	The Complainant alleged inordinate delay at Court of Appeal, Malindi to hear and determine his appeal case No. No. 10 of 2020. He claimed that since filing	Ongoing inquiry

					the appeal, the matter had not been heard nor a hearing date fixed.	
462.	William Oulo Akoka CAJ/KSM/JUD/001/541/22-AO	Judiciary	Male	Delay	The complainant alleged delay in forwarding file, Kakamega HCCRA no. 215 of 2010 file to facilitate appeal at Kisumu Court of Appeal	Ongoing inquiry
463.	Abubakar Simiyu Siata CAJ/MSA/JUD/001/507/2022-EM	Judiciary	Male	Delay	The Complainant alleged inordinate delay by the High Court, Mombasa to determine his Constitutional Petition filed vide High Court Petition No. 193 of 2019, seeking review of his 20 years prison sentence for the offence of murder.	Inquiry ongoing
464.	Nicholas Muvuvi Mutuku CAJ/MSA/JUD/001/508/2022-KC	Judiciary	Male	Delay	The Complainant alleged delay by the High Court, Kiambu to determine his appeal filed vide HCCRA No. 115 of 2019. He claimed that he had not been given a hearing date since the time of filing the appeal.	Inquiry ongoing
465.	Peter Maina Nguuni CAJ/MSA/JUD/001/509/2022-EM	Judiciary	Male	Inefficiency	The Complainant alleged loss or misplacement of court files in Mombasa SRMCC No. 382 of 2008 & HCCA No. 84 of 2020, which had occasioned delay in the determination of the 2 cases.	Inquiry ongoing
466.	Peter Karanja CAJ/MSA/JUD/001/510/2022-KC	Judiciary	Male	Delay	The Complainant alleged delay by the Malindi law courts to expedite hearing of Civil Case No. 153 of 2013.	Inquiry ongoing
467.	Silvernus Onyango Odhiambo CAJ/KSM/JUD/001/524/22-AO	Judiciary	Male	Delay	The Complainant alleged delay in hearing and determination of Kisumu HCCRA No. 87 of 2022	Ongoing inquiry
468.	Dennis Omondi Onduku CAJ/KSM/JUD/001/523/22-AO	Judiciary	Male	Delay	The Complainant alleged delay to be issued with proceedings in Kisumu HC Misc. Application No. E067 of 2022.	Ongoing inquiry
469.	Daniel Kangangi CAJ/MSA/JUD/001/513/2022-KC	Judiciary	Male	Delay	The Complainant alleged delay by the court to supply him with a certified copy of court proceedings in Mombasa CMCC No. 3443 of 2019.	Inquiry ongoing

470.	Stephen Mutie Ndolo CAJ/MSA/JUD/001/505/2022-EM	Judiciary	Male	Delay	The Complainant alleged delay by the Court of Appeal in Nairobi to expedite hearing in Civil Appeal (Application) No. 419 of 2019.	Inquiry ongoing
471.	Samuel Dalon Owino CAJ/KSM/JUD/001/417/22-AO	Judiciary	Male	Delay	The Complainant alleged that the Respondent delayed to issue him with an appeal number in matter originating from Kisumu CMC CRC No. 393 of 2009 and to be updated on the status. Appeal lodged in 2013 and 2018 respectively.	Ongoing inquiry
JUDICIAL SERVICE COMMISSION						
472.	Yvonne Kalekye CAJ/ELD/JUD/001/146/22-FL	Judicial Service Commission	Female	Delay	The Complainant alleged that the Judicial Service Commission has failed to update her on the outcome of a professional misconduct complaint that she lodged against one of their staff-Mr. Steve Sedii Kibii who committed an offence of obtaining money by false pretence i.e, Kshs.200.000 that he would secure employment for her in the judiciary as a Court Assistant II.	Ongoing inquiry
NATIONAL INTELLIGENCE SERVICE						
473.	Peter Keru CAJ/NIS/029/6/22-V.O.K	National Intelligence Service	Male	Unresponsive official conduct	Complainant alleged that he had instructions to proclaim a car which was hidden at the Respondent's premises but he would not be allowed in. He was advised to write to the Respondent.	Inquiry ongoing Pending action from Complainant.
PRIVATE ENTITY						
474.	Benard Kinyua Njue CAJ/PE/040/2654/22-FN	Private Entity	Male	Outside Mandate	A complaint that is unclear regarding land Parcel MBETI GATURI (028).	Inquiry ongoing –Awaiting further particulars from complainant
COUNTY GOVERNMENT OF UASIN GISHU						
475.	David Maiyo CAJ/ELD/CG/UGISHU/123/1/22-FL	County Government of Uasin Gishu	Male	Administrative Injustice	The Complainant alleged delay by the Eldoret Water & Sewerage Company (ELDOWAS) to address his complaint on the unlawful disconnection of his water supply which he lodged on 18/10/2022	Ongoing inquiry

