THE COMMISSION ON ADMINISTRATIVE JUSTICE

"Office of The Ombudsman"

BI-ANNUAL REPORT FOR THE PERIOD JULY - DECEMBER 2021

CAJ/67/2022

PARLIAMENT
OF KENYA
LIBRARY

THE NATIONAL ASSEMBLY
P
DATE: 22 NOV 2022 Tuesday
GOV.
TABLED BY: LoM
CLERK AT THE TABLE: Kemuna

THE COMMISSION ON ADMINISTRATIVE JUSTICE

"Office of The Ombudsman"

Hata Mnyonge ana Haki

BI-ANNUAL REPORT FOR THE PERIOD JULY-DECEMBER 2021

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/67/2022

PARLIAMENT
OF KENYA
LIBRARY

1. FOREWORD

I am pleased to submit the Commission on Administrative Justice's Bi-Annual report for the period July- December, 2021

The Commission on Administrative Justice (CAJ) is a Constitutional entity established under Article 59(4) of the Constitution and the Commission on Administrative Justice Act, 2011. The Commission has a mandate, *inter-alia,* to investigate any conduct in state affairs or any act or omission in public administration in any sphere of Government and complaints of abuse of power, unfair treatment, manifest injustice or unlawful, oppressive, unfair or unresponsive official conduct.

Further, the Commission is the oversight agency of the right to fair administrative action and the right to access to information as provided for by Article 47 of the Constitution, the Fair Administrative Action Act, 2015 and the Access to Information Act, 2016 respectively.

The Commission is required under Article 254 of the Constitution and Section 8 (c) of the Commission on Administrative Justice Act, 2011 to report to the Senate and the National Assembly on the complaints investigated and the remedial action taken thereon. It is pursuant to the foregoing provisions of the law that the Commission compiled this report for forwarding to both the Senate and the National Assembly.

During the period under review, the Commission registered exemplary performance notwithstanding the challenges posed by the Covid-19 pandemic, while observing the required health protocols. A total of one thousand, one hundred and eighty-two (**1,182**) complaints were received and acted upon guided by the Commission's motto, ***"hata mnyonge ana haki"***

I thank my fellow Commissioners, the Management and Staff for a job well done. Finally, I reiterate that the war against maladministration within the public sector in both National and County Governments must continue for the benefit of the citizenry.

Sincerely,

HON. FLORENCE KAJUJU, MBS
CHAIRPERSON OF THE COMMISSION

2. 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.

Article 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.

The report highlights the complaints received, the names of 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.

MERCY K. WAMBUA, OGW
COMMISSION SECRETARY/CEO

Table of Contents

1. FOREWORD ii
2. EXECUTIVE SUMMARY iii
3. DEFINITION OF TERMS vi
4. INTRODUCTION vii
5. SUMMARY OF COMPLAINTS RECEIVED AND HANDLED BY THE COMMISSION viii
6. CHALLENGES AND RECOMMENDATIONS viii
APPENDIX 1: REPORT ON UNRESPONSIVE PUBLIC OFFICERS 1
APPENDIX 2: COMPLAINTS RECEIVED 3

3. DEFINITION OF TERMS

Definition of terms-: The following are definitions of the service issues -:

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. **Misbehavior-:** 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.

4. 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 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, Misbehavior, 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 2021, the Commission received a total of one thousand, one hundred and eighty-two (**1,182**) complaints **(See *appendix* 2).** This signifies an increase in the number of complaints received from the previous reporting period. During the previous reporting period; January to June 2021, the Commission received and reported 1,158 complaints. The increase can be attributed to enhanced public awareness and capacity building in public institutions. Out of the 1,182 complaints received;

i. Four hundred and one **(401)** cases were resolved and the files in respect of the same closed.
ii. Sixty-four cases **(64)** were referred to the relevant Institutions which were best suited to deal.
iii. Seven hundred and seventeen **(717)**cases are ongoing and at different action stages; inquiries, investigations, summons, notice to show cause, ADR and determinations.

Classification Based on Gender:
Out of the 1,182 Complainants, 780 were male, 216 were female, 169 were institutions/organizations and 17 were anonymous.

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 them. **(See *appendix 1*, table of unresponsive public officers.)**

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 it 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 such as 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 unresponsive institutions to enhance public service delivery.

b) **Inadequate funding**-: Budgetary constraints negatively affected programmatic work, staffing and decentralisation to counties. During the July 2021-June 2022, financial year, the Commission requested for kshs 1.2 Billion however, kshs 634,821,000 was the remittance by the National Treasury. This resulted to a deficit of 54% of the initial request. The Commission therefore requests Parliament to increase budgetary allocations so as to remedy the situation.

c) **Alternative Dispute Resolution (ADR)** has not 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 give complaints resolution a great impetus.

iii. **Covid Pandemic-:**The pandemic decreased overall physical contact with complainants reducing the number of walk-ins. working hours were also disrupted and full capacity attendance to offices by officers in a bid to maintain the social distancing protocols was a challenge. The Commission however, tried it's best to offer services to the public while maintaining the Ministry of Health Covid 19 protocols.

APPENDIX 1: REPORT ON UNRESPONSIVE PUBLIC OFFICERS

No.	Public Institution/Officer	Particulars of unresponsiveness	Proposed Action
1.	**Francis Ole Sakuda**, County Secretary, Kajiado County Government.	On 7th April 2022, the Commission declared Mr. Francis Ole Sakuda, as an unresponsive public officer who is unfit to serve in the public service. The officer failed to honour the Commission's Summons issued on 13th August 2021 following a complaint lodged by **Mr. Joseph Wayua,** reference number **CAJ/M.LAN/022/1507/16.**	**Mr. Francis Ole Sakuda** to be censured by Parliament for being unfit to hold public office. The said person should be barred by the Government of Kenya from holding any public office.
2.	**Ms. Kabale Tache Arero,** Ag. CEO, National Land Commission.	Failure by the officer to respond to several inquiries and other correspondences from the Commission.	**Ms. Kabale Tache Arero** to be censured by Parliament for being unfit to hold public office.
3.	**Mr. Shem Nyakutu,** Director of Pensions	The officer has failed to respond to several inquiries and Notices from the Commission. In file reference number **CAJ/KSM/PEN/000/57/17 - *Anthony Otieno Opaka Vs Director of Pensions*,** a Notice to Show Cause dated 2nd November 2021 was served upon the officer on 3rd November 2021 but he has not responded to the same.	**Mr. Shem Nyakutu** to be censured by Parliament for being unfit to hold public office. The said person should be barred by the Government of Kenya from holding any public office.
4.	**Mr. Joseph Ogutu**, County Secretary, County Government of Siaya.	The Commission issued a Notice to the officer on 9th November 2021 requiring him to show cause why his name "should not be entered in the Register for Malfeasant Public Officers as an unresponsive Public Officer who is unfit to serve in the public service" but he failed to respond to the said Notice. The Notice was issued following failure by the officer to respond to the Commission's Inquiry in file	**Mr. Joseph Ogutu** to be censured by Parliament for being unfit to hold public office. The said person should be barred by the Government of Kenya from holding any public office.

No.	Public Institution/Officer	Particulars of unresponsiveness	Proposed Action
		reference number **CAJ/KSM/CG/SIAYA/074/16/20, *William Oginga Owange Vs County Government of Siaya.***	
5.	**Mr. Philip Mainga-** Managing Director Kenya Railways.	The Commission issued a Notice to the officer on 3rd November 2021 requiring him to show cause why his name "should not be entered in the Register for Malfeasant Public Officers as an unresponsive Public Officer who is unfit to serve in the public service" but he failed to respond to the said Notice. The Notice was issued following failure by the officer to respond to the Commission's Inquiry in file reference number **CAJ/KSM/KR/004/30/20, *Richard Masime Ogola Vs Kenya Railways.***	**Mr. Philip Mainga** to be censured by Parliament for being unfit to hold public office. The said person should be barred by the Government of Kenya from holding any public office.
6.	**Mr. Rufus Karima Kalama,** Senior Land Registrar, Ministry of Lands and Physical Planning.	The Commission issued a Notice to the officer on 21st March 2022 requiring him to show cause why his name "should not be entered in the Register for Malfeasant Public Officers as an unresponsive Public Officer who is unfit to serve in the public service" but he failed to respond to the said Notice. The Notice was issued following failure by the officer to respond to the Commission's Inquiry in file reference number **CAJ/M.LAN/022/1638/18, *Jacob Kwachi Oyengo Vs Ministry of Lands & Physical Planning.***	**Mr. Rufus Karima Kalama** to be censured by Parliament for being unfit to hold public office. The said person should be barred by the Government of Kenya from holding any public office.

APPENDIX 2: COMPLAINANTS RECEIVED

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
			CLOSED		
1.	Sabina Njeri Gichuhi CAJ/PEN/000/1374/2021-EF	The Department of Pensions	Delay	The Complainant alleged that she applied for dependant pension benefits following the demise of her husband who was a teacher. That her file no. 322718 was still awaiting action. An inquiry was conducted following which the benefits were paid.	**File closed**
2.	Boit Philemon Kipruto CAJ/UOE/013/2235/21-SNK	University of Eldoret	Administrative injustice	The complainant alleged that the respondent failed to pay his salary. The Complainant further alleged that the University reviewed his employment terms without his consent. The complainant was advised to pursue the matter in court as the issues were pending determination before a court.	**File Closed**
3.	Oluoch & Co. Advocates for Elly Alfrick Otieno	Office of the Director of	Outside mandate	The Complainant was aggrieved by the decision of a prosecutor to decline	**File Closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
	CAJ/ODPP/027/248/21-EF	Public Prosecutions		prosecution of a case he reported at the Kasagam Police Station. The prosecutor advised that he pursues a civil claim. The Complaint referred to Office of the Director of Public Prosecutions with a request to review the file. The respondent took up the matter and initiated an inquiry.	
4.	Anonymous CAJ/PO/047/490/2021-EF	Public Officer-Nairobi Metropolitan Services	Unlawful official conduct	The complaint was addressed to the Ethics and Anti-Corruption Commision and copied to this Commission. The Complainant alleged corruption activities by a Nairobi Metropolitan Services officer named Leleruk. The complainant was advised that the matter had been raised with the Commission mandated to handle it.	**File closed**
5.	Kamunye Gichigi & Co. Advocates CAJ/M.IGC/062/1315/21-EF	Deputy County Commissioner-Embakasi East	None	The complaint was addressed to the respondents and copied to the Commission. The Complainants wrote a warning letter warning the	**File Closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
		Sub-County Police Commander -Embakasi East		public officers against probable action on reports filed by their opponents in a land dispute. They were advised to pursue civil remedies for the land dispute	
6.	Jane Kagendo Gikutha CAJ/KCA/107/6/2021-EF	Competition Authority of Kenya	Outside mandate	The complainant alleged that the respondent's decision on a complaint he lodged about the sale of sub-standard goods and unfair trade practices by X-TIGI Mobile Kenya is unreasonable and unfair. The commission advised her to lodge an appeal against the decision at the Competition Tribunal in accordance with the Competition Act.	**File Closed**
7.	John Gitiha Boro CAJ/P.E/040/2562/21-EF	Private entity	Outside mandate	The Complainant alleged that the court's order dismissing his suit for want of prosecution was unreasonable and unfair. The commission advised him that it had no mandate over his matter as per Section 30 of the CAJ Act.	**File Closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
8.	Moses Mandu CAJ/TSC/013/2163/21-EF	Teachers Service Commission	Unlawful official conduct	This complaint was addressed to the respondent and copied to this commission. The Complainant alleged that the respondent had effected deductions from his salary without his prior knowledge and approval. Upon receipt of the complaint, the respondent stopped the deductions and notified the complainant as well as the Commission thereby substantively addressing the complaint.	**File Closed**
9.	Charles Chege Gitau CAJ/NGCDF/014/376/2021-EF	Fund Account Manager - National Government - Constituencies Development Fund	Denial of access to information	The Complainant alleged that the Fund Account Manager had unlawfully denied him access to information about the operation of the CDF Account. Complainant advised to lodge a request for information and thereafter if dissatisfied he could seek a review by the Commission. The complaint was referred to the Access to Information Department.	**File Closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
10.	James Sayiore Ole Kelian Kobaai CAJ/HUD/KAJ/M.IGC/062/232/21-EF	Ministry of Interior and Coordination of National Government	Delay	The Complainant alleged delay in communication of results of a recruitment process carried out to fill the position of the Chief-Ildamat Location. He later informed the Commission that the same had been released.	**File Closed**
11.	College of Human Resource Management CAJ/PE/040/2594/21-EF	Public Officer- CEO of National Police Service Commission	Outside mandate	The Complainants alleged that the public officer used his position in public office to frustrate the operations of the College. Upon assessment of the facts, it was noted that there existed a protracted dispute on the leadership and management of the College as between the leadership of the Institute of Human Resource Management and the College, and that the activities complained against were part of the dispute. The Commission advised the Complainants to seek the intervention of the court as	**File Closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				regards determination of the dispute.	
12.	Grace Muthenya Mariu CAJ/PO/047/572/21-EF	Assistant Chief Administratio n Officer-Kenyatta National Hospital	Outside mandate	The complaint was lodged with the Ethics and Anti-Corruption Commission and copied to the Commision. The Complainant alleged that the public officer promised to help her secure permanent and pensionable employment at the Kenyatta National Hospital in exchange of a bribe, which she paid, but the promise did not materialise. That the public officer also sought sexual favour in exchange for the promised employment. The Complainant was advised to pursue the same with Ethics and Anti-Corruption Commission which is properly seized of the matter.	**File Closed**
13.	Geoffrey Ngetich CAJ/NPS/015/4057/21-EF	National Police Service	delay	This complaint was lodged at the National Police Service Commission and copied to this Commission. The Complainant is a police officer attached to Konza Police Post. He alleged	**file Closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				that he was suspended from work for absenteeism while he was sick and receiving medical attention. That he provided supporting documents during disciplinary proceedings conducted in the year 2020 but to-date no feedback had been given. The complainant was advised to follow up the matter with the National Police Service Commision who are mandated to address his complaint.	
14.	Catherine Magana CAJ/M.ENE/021/541/21-EF	Kenya Power and Lighting Company	Delay	The complainant was aggrieved by the respondent's delay to retrieve and re-allocate electricity tokens which she had bought with an erroneous meter number. The matter was resolved on the Commisison's intervention.	**File closed**
15.	Mathew Itibi Karumbi CAJ/PE/040/2581/21-EF	Private entity	Outside mandate	The complainant alleged that his neighbour extended his	**file Closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				boundary into his land and fixed new beacons with the involvement of the surveyor. The matter was before court in Kiambu CMCC No. 596 of 2017. The Complainant was advised that the matter was not within the Commission's mandate pursuant to Section 30 of the CAJ Act.	
16.	Yusuf Shebani CAJ/M.LAN/022/2203/21-EF	Kakamega Lands Registry	Outside mandate	The Complainant alleged that the officers at Kakamega Land registry were in the habit of asking for bribe in exchange of services. The complaint was referred to and taken up by Ethics and Anto-Corruption Commission.	**File Closed**
17.	Julius Nyerere Sila CAJ/HUD/GPO/047/41/21-EF	Police Officer	Outside mandate ate	Complainant alleged that a police officer within his locality in Machakos was in the habit of taking bribes from members of the public with a promise to secure their recruitment into the National Police Service. That the complainant paid the police officer about Kshs.	**File Closed**