476.	Kenya National Commission on Human Rights CAJ/ELD/CG/U.GISHU/23/3/22-FL	County Government of Uasin Gishu	Institution	Administrative Injustice	The complainant alleged that the County Government of Uasin Gishu has declined to settle a medical bill owed to Manipal Hospital, New Delhi, India following a medical surgery that was undertaken for their staff-Ms. Benter Okello Akinyi.	Ongoing inquiry
COUNTY GOVERNMENT OF TRANS NZOIA						
477.	Chelimo Pius CAJ/ELD/CG/TRANS NZOIA /061/20/22	County Government of Trans Nzoia	Male	Delay	The Complainant alleged that the Trans Nzoia County Surveyor has failed to address their complaint on boundary and road of access dispute at the Sitatunga Market which has affected the acreage and access of the plot owners within sitatunga settlement scheme in Trans Nzoia County	Ongoing inquiry
478.	Paul M. Okwomi CAJ/KSM/T.NZOIA/061/1/11-AO	County Government of Trans Nzoia	Male	Unresponsive Official Conduct	The Complaint alleged that the respondent had failed to pay his terminal dues amounting to Ksh 140,000 to the complainant upon his transfer to the defunct Kisumu Municipal Council in February, 1989 from the defunct Kitale Municipal Council. The complainant made follow ups with County Government of Kitale vide a letter dated 22nd December 2021 however, he had not received his dues.	Ongoing inquiry
COUNTY GOVERNMENT OF NANDI						
479.	Kipchumba Alexander CAJ/ELD/CG/NANDI /097/5/22-FL	County Government of Nandi	Male	Delay	The Complainant alleged that the Nandi County Public Service Board has delayed to issue him with a staff employment number following his recruitment as Information Communication Technology (ICT) Artisan on 7/1/2022	Ongoing inquiry
COUNTY GOVERNMENT OF NAKURU						
480.	Joseph Karanja Mugane CAJ/ELD/CG/NKR/063/6/22	County Government of Nakuru	Male	Delay	The complainant alleged that the Nakuru Water & Sewerage Company has delayed to address his complaint on anomaly in the sewerage drainage line in his land parcel number 15/409 Kabachia D.K Kanyi Estate, Nakuru County.	Ongoing inquiry

KAJIADO COUNTY GOVT						
481.	Door Africa CAJ/CG/Kajiado/081/30/22-SNK	Kajiado County Govt	Organisation	Maladministration	The complainant alleged that the Kajiado County Government through the ward administrator Ongata Rongai was imposing the construction of a barrier across a public access road without the necessary approvals and public participation. He was requested to supply the Commision with clear and further details to enable the Commission address his complaint.	Ongoing inquiry
482.	Adrian Saoli HUD/CAJ/PSB/081/7/22-JMM	County Government of Kajiado	Male	Unlawful official conduct	The complainant alleged that the County Government of Kajiado was recruiting staff without following the due procedure.	Inquiry ongoing Awaiting better particulars from the complainant
OLOOLAISER WATER AND SEWERAGE COMPANY						
483.	Collins Khamala CAJ/PE/040/2683/2022-SNK	Oloolaiser Water and Sewerage Company	Male	Oppressive official conduct	A complainant alleged that the Oloolaiser Water and Sewerage Company was billing its customers contrary to water billing guidelines, and that the water supply was irregular.	Inquiry ongoing
COUNTY GOVERNMENT OF NYAMIRA						
484.	Moraa Mose HUD/KSI/CG/NYAM/076/8/22-WT	County Government of Nyamira	Female	Improper official conduct	The Complainant alleged that she is the registered owner of land reference NO. E/K/KEBIRICHI/657 situated in Nyamira County. He said that iin July 2019, the County Government of Nyamira constructed Geteni Dispensary on her land without any notice or intention to undertake compulsory acquisition of her land by the Government. She raised her complaint to the County Government through her Advocate on 7th	Ongoing inquiry