	Name of the Com... P...	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				500,000/- to secure a slot for his son. The complaint was referred to and taken up by Ethics and Anti-Corruption Commission.	
18.	Joseph Kipkoske CAJ/POL/015/4049/21-EF	Police officers-Emurua Dikirr Police Station	Unresponsive official conduct	The Complainant alleged that he reported an incident to Enurua Dikir Police Station but that they had refused to investigate the same and prosecute the perpetrator whose identity and whereabouts were known. He was referred to the Internal Affairs Unit.	**File Closed**
19.	Nurwin Fozia CAJ/M.PLA/008/255/21-EF	Assistant Chiefs-Kakamega County	Ineptitude	The Complainant alleged that Assistant Chiefs in Kakamega County, especially in the township area, often close their offices thereby denying the residents access to services. He was referred to Ministry of Interior and Coordination of National Government	**File Closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
20.	Ekeno Lokwakai Samson CAJ/KNBS/008/253/2021-EF	Kenya National Bureau of Statistics	Delay	The Complainant alleged that he was hired as an enumerator and served as such in Lokichogio – Turkana West. That since August 2020 he had been waiting for payment of his remuneration in vain. The complainant was requested to supply his claim supporting documents which he failed to supply 5 months later. The commission deemed the complaint as having lapsed.	**File Closed**
21.	Beatrice Wanjiru Muraguri CAJ/PSC/016/173/2021-EF	Public Service Commission	Unfair official conduct	This complaint was addressed to the respondent and copied to this Commission. The complainant lodged an appeal with the respondent against the Ministry of Health's decision to summarily dismiss her. The complainant was advised that the respondent was mandated to address her complaint.	**File Closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
22.	Abraham Kimutai CAJ/PO/047/495/21-EF	The University of Nairobi	Discourtesy	Complainant alleged that the respondent's bursar used abusive and dismissive language against him whenever he sought services from his office. The complainant was asked to supply his claim supporting documents/particulars which he failed to supply for months after lodging the Complaint. His complaint was deemed to have lapsed.	**File Closed**
23.	Oruenjo Kibet & Khalid Advocates for Samuel Arthur & others CAJ/NLC/022/2225/2021 -EF	National Land Commission	Access to Information	The Complainants alleged that the respondent denied them access to crucial information which should have helped the residents of Yala Swamp to meaningfully participate in a forum to deliberate on a proposed allocation of land in the area to a private company. The complaint was transferred to the Access to Inofrmation Department.	**File Closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
24.	Emily Khayanje CAJ/ELD/M.IGC/62/113/21-NK	Ministry of Interior & Co-ordination of National Government .	Inaction	the Complainant alleged that the Area Chief, Kamwosor Location in Elgeyo Marakwet County failed to issue the complainant with a letter to support a family Succession cause in court. The Complaint was successfully resolved	**File closed.**
25.	Ann Jelimo Kogo CAJ/ELD/PEN/000/32/21-NK	Pension Department	Delay	The Complainant alleged delay in payment of her husband, Philip Kipkomat, monthly pension. The complainant further alleged that she had supplied all the required documents. The Complaint was successfully resolved on the Commission's intervention	**File closed.**
26.	Truphena Seronei CAJ/ ELD/M.ENE/021/16/21-NK	Kenya Power & Lighting Company	Unresponsiveness	The Complainant alleged that Kenya Power & lighting Company failed to review his exaggerated electricity bill of Ksh 150,000. The Complaint was successfully resolved on the Commission's intervention	**File Closed**
27.	Elphas Rono CAJ/ELD/ATI/062/110/21-NK	Ministry of Interior & Co-ordination of	Unresponsiveness	The Complainant alleged Area Chief, Kapseret Location failed to issue him with a report	**File Closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
		National Government.		regarding a dispute he lodged against his neighbour who destroyed his crops. The Complaint was successfully resolved on the Commission's intervention.	
28.	Ayub Efindi CAJ/ELD/CG/KAKAMEGA/053/2/21-NK	County Government of Kakamega	Unfair treatment	The Complainant alleged that Kakamega County Government Ward Administrator told the complainant to take a sabbatical leave without giving him the reasons. The Complaint was successfully resolved on the Commission's intervention.	**File Closed**
29.	George Okech Otieno CAJ/ELD/JUD/001/139/21-NK	The Judiciary	Access to information	the complainant allegd that the Chief Magistrate Eldoret Registry failed to respond to the complainant's request for copies of the rules and Judgment in Criminal Case no. 46 of 2013, Children case no. 84 of 2013 and Traffic case no. 2799 of 2018. The Complaint successfully resolved on the Commission's intervention	**File Closed**
30.	Victor Tum	Kenya Climate	Access to information	The Complainant alleged that Kenya Climate Smart	**File Closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
	CAJ/ELD/M.AGR/014/7/21-NK	Smart Agriculture Project.Kericho		Agriculture project failed to respond to his request for information on material used to construct Chepchirik water pan project. The Complaint successfully resolved on the Commission's intervention	
31.	Mercy Rose kemboi CAJ/ ELD/M.EDU/013/82/21-NK	Teachers Service Commission	Administrative injustice	The Complainant alleged that Teacher Service Commission had only promoted her to job group C4 despite working for 27 years and attending interviews. The Complaint successfully resolved on the Commission's intervention.	**File Closed**
32.	Isaac Sang CAJ/ELD/M.TRAN/004/13/21-NK	Kenya Rural Roads Authority	Access to Information	The complainant alleged that Kenya Rural Roads Authority failed to respond to the complainant's request for information on list of public tenders awarded in the 2019. The Complaint successfully resolved on the Commission's intervention	**File Closed**
33.	Charles Kibet Komen CAJ/ELD/JUD/001/138/21-NK	The Judiciary	Delay	The complainant alleged that the Judiciary delayed in issuing the complainant with copy of the order made by the court in Iten in civil case no. 384 of 2015	**File Closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				and 516 of 2016 since 28/8/2015. The Complaint successfully resolved on the Commission's intervention	
34.	Rose Chepkurgat CAJ/ELD/POL/015/158/21-NK	National Police service	Unresponsiveness	The complainant alleged that police officers at Soy Police Station failed to investigate an incident he made vide OB no. 18/17/06/21. The Complaint successfully resolved on the Commission's intervention	**File Closed**
35.	Edwin Kiptoo CAJ/ELD/M.IGC/062/111/21-NK	Ministry of Interior & Coordination of National Government.	Inaction	The complainant alleged that the Area Chief Kapseret Location failed to write a letter in support of a succession cause where the complainant was involved. The Complaint successfully resolved on the Commission's intervention	**File Closed**
36.	Zacharia Kimutai Kapterit CAJ/ ELD/ M.EDU/013/83/21-NK	Kabarnet High School	Unfair Treatment	The complainant alleged that the principal of Kabarnet refused to register the complainant's son for Kenya Certificate of Secondary Education (KCSE). The School also sent the student home without any reason and his	**File Closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				belonging left at the gate for collection. The Complaint successfully resolved on the Commission's intervention.	
37.	Serah Nduta Macharia CAJ/ELD/M.LAN/022/79/21-NK	Ministry of Lands & Physical Planning	Unlawful conduct	The complainant alleged that the land registrar, Nyandarua County Land office fraudulently removed a caution that was placed on parcel no. Nyandarua Ndemi/1860. The matter is pending in court. The complainant was advised that the Commission has no mandate over matters pending in court	**File Closed**
38.	Jesse Mulama CAJ/ELD/PE/040/119/21-NK	Private Entity	Outside Mandate	The complainant alleged that Kabras County Polytechnic failed to pay his salary for 2020 when he served as information, Communication Technology instructor. The complainant was advised that his complaint is inadmissible for want of mandate.	**File Closed**
39.	Raymond Toroitich Cherono	Private Entity	Outside mandate	The Complainant alleged that Ruth Chelimo and Christopher Cherono were mistreating the	**File Closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
	CAJ/ ELD/PE/040/120/21-NK			complainant after the death of his father. The complainant was advised that his complaint is inadmissible for want of mandate.	
40.	Agnes Muge CAJ/ ELD/PE/040/123/21-NK	Private Entity	Outside mandate	The complainant alleged that the complainant who is a person with disability was not employed and had the required qualification for teachers. The complainant was advised that his complaint is inadmissible for want of mandate.	**File Closed**
41.	William Kipkemboi Chepkurui CAJ/ELGEYO/ 040/124/21-NK	Elgeyo marakwet County Government	Unfair treatment	The complainant alleged that the county Government of Elgeyo Marakwet unfairly dismissed the complainant from employment. The complaint is actively being handled by a court of law. The complainant was advised that the Commission had np mandate over matters pending in court	**File Closed**
42.	Christopher Kiprotich Telengech CAJ/ELD/M.IGC/062/125 /21-NK	Ministry of Interior & co-ordination of National	Unresponsive ness	A complaint alleging that area chief soy location failed to summon a surveyor to survey the complainant's land. The	**File Closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
		Government.		complaint is actively being handled by a court of law. The complainant was advised that the Commission had np mandate over matters pending in court	
43.	Christopher A. Kisorio CAJ/ELD/M.IGC /062/109/21-NK	Ministry of Interior & co-ordination of National Government.	Outside Mandate	The complainant alleged that the Assistant Chief –Kaptebee Sub location colluded with John Kimeli lelei in a land dispute regarding parcel no. Uasin Gishu / Tapsagoi scheme/327. The complainant was advised that his complaint is inadmissible as it was outside the commission's mandate.	**File Closed**
44.	Jack Mwinde Wambua HUD/NKR/M.LAB/017/30/ 21-NK	Ministry of Labour & Social Protection	Unfair Treatment	the Complainant alleged that the Nakuru county occupational safety and health officer failed to act on a complaint the complainant lodged against his employer Timsales Ltd. The complainant had lodged a suit in court over the same issue. He was advised that his complaint was inadmissible.	**File Closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
45.	Mary Chepkoech CAJ/ ELD/M.LAN/022/78/21-NK	Ministry of Lands & Planning	Land Dispute	The Complainant alleged that Land Registrar at the Eldoret Land Registry failed to enforce a court order issued in ELC no. 62/2015. The complainant was advised to pursue available judicial remedies for enforcement of court orders.	**Filed Closed**
46.	Daniel Chebet CAJ/ELD/JUD/001/140/21-NK	The Judiciary	Delay	The Complainant alleged that the Judiciary delayed in the hearing and determining of ELC 553 of 2013 that was pending before the Eldoret law courts. The complaint was resolved on the Commission's intervention.	**File Closed.**
47.	William Rotich CAJ/ ELD/JUD/001/135/21-NK	The Judiciary	Inefficiency	Complainant alleged that his court file in succession case no. 489 of 2009 was missing and/or misplaced. The complaint was referred to the Judiciary Ombudsman for resolution.	**File Closed.** **File Closed**
48.	Alex Kirui CAJ/ ELD/JUD/001/133/21-NK	The Judiciary	Inefficiency	The Complainant alleged that his court file in civil suit no. 463/01 was missing and/or misplaced. The Complaint was referred to judiciary Ombudsman for resolution	**File Closed.**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
49.	David Onzere Mackey CAJ/ ELD/ JUD/001/136/21-NK	The Judiciary	Inefficiency	The Complainant alleged that his court file in succession case no. 74 of 2000 was missing and/or misplaced. The Complaint was referred to judiciary Ombudsman for resolution	**File Closed.**
50.	Boniface Kuliembi CAJ/ELD/M.WIF/010/1/21-NK	Kenya Forest Service	Unfair Treatment	The complainant alleged that Kenya forest service dismissed the complainant from service for gross misconduct. The Complainant sought legal representation from the Commission. The complaint was referred to the National Legal Aid Services for resolution.	**File Closed.**
51.	Rev. Vincent Luvutse Munyobi CAJ/JUD/001/2387/21-EMN	The Judiciary	Delay	The complainant alleged unfairness in the hearing of Kwale ELC Case No. 84 of 2019 New Mab-River Home Academy & Ano. Vs. Independent Faith Baptist Churches of Kenya & Ano.The complainant was advised that his complaint was outside the commission's mandate.	**File Closed.**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				The matter referred to Judiciary Ombudsman.	
52.	Veronicah Wangeci Kambo CAJ/HUD/GPO/0115/183/21-EMN	The director of Criminal Investigations	Outside mandate	The complainant alleged that the respondent had conducted shoddy investigations which led them to lose a case being KANDARA CMCC NO. 778 OF 20. He was advised that his claim was outside the Commission's mandate.	**File Closed**
53.	Elkana wiayaki Muthoni CAJ/PE/040/2553/21-EMN	The Judiciary	Outside Mandate	The complainant alleged that had obtained judgement in his favour in Thika CMCC No. 19 of 2015 and that the court had not facilitated him get paid the decretal amount. Complainant was advised to get an advocate of his choice to assist him execute his judgment.	**File Closed.**
54.	Isaac Ruga Mwambura CAJ/PE/040/2568/21-EMN	Private entity	Outside mandate	The complainant alleged that he obtained a loan from the National Bank of Kenya using his land parcel no. Nyandarua/kahuru/290 and that despite clearing the same,	**File Closed.**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				the bank had refused to discharge his property and sold the same to a third party. The matter was subject to litigation in Nakuru High Court Civil Appeal No. 230 of 2011. Complainant was advised that the matter is outside the commission's mandate	
55.	Musyoki Mogaka Advocates for Michael M.Kariuki CAJ/PE/040/2580/21-EMN	Private Entity	Outside mandate	The complainant alleged that one Pius Mogaka Makori a National Intelligence Service Officer had refused to pay his client the consideration in respect of a car sold to him. The complainant was advised that the matter was outside the commission's mandate.	**File Closed.**