					June 2022, but she had not received any response from the County Government.	
KISUMU WATER AND SANITATION COMPANY						
485.	Sahra Adan Ali CAJ/KSM/KIWASCO/ 009/50/22-WT	Kisumu Water and Sanitation Company	Female	Manifest injustice	The Complainant alleged manifest injustice by Kisumu Water and Sanitation Company for imposing a fine of ksh 5,000 on her for unclear reasons. That she moved to a house at Mamba area in Kisumu County sometime in October 2021 and found the house had water bill arrears of Ksh 1054. Despite paying her bills diligently, KIWASCO disconnected water supply to her house in October 2022 and demanded payment of a penalty of ksh 5,000 for the reconnection to be done, yet it was not her fault.	Inquiry ongoing
COUNTY GOVERNMENT OF BUSIA						
486.	Josephat Okello Oduory CAJ/KSM/ATI/CG/BSA/052/22-WT	County Government of Busia	Male	Access to Information	The Complainant alleged Failure to provide information Complaint by the Respondent. He had sought information on the process followed to subdivide Funyula recreational centre for individual's development vide letter dated 4/4/2022. and that the information was not availed to him	Ongoing inquiry
COUNTY GOVERNMENT OF HOMABAY						
487.	Teresa Onyango Osir CAJ/KSM/CG/HBY/071/10/22-AO	County Government of Homabay	Female	Unresponsive official conduct	The Complainant alleged that the Respondent had allocated her stall no. 25 in the new Homabay Municipal market vide a Public Notice sometime in May 2022 but that before she could take possession, an unknown trader took possession of the same stall without her knowledge. Her efforts to have the issue addressed by the County Government of Homabay had been futile.	Ongoing inquiry
COUNTY GOVERNMENT OF VIHIGA						
488.	George Mudanya Alumasa CAJ/KSM/CG/VIHIGA/077/21/22-AO	County Government of Vihiga	Male	Unresponsive Official Conduct	The Complainant alleged that he lodged a complaint on illegal structures on a county feeder road by a private developer who had erected illegal structures on the said road and that a survey was conducted on S/M/Buyonga/1230 and others to open the access	Ongoing inquiry

					roads in June 2022. However, no report had been availed following the survey and or no demolitions had been undertaken since then to open the feeder roads despite several follow ups.	
KAKAMEGA COUNTY WATER AND SANITATION						
489.	Osman Mboya CAJ/KSM/KACWASCO/009/47/22-WT	Kakamega County Water and Sanitation Company	Male	Manifest injustice	The Complainant alleged that he owned residential houses in Mumias and that he is a customer of Kakamega County Water and Sanitation Company (KACWASCO). He said that he has been receiving inflated water bills since 2017 in regard to Meter Numbers 12022918, 12023029, 12922968, 12023069 And 12022813 and that despite making making several attempts to have the water company address the faulty metres, they had failed to do so. He was requested to avail clearer details on his complaint.	Ongoing inquiry
MACHAKOS COUNTY GOVERNMENT						
490.	Virginia Kaluki Kalwe CAJ/CG/MKS/067/57/22 - SNK	Machakos County Government	Female	Delay	The complainant alleged that he is the respondent's employee and that respondent failed to release his allowances for participation in KICOSA games held in 2018 since that time to date.	Ongoing inquiry
491.	Stephen Kivuva CAJ/CG/MKS/067/56/22-JMM	County Government of Machakos	Male	Unresponsive official conduct	The complainant alleged that he made an application for placement of a restriction against his parcel of land without any success.	Inquiry ongoing
NYERI COUNTY GOVERNMENT						
492.	Dr. Jack Githae CAJ/HUD/NYERI/PE/040/78/22-SNK	Nyeri County Government	Male	Inaction	The complainant alleged illegal encroachment and damage to the Nyakahara Shrine and Ithenguri Dam in Nyeri County but the County Government was not taking corrective measures.	Ongoing inquiry