56.	Nahashon Mwangi CAJ/M.LAN/022/2147/21-EMN	The Ministry of Lands and Physical Planning	Outside Mandate	The complainant alleged that he was filing the complaint on his own behalf and on behalf of other leather workers and that they had been allocated some land from where they carried on their business. He said that they were requested to move and pave way for construction of a road and	**File Closed.**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				were promised to be allocated alternative land which they had not. They filed a suit seeking to be allocated alternative land being Thika CMCC No. 219 of 1995 but that they did not have money to follow up on the case. The Complainant advised that his complaint was outside the commission's mandate.	
57.	Eliud Maina Miano & Another CAJ/PE/040/2587/21-EMN	Private Entity	Outside mandate	The complainant alleged that there existed a boundary dispute between him and his neighbours and sought the Commission's assistance in resolving the same. They were advised that their complaint was outside the Commission's mandate.	**File Closed.**
58.	Neboi Residents CAJ/CG/MANDERA/122/18/21-EMN	Mandera County Assembly	Delay	The complainant alleged that they are residents of Neboi ward and that there existed a land dispute between them and the county assembly. They said that they had been in occupation of their land for over 20 years and had	**File Closed.**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				petitioned the County Assembly to be allocated the land but that the County Assembly had refused to allocate them the said land. The Complainants referred to the National Land Commission and advised to petition the National Land Commission for allocation of the said land.	
59.	Anne Muhato CAJ/UFAA/000/1354/21-EMN	Unclaimed Financial Assets Authority (UFAA)	Delay	The complainant alleged that the respondent had failed to process and pay her dividends forwarded to them by WPP Scan group. The complainant's benefits were processed and paid on the commission's intervention.	**File Closed.**
60.	Peter Mungai Njoroge CAJ/KFS/010/146/21-EMN	Kenya Forest Service	Delay	The complainant alleged that the respondent had encroached into his land parcel NO. DAGORETTI/SETTLEMENT SCHEME/16 and that he had reported the same to the respondent who failed to address the same. The complainant was requested	**File Closed. REOPENED AS APPEAL**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				for his claim supporting documents and upon availing the title deed in respect of the said property; it was found that the said land belonged to someone else. The complainant was advised that there was no connection between him and the suit property	
61.	David Mwiruri CAJ/PE/040/2559/21-EMN	Githunguri Hardware	Unfair official conduct	The complainant alleged that he was the respondent's employee and that he had been unfairly terminated. The complainant was advised that his matter was outside the commission's mandate	**File Closed**
62.	Kibet P. Langat CAJ/PE/040/2574/21	Private Entity	Outside mandate	The complainant alleged that he was an employee of Securex Limited and that his services had been unfairly terminated and that his benefits had not been paid. The complainant was advised that his matter was outside the Commission's mandate	**File Closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
63.	Patrcik Ngugi CAJ/M.LAN/022/2178/21-EMN	Ministry of Lands and Physical Planning	Outside mandate	The complainant alleged that some people had invaded his property number Molo/533/45/11 and that the court in Nakuru HCCC no 132 of 1983 had ordered that the said invaders be evicted but that they had refused to leave. The complainant was advised to execute his judgment	**File Closed**
64.	Lilian Ngala CAJ/POL/015/4008/21-EMN	The National Police Service	Injustice	The complaint was addressed to the Independent Policing Oversight Authority and copied to this Commission. The complainant alleged that one Caroline Achieng had been clobbered to death by police officers on allegations of contravening the curfew regulations. The Complaint was addressed to the Authority mandated to handle it.	**File closed**
65.	Anonymous CAJ/M.HEA/012/562/21-EMN	Moi Teaching and Referral Hospital	Outside Mandate	The complainant alleged that the staff at the Moi Teaching and Referral Hospital were demoralised because the senior management had unfairly increased their salaries	**File closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				to the exclusion of the junior staff. The complaint was referred to the Salaries and Remuneration Commission.	
66.	Elizabeth Njoroge CAJ/PE/040/2561/21-EMN	Private Entity	Outside mandate	The complainant alleged that she was a beneficiary of the estate of Mugo Njuguna and that her relatives had disinherited her. The Complainant was advised to file a succession cause in a court.	**File closed**
67.	James M. Wanyoike CAJ/PE/040/2555/21-EMN	Kenya Commercial Bank	Outside Mandate	The complainant alleged that the deceased James Wanyoike had taken a loan facility from the defendant and charged his properties LOC.15/Gathukeni/1227, 1228 and 1258 and that despite settling the loan, the respondent had refused to discharge the charged property. The complainant was advised that the matter was outside the Commission's mandate.	**File closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
68.	Arnold Kariuki Njiru CAJ/POL/015/4010/21-EMN	The National Police Service Commission	Outside mandate	The complaint was addressed to the Independent Policing Oversight Authority and copied to this commission. The complainant alleged corruption and abuse of power by the Officer Commanding Chuka Police Station. The complainant was advised that the complaint is outside the Commission's mandate.	**File closed**
69.	Lenard Masinde CAJ/AG/001/2401/21-EMN	Department Of Civil Registration	Delay	The complaint is addressed to the respondent and copied o the commission. The complainant alleged delay in issuance of his daughter's birth certificate. He was advised that his complaint is addressed to the office mandated to handle it.	**File closed**
70.	Edward Elijah Ikumiru CAJ/PE/040/2571/21-EMN	Private Entity	Outside mandate	The complainant alleged that he is a person living with disability and that his brothers had conspired to disinherit him out of his share of the family inheritance. The complainant was advised that his complaint	**File closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				was outside the Commission's mandate	
71.	Johnson Litiema CAJ/PO/047/492/21-EMN	The Public Service Commission	Abuse Of Power	The complaint is addressed to the respondent and copied to this commission. The complainant objected the short listing of Professor Solomon Shibairo for interviewing for the position of the Vice Chancellor Masinde Muliro University. The complaint was addressed to the office mandated to address it.	**File closed**
72.	O.M. Otieno Advocates CAJ/M.LAN/022/2179/21-EMN	Ministry of Lands and Physical Planning	Manifest injustice	The complaint was addressed to the Director of Land Adjudication Kisii County and Copied to this Commission amongst others. The complainant alleged that the chief land registrar and the Kisii County Government had irregularly and unprocedurally acquired their client's land parcel no Kisii Municipality Block 11/256. The complaint was addressed to the office mandated to address it	**File closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
73.	Nagappa Nagappa CAJ/PE/040/2577/21-EMN	Denna Bank	Outside mandate	The complainant alleged that Dena bank had issued a loan in his name which he wasn't aware of. The complainant was advised that his matter was outside the commission's mandate	**File Closed**
74.	Stephene Ngesa Onyango CAJ/POL/015/4020/21-EMN	National Police Service	Delay	The complainant alleged that he was assaulted by a police officer and that he had reported the same but no action was taken against the assailant. The complaint was referred to Independent Policing Oversight Authority.	**File closed**
75.	Kikuva Omuga Advocates CAJ/POL/015/4013/21-EMN	The Director of Criminal Investigations	ineptitude	This complaint is addressed to the respondent and copied to this Commission. The complainant alleged that the Hon. Mark Ogolla the Member of Parliament for Oriri Constituency had harassed, tortured and forcefully detained Anne Waingu Waiganjo due to a dispute in relation to land dispute involving LR Nairobi/Block 82/8759. The complaint was	**File closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				provide several documents and failing to tell the true position of the investigations. The complainant was advised that the matter was addressed to the entity mandated to handle it.	
86.	Peterson Muga CAJ/M.EDU/013/2166/21 -FN	Ministry of education, science and Technology	Unfair treatment	The complainant alleged that his son was being unfairly treated at his school in Ndithini Secondary School, allegations of being sent home frequently as a result of unpaid school fees. The complainant was advised that the matter was addressed to the entity mandated to handle it.	**File closed**
87.	Kilonzo Aziz & Advocates CAJ/NPS/015/3988/21-FN	National Police Service	Abuse of Power	The Complainant alled that Police Constable in Kilifi County was abusing his power in a matter he was handling with the Complainant's client Philip Michira Nyaboga. The complainant also informed the Commission that the matter was being resolved through Mediation. The complainant was informed that the matter	**File closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				was inadmissible as it is under active mediation process.	
88.	Edward Mwangi Wainaina CAJ/KEBS/074/22/21-FN	Kenya Bureau of Standards	Unfair Treatment	The complainant alleged that the Respondent had failed to respond to his complaint to them dated 16th February 2021 regarding an allegedly faulty flask reported to them. The matter was resolved on the Commission's intervention	**File closed**
89.	Migori Small Traders Society CAJ/KENHA/006/189/21-FN	Kenya National Highways Authority	Unfair official conduct	This complaint is addressed to the respondent and copied to the Commision. The complainant alleged that the alleged demolition and subsequent re-construction of Suna Marindi Market within Migori County was proceeding without public participation and consultation. They were advised that the complaint was addressed to the entity mandated to handle it	**File closed**
90.	Nicholas Kiprotich Kaino CAJ/NPS/015/4053/21-FN	National Police Service	Unfair Treatment	The complainant alleged that he is a police officer force number 109316 who is currently on suspension. He appealed against the suspension to the respondent. He was advised to	**File closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				await the respondent's decision on his appeal.	
91.	John Serpepi CAJ/C.REG/062/1340/21-FN	Department of Civil Registration	Delay	The complainant alleged that his daughter has been denied a birth certificate despite providing all relevant documents to the Registration office in Kajiado town. He was requested to provide further clearer details on his complaint which he didn't have.	**File closed**
92.	Davis Kavisa Munisa HUD/KAJ/PE/040/75/21-FN	KEDA Ceramic Company	Outside Mandate	The complainant alleged that he was the respondent's employee and that he was unfairly dismissed vid a letter dated 3rd December 2021. He was advised to seek judicial remedies as his complaint was outside the Commisison's mandate.	**File closed**
93.	James Mugo CAJ/KRA/000/1390/21-FN	Kenya Revenue Authority	Outside Mandate	A complaint regarding the Judgment in Tax Appeal No. 47 of 2018 in the Tax Appeals Tribunal. He was advised that his complaint was outside the Commission's Mandate	**File closed**
94.	John Festus Muriungi CAJ/P.O/047/491/12-FN	Public Officer	Outside Mandate	A complaint regarding the alleged misconduct of Principal Magistrate at Nkubu	**File closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				Law Courts in the matter of Criminal Case No. 579 of 2019. The complainant was advised to seek judicial remedies.	
95.	Michael Kimani CAJ/M.LAN./022/2214/21-FN	Ministry of Lands Physical Planning	Outside Mandate	The complainant alleged that the Kiambu Lands Registrar has refused/neglected to issue him with a Title Deed for Plot No. 1066 WAGUTHO/KIAMBAA (Matter determined by a Court). The complainant was advised to seek judicial remedies.	**File closed**
96.	Godfrey Odalo CAJ/JUD/001/2429/21-FN	Judiciary	Outside Mandate	The complainant was dissatisfied with the court's decision to convit him for murder. He was advised that his complaint is outside the Commission's mandate and to appeal against the conviction.	**File closed**
97.	Benson Wandele CAJ/KISE/013/2205/21-FN	Kenya Institute of Special Education KISE	Outside Mandate	The complainant alleged that the respondent had failed to upgrade and promote him since 2004 after passing the Government proficiency test and working as a 'Registry in charge' for 13 years. He was referred to the Public Service Commission	**File Closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
98.	Owaga & Co Advocates CAJ/PE/040/2599/21-FN	Private Entity	Outside Mandate	The complainant alleged that their client- Ms Hannah's siblings were intermeddling with the property of their deceased mother. They were advised that the complaint is criminal in nature hence outside the Commission mandate.	**File closed**
99.	Dominic Imballi CAJ/PE/040/2600/21-FN	Private entity	Outside mandate	The complainant alleged that there was a land dispute concerning Land Parcel Kakamega/Lugari 2542 and LP Kakamega/Lugari/282 between himself and his neighbor. He was advised that the matter is outside the Commission's mandate to seek judicial remedies.	**File closed**
100.	Reuben Kibegwa CAJ/SEN/045/26/21-FN	Senate	Outside Mandate	This complaint was regarding a petition tabled by the Complainant before the Senate in June 2021but no action taken on it. He was advised to lodge a complaint to the Clerk of the Senate	File Closed
101.	Hilary MUtesa CAJ/MHEA.012/579/21-FN	Ministry of Health	Unclear	The complainant alleged that he was unable to register as a public health officer. He didn't	**File closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				provide any other further details.	