COUNTY GOVERNMENT OF MERU						
493.	Damiano Karugu Mukuchia CAJ/ISI/CG/MERU/129/012/22-MBA	County Government of Meru	Male	Delay	The Complainant alleges that he was engaged as a watchman at Muriri market by the Respondent. The same was done through the office of Sub-County Administrator Tigania east in 2017 and that he is yet to be paid his salary since then.He was advised to supply his claim supporting documents	Ongoing inquiry
494.	Jackson Muriithi Kithela ISL/HUD/CG/MERU/129/010/22-KWK	County Government of Meru	Male	Delay	The Complainant alleged that he was employed as a driver on casual basis by the Meru County Government and he was attached at Kangeta Sub County hospital. He contended that he was not paid from February 2018 to January 2020.	Inquiry ongoing
495.	Cyprian Kalungé ISL/HUD/CG/MERU/129/011/22 -KWK	County Government of Meru	Male	Delay	The Complainant alleged that he was employed as a driver on casual basis by the Meru County Government and he was attached to the Nthambiro Health Centre. He contended that he was not paid from February 2018 to January 2020.	Inquiry ongoing
496.	Cyprian Kalung'e ISI/HUD/CG/MERU/129/011/22-MBA	County Government of Meru	Male	Delay	The Complainant alleges that he was employed as a driver on a casual basis by Meru county government and was attached to Nthambiro Health Centre. He worked without being paid from 2018 February-January 2020.	Ongoing inquiry
497.	Jackson Murithi Kithela ISI/HUD/CG/MERU/129/010/22-MBA	County Government of Meru	Male	Delay	The Complainant alleges that he was employed as a driver on a casual basis by Meru county government and was attached to Karageta sub county hospital. He stated that he worked without being paid from 2018 February-January 2020.	Ingoing inquiry

COUNTY GOVERNMENT OF MOMBASA						
498.	Anita Kasyi CAJ/MSA/CG/MSA/068/139/2022-KC	County Government Of Mombasa	Female	Delay	The Complainant alleged inordinate delay by the Respondent to issue her with a construction permit since August 2018 despite paying the requisite fee of Kshs. 801,955/-	Ongoing inquiry
499.	Mohamed Afzal Esmail CAJ/MSA/CG/MSA/068/140/2022-KC	County Government of Mombasa	Male	Delay	The Complainant alleged failure of action by the County's Department of Lands, Planning and Housing, whereby it was required to liaise with Inspectorate officials to remove illegal structures/kiosks on his plot No. Mombasa/Block XVII/802	Inquiry ongoing
COUNTY GOVERNMENT OF KILIFI						
500.	Ambwere & Co. Advocates CAJ/MSA/CG/KLF/103/20/2022-KC	County Government of Kilifi	Institution	Unresponsive official conduct	The complainant alleged lack of feedback and action by the County Government of Kilifi, on concerns raised about noise pollution by bars operating outside the prescribed time and causing disturbance to neighbours.	Inquiry ongoing
COUNTY GOVERNMENT OF KIRINYAGA						
501.	Lilian Wangari Muriithi Njiri & Others CAJ/MSA/CG/KIRINYAGA/096/2/2022-EM	County Government of Kirinyaga	Female	Delay	The complainant alleged delay by the County Public Service Board, Kirinyaga to issue her with an appointment letter as a community extension worker) upon attending an interview in 2021 where she emerged the top candidate. Despite numerous follow ups and confirmation/recommendation by the Public Service Commission and the Ministry of Health, the Board had not issued her with an appointment letter	Inquiry ongoing
502.	Wangari Lilian Njiiri CAJ/CG/KIRINYAGA/096/18/22-EMN	County Government of Kirinyaga	Female	Delay	The complainant alleged that the respondent advertised for a vacancy, she applied, was shortlisted, interviewed, passed the interview and was	Inquiry ongoing