102.	Hilda Nakweya Lwabukha CAJ/UON/013/2222/2021-FN	University of Nairobi	Unfair Treatment	The complainant alleged that she had stagnated at one job level at her work place (Assistant Chief Technology. He was advised to lodge the complaint with her employer.	**File closed**
103.	Stephen Kimani CAJ/MLAN/022/2195/21-FN	Ministry of Lands and Physical planning	Outside Mandate	The complainant alleged that there was a land ownership dispute regarding PLOT LR 1108/210 NYERI TOWN (NEW No.1/51). He was advised to seek judicial remedies as the matter is outside the Commission's mandate.	**File closed**
104.	KUPPET CAJ/CG/T.NITHI/131/19/21-FN	County Government of Tharaka Nithi	Outside Mandate	The complainant alleged that the respondent had failed to pay the dues of 14 ECDE teachers. They were advised to lodge the complaint with the Public Service Commission.	**File closed**
105.	Juma Robinson Jalango CAJ/CG/TNITHI/131/19/21-FN	Ministry of East African Community	Outside Mandate	The complainant alleged an employment and labour relations dispute between himself and that the Kimiral Oluch Small Holder Farm Improvement Project (KOSFIP)	**File closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				and the staff working therein. He was advised that his complaint is outside the Commission's mandate.	
106.	Osborne Okumu Wanyana CAJ/NSSF/017/833/21-FN	National Social Security Fund	Unresponsive Official Conduct	The complainant alleged that the holds NSSF No. No. 585085927 and that the respondent had failed to remit his NSSF dues. He was advised to avail his claim supporting documents.	**File closed**
107.	Lucy Nyambura Gitonga CAJ/KENHA/006/184/21-FN	Kenya National Highways Authority	Unfair official conduct	The complainant alleged that the respondent had trespassed onto his property RUIRU/RUIRU RIVER/491 GITHURAI MWANA/MUKAI along Thika Road by unknown people and the Respondent have failed to intervene. He was advised to seek judicial remedies to address his complaint.	**File closed**
108.	Phineas Kobia CAJ/KNEC/013/2190/21-FN	Kenya National Examinations Council	Delay	The complainant alleged that he is a teacher who marked the 2021 KCSE examination at the Senior Chief Koinange High School in Kiambu and that the respondent had failed	**File closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				to pay the complainant's dues. The complainant was advised to provide his claim supporting documents.	
109.	Joseph Kamau Githio CAJ/M.LAB/017/832/21-FN	Ministry of Labour and Social Protection	Delay	This complaint is addressed to the Ministry of Labour and copied to the commission. The complainant alleged that he is pensioner number 045775931 and that he had not received his pension. He was advised to forward the complaint to the respondent.	**File closed**
110.	Anonymous CAJ/CG/KERICHO/128/15/21-FN	Kericho County Public Service Board	Unfair Treatment	The complainants alleged that they had been unfairly re-designated of staff by the Respondent. They were advised to appeal to the Public Service Commission.	**File Closed**
111.	Lawrence B. Miruka CAJ/JUD/001/2406/21-FN	Judiciary	Outside Mandate	The complainant alleged dissatisfaction in the manner in which his civil Appeal No. E005 of 2020 was being handled. He was adised that his complaint is outside the Commission's mandate.	**File closed**
112.	Wilfred Onserio Metobo CAJ/PO/047/503/21-FN	Public Officer	Outside Mandate	The complainant alleged that the CEO of Public Sector Accounting Standard Board	**File closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				(PSAB) who is allegedly mistreating the Board's employees. He was advised that employment matters are outside the Commission's mandate.	
113.	Abdalla Mutembei Gisaga CAJ/JUD/001/2409/21-FN	Judiciary	Outside Mandate	The complainant alleged that the Judge and prosecutor had mishandled his case. He did not provide any other further details. He was advised that the matter is outside the Commission's mandate.	**File closed**
114.	Henry Kimani CAJ/MEDU/013/2150/21-FN	Ministry of education, science and Technology	Unfair Treatment	The complainant alleged that a teacher in Westlands Primary School is administering corporal punishment on the pupils. The complainant was advised to report the matter to the Area Education Officer	**File closed**
115.	Zakaria Nyaga Ngungi CAJ/PE/040/2565/21-FN	Private Entity	Outside Mandate	The complaiant alleged that his neighbor had forged documents relating to Land P/No NTHAWA/RIANDU/8042 AND 8046. He was advised to seek legal advice on the matter as it is outside the Commission's mandate.	**File closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
116.	Alfred Mwaengo Mnjama CAJ/CDF/008/251/21-FN	National Government Constituencies Development Fund	Unfair treatment	The complainant alleged that the respondent unfairly terminated his employment contract on 24th November 2016. He was advised to seek legal remedies to address his complaint.	**File closed**
117.	Mwenje & Karanja Advocates CAJ/EACC/026/255/21-FN	Ethics and Anti-Corruption Commission	Unfair treatment	The complainant alleged that the respondent unfairly treated the complainant's client by summoning him to their offices in a matter that was unknown to him. The summons were issued on 5th July 2021. He was advised that the matter is premature and referred him exhaust the resondent's internal dispute handling mechanisms.	**File closed**
118.	Rachier Amollo Advocates CAJ/ODPP/027/243/21-FN	Director of Public Prosecutions	Unresponsive official conduct	The complainant alleged that the Respondent has failed, refused or neglected to prosecute one Mr. Mark Ademba despite investigations being concluded by the police regarding alleged theft of a motor vehicle Reg KBJ 249C.	**File closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				The complaint was referred to the respondent for action.	
119.	Obural Mbeche Advocates CAJ/POL/015/4002/2021 -FN	National Police Service	Abuse of Power	The complainant alleged that two Police Officers; Corporal Mosop and Corporal Maina from the Regional National Police Offices in Nakuru are abusing their powers in summoning the complainant's client Margaret Njoki and harassing her. They were advised to pursue the matter with the Regional Criminal Investigating Officer	**File closed**
120.	Mohamed Issa Mbugua CAJ/PE/040/2556/21-FN	Private Entity	Outside Mandate	The complainant alleged that he is a former employee of the Iranian embassy and that the embassy had unfairly treaed him by declaring him redundant. He was advised to seek judicial remedies to address his complaint as it is outside the Commission's mandate.	**File closed**
121.	Muiruri Njenga CAJ/REG/CO/001/2399/ 21-JMM	Registrar of Companies	Outside Mandate	The complainant alleged that their client's company particulars were changed without their approval. The	**File closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				matter was referred to Ethics and Anti-Corruption Commission for investigations	
122.	Beatrice Wambui Mathenge CAJ/PO/047/516/21-JMM	Public Service Commission	Outside Mandate	The complainant alleged that some employees at the Rent Restriction Tribunal are being transferred without her consultation at the. The matter had already been looked into by the Public Service Commission. She was advised that the matter is outside the Commission's mandate.	**File closed**