					recruited via letter dated 3rd December, 2020 but was not deployed.	
503.	Peter Kibetu Giciabi CAJ/CG/KIRINYAGA/096/17/22-EF	County Government of Kirinyaga	Male	Delay	Complainant alleged failure by the County Government to pay for his services in constructing a building and to respond to numerous payment requests. An inquiry was initiated.	Inquiry ongoing Awaiting update from respondent
COUNTY GOVERNMENT OF NAIROBI						
504.	Daniel Gitau Tiria CAJ/NCC/060/361/22-JMM	County Government of Nairobi	Male	Manifest Injustice	The Complainant alleged that he was an employee of Nairobi City County and that his birth date was 22nd October 1969. However, the payroll showed his birth year as 1964. That he raised the issue for rectification with no success.	Inquiry ongoing
505.	Nairobi Gaming Staff CAJ/CG/NRB/060/362/22-V.O.K	Nairobi City County	Group	Unfair treatment	Complainant alleged that the Respondent advertised vacancies for senior positions of gaming staff instead of internal promotions.	Inquiry ongoing Pending action from complainant
506.	Rosemary Mburu CAJ/CG/NBI/060/372/2022-SAK	Nairobi City County	Female	Administrative Injustice	A complaint regarding fines and charges levied on the complainant. The complainant's car was towed on 28th October 2022 and she was fined Kshs 7,500. The complainant alleged that there was no basis for the fines or towing the car.	Inquiry ongoing
507.	Josephat Hosea Otiato CAJ/CG/NAIROBI/060/364/22-JMM	County Government of Nairobi City	Male		The complainant alleged that he was an employee of the county under a contract, and was working as a cleaner. He had not been paid his salary since April 2022 and had been following up on the same without success.	Inquiry ongoing
508.	Kennedy Law CAJ/CG/NRB/060/366-EMN	Nairobi City County Government	Male	unlawful Official Conduct	The complaint was addressed to the respondent and copied to the Commission. The complainant alleged that a private developer had put up a garage in a	Inquiry ongoing

					residential area which was inconveniencing residents. He was advised to follow up with the respondent and update the Commission.	
509.	Mital Shah CAJ/NMS/060/371/22 -EMN	Nairobi City County Government	Male	Inefficiency	The Complaint was addressed to the Director General of Nairobi metropolitan Services and copied to the Nairobi Water and Sanitation Company and the Commission. The complainant alleged that the respondent's uncompleted projects along Karuna Road which led to formation of big potholes both on the road, the pavements and parking areas rendered the road impassable.	Inquiry ongoing
510.	Akshar Team Security CAJ/CG/NAIROBI/06 0/365/22-V.O.K	County Government of Nairobi City	Institution	Outside mandate	Complainant alleged that the Respondent's enforcement officers wrongfully arrested one of its employees while on duty as a security Guard.	Pending closure
511.	Samuel Mogaka CAJ/po/047/562/22- EMN	Public Officer	Male	Abuse of power	The complaint was addressed to the respondent and copied to the Commission. The complainant alleged that Ms. Lydia Kwamboka had been impeached as the county attorney and her impeachment communicated to the Governor and the Nairobi County Public Service Board, but she continued drawing a salary.	Inquiry ongoing
NAIROBI WATER AND SEWERAGE COMPANY LTD						
512.	Deepak Sachania CAJ/M.WAT/009/324 /22-EF	Nairobi Water and Sewerage Company Ltd	Male	Inefficiency	Complainant alleged that the Company had failed to resolve persistent water cuts in the Karuna Close area. An inquiry was initiated.	Inquiry ongoing Awaiting update from respondent
513.	Kumkum Musajee CAJ/N/WAT/009/325 /22-EMN	Nairobi City Water and Sewerage Company	Male	Unresponsive Official Conduct	The complainant alleged that he was the holder of water meter account No. 1202931 and that his water	Inquiry ongoing

					supply was disconnected but the respondent kept sending him water bills.	
COUNTY GOVERNMENT OF KIAMBU						
514.	Concerned Staff of Kiambu Water Companies CAJ/CG/KIAMBU/072/90/2022-SAK	County Government of Kiambu	Group	Unlawful Official Conduct	A complaint by staff of the Kiambu Water companies who alleged that the County created Kiambu County Water and Sewerage Company to oversee more than seven independent water companies. Further, the appointment of the Managing Director and the Company Secretary directly from staff from the County was contrary to the Water Act. Moreover, several county employees were drawing allowances from the Company without any right or legal claim therein. The Company had begun illegal transfers within the independent companies and recruitment against the Employment Act and fair labour practices.	Inquiry ongoing Awaiting better particulars
515.	Kiambu County Tenants Welfare Association CAJ/CG/KIAMBU/072/89/2022-SAK	County Government of Kiambu	Institution	Unresponsive Official Conduct	A complaint regarding recruitment. The complainant presented a petition to stop a recruitment process advertised by the County. The basis of the petition was that the County had not operationalized laws regarding decentralized units as formulated in the County Governments Act.	Inquiry ongoing Awaiting better particulars
516.	Jackson Njogu CAJ/CG/KIAMBU/072//88/22-EMN	County Government of Kiambu	Male	Unresponsive Official Conduct	The complainant alleged that his neighbour owned a fleet of lorries which he parked on the road and blocked access to his premises. He said that he wrote to the respondent but that they failed to respond to his letter.	Inquiry ongoing
COUNTY GOVERNMENT OF GARISSA						
517.	Abass Abdullahi CAJ/GSA/POL/015/004/22	County Government of Garissa	Male	Unfair Official Conduct	The complainant alleged that he was unfairly dismissed from the force owing to absence from duty for a period of eight (8) years without communication.	Inquiry pending

						- Awaiting better particulars from the complainant
518.	Abdiweli Mohamed CAJ/GSA/CG/092/003/22	County Government of Garissa	Male	Delay	The complainant alleged that he suffered work-related injuries and subsequently sought compensation. The said compensation had not been settled by the County Government.	Inquiry in progress
KISII COUNTY PUBLIC SERVICE BOARD						
519.	Principals of Vocational Training Centres in Kisii County CAJ/CG/KISII/070/25/22-EF	Kisii County Public Service Board	Group	Oppressive official conduct	Complainants alleged that the Board had failed to address their concerns on their conditions of employment, including their requests for promotion of staff which they pursued for 10 years without success. An inquiry was initiated.	Inquiry ongoing Awaiting update from respondent
COUNTY GOVERNMENT OF LAMU						
520.	Mokowe Settlers Committee CAJ/CG/LAMU/127/9/22-SAK	County Government of Lamu	Group	Manifest Injustice	A complaint against the County Government regarding compensation for land acquired for the county headquarters. The complainants alleged that in 2011, the defunct Lamu City Council had earmarked the land for the Mokowe District Headquarters which affected farms and crops. Consequently, upon devolution, the County Government proceeded with the acquisition culminating in the letter of 24th October 2019 from the National Land Commission advising that they could proceed with compensation after approval to disburse the same was given by the County Assembly. However, no compensation was disbursed.	Inquiry ongoing

COUNTY GOVERNMENT OF NAROK						
521.	Nahashon Moitalel CAJ/CG/NAROK/133 /3/22-EMN	County Government of Narok	Male	unresponsive Official conduct	This complaint was addressed to the respondent and copied to this Commission. The complainant alleged that he was the respondent's employee whose services had been unfairly terminated. He appealed against the said termination but his appeal had not been scheduled for hearing. He was advised that the letter was addressed to the office mandated to hear it and asked to update the Commission.	Inquiry ongoing
522.	Bridge International Academies CAJ/CG/NAROK/056 /11/22-V.O.K	Narok County Government	Institution	Unlawful official conduct	Complainant alleged that the Respondent trespassed onto its land parcels C8 and C9 while expanding Kilgoris road within Kilgoris Township.	Inquiry ongoing Pending action from Complainant.
KITUI WATER AND SANITATION COMPANY LIMITED						
523.	Titus Muthui CAJ/KWSC/009/322/ 22-V.O.K	Kitui Water and Sanitation Company Limited	Male	Unresponsive official conduct	Complainant alleged that he made an application for connection of water to his homestead by the Respondent but the latter did not fulfil its part of the bargain. Consequently, he sought a refund of the deposit of Kshs. 26,500 paid to the Respondent.	Inquiry ongoing Pending action from complainant
TANA RIVER COUNTY PUBLIC SERVICE BOARD						
524.	Anonymous CAJ/TRCPSB/016/189 /22-V.O.K	Tana River County Public Service Board	Unclear	Unlawful official conduct	Complainant alleged that the Respondent published an advertisement for vacancies in various positions and that the Respondent included a requirement for clearance certificates from various bodies against the express provisions of section 9(5) of the Employment Act.	Inquiry ongoing
TURKANA COUNTY GOVERNMENT						
525.	Peoples Assembly Awendo CAJ/PO/047/554/202 2-SAK	Public Officer	Group	Abuse of Power	A complaint against a former Chief Inspector In the Turkana County Government. It was alleged that the said officer had been harassing locals and engaged in illegal activities including raping minors, unlawfully transferring property, falsifying criminal cases and operating an illegal bar.	Inquiry ongoing Requested better particulars

LOCAL AUTHORITIES PROVIDENT FUND						
526.	Hellen Muthoni CAJ/LAPFUND/079/7/22-SNK	Local Authorities Provident Fund	Female	Delay	The complainant alleged that the Respondent had made an erroneous entry in her pension account and that it had not been rectified despite requests for such since 2017.	Ongoing inquiry