123.	Charles Maina Nguuri CAJ/PO/047/515/21-JMM	Private Citizen	Outside Mandate	The complainant alleged that his parcel of land was invaded by citizens and his cry to have the chief intervene has gone unnoticed. He did not provide futher particulars on his claim. He was advised that the matter is outside the Commisison's mandate	**File closed**
124.	Richard Kimutai Ronoh CAJ/PE/040/2606/21-JMM	The Judiciary	Outside mandate	The complainant alleged that an unfavourable judgement was entered in a matter in which he is a party. He was advised that his complaint is outside the Commission's mandate.	**File closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
125.	Onesmus Bariu CAJ/PO/047/517/21-JMM	Michael Okumu	Outside Mandate	The complainant alleged that the respondent trespassed into his parcel of land. He had filed a suit against him in court and filed a concurrent complaint at the Commission. He was advised that his matter is outside the Commission's mandate.	**File closed**
126.	Fredrick Njenga Githara CAJ/DCI/015/4050/21-JMM	National Police Service	Outside mandate	The complainant alleged that he lodged a complaint of land fraud with Directorate of Criminal Investigations and filed a concurrent complaint at the Commission. He was advised that his complaint is outside the Commission's mandate.	**File closed**
127.	Land Owners of Eldoret Town CAJ/NLC/022/2237/21-JMM	National Land Commission	Outside mandate	The complainants alleged that a group of people went to court to take their land which was meant for compensation by National Land Commission. They were advised that the matter is outside the Commission's mandate.	**File closed**
128.	Musa Boaz Advocates CAJ/POL/015/4040/21-JMM	National Police Service	Outside mandate	The Complainant alleges that police are harassing their client in a matter that is pending in	**File Closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				court. The complainant was referred to the whereas the matter is already in court. The matter was referred to Independent Policing Oversight Authority.	
129.	James Mwai CAJ/PE/040/2609/21-JMM	Odero Okoyo Advocates	Outside mandate	The complainant alleged that the respondent represented him in a civil suit but failed to remit the damages awarded to the complainant. He was advised that the matter is outside the Commison's mandate.	**File closed**
130.	Josephat Kibii CAJ/M.EDU/013/2164/21-JMM	Ministry of education, science and Technology	Delay	This complaint is addressed to the respondent and copied to the Commission. The complainant alleged that he was irregularly transferred. He was advised that the complaint is addressed to the entity mandated to handle it.	**File closed**
131.	Patrick Hunja CAJ/M.EDU/013/2162/21-JMM	Ministry of education, science and Technology	Outside Mandate	The complainant alleged that the school head teacher, Gatondno Primary School is engaging in corruption. The commission advised him advised him to report the complaint with the Ethics and	**File closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				Anti-Corruption Commission which is mandated to handle it.	
132.	James Mwaniki HUD/EMBU/CG/EMBU/089/21-JMM	County Government of Embu	Outside Mandate	The complainant alleged that he purchased a parcel of land and developed it and that the developments were demolished by his neighbours. He was advised that the matter is outside the Commission's mandate.	**File closed**
133.	International Jurist Commission CAJ/NIS/029/4/21-JMM	National Intelligence Service	Outside Mandate	The complainant alleged that Judges are being intimidated by security officers. They were advised that the complaint is outside the Commission's mandate.	**File closed**
134.	Nairobi Hospital CAJ/M.ROA/006/188/21-JMM	Kenya Urban Roads Authority	Outside Mandate	The complainant alleged that the respondent had trespassed onto their land and interfered with their quiet possession of the said property. They were advised that the complaint is outside the Commission's mandate.	**File closed**
135.	George Newton Muya CAJ/KURA/006/182/21-JMM	Kenya Urban Roads Authority	Outside Mandate	This complaint is addressed to the respondent and copied to the Commisison. The Complainant alleged that he is	**File closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				a resident of Donholm Phase 5G and the contractor who was upgrading the said road had done a sub-standard job. He was addressed that the complaint had been to the organization mandated to handle it.	
136.	Mary Mutitu Njeru CAJ/NPS/015/4022/21-JMM	National Police Service	Abuse of Power	This complaint is addressed to the respondent and copied to the Commision among others. The complainant allegedthat police from Siakago Police station harassed him without any justification. He was advised that the matter is addressed to the entity mandated to handle it.	**File closed**
137.	John Nderito CAJ/NPS/015/4009/21-JMM	National Police Service	Outside Mandate	This complaint was lodged at the Land Anti-fraud unit and copied to the Commission. He alleged that some private developer ahd fraudulently processed transferred and caused a title to be issued over his parcel of land. He was advised that the complaint is addressed to the department mandated to address it.	**File is closed.**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
138.	Geoffrey Njuguna Nganga CAJ/PEN/000/1371/21-JMM	National Treasury	Outside mandate	The complainant alleges that he retired from Kenya Railways in 1977 and that he was never paid his dues. He was advised to supply the commission with better supporting details which he failed didn't have hence admissibility of his claim could not be ascertained.	**File is closed.**
139.	John Wafula CAJ/M. U/013/2210/21-JMM	Moi University	Outside Mandate	This complaint was addressed to the Ethics and Anti-Corruption Commission and copied to this commission. The complainant alleged mismanagement of funds at Moi University. He was advised that the Ethics and Anti-Corruption Commision has the mandate to address it.	**File closed**
140.	Karuru Mwaura CAJ/POL/015/4044/21-JMM	National Police Service	Outside Mandate	This complaint is addressed to the Independent Policing Oversight Authority and copied to the commission. The complainant alleged that the police had mishandled his complaint on falsification of documents. He was advised that the complaint is properly	**File closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				before the Authority mandated to address it.	
141.	Jackline Joyce CAJ/POL/015/4034/21-JMM	National Police Service	Outside mandate	The complainant alleged that some police officers had sought to evict her from her land. She was advised that the matter is outside the Commisison's mandate and that she should obtain a court order to stop the eviction.	**File closed**
142.	Linus Ochieng Omondi CAJ/PEN/000/1380/21-JMM	Pensions Department	Outside mandate	The complainant alleged that his father was a teacher and a member of KNUT who had filed a suit in court their pay increase but that the respondent is not wiling to effect the payrise. He was advised to await the outcome of the court case.	**File closed**
143.	James Mwaniki Mugo. CAJ/M.FIN/000/1389/21-JMM	Kenya Revenue Authority	Outside mandate	The complainant alleged that he had a matter before the tax tribunal which had taken long to conclude. He was advised that the matter is outside the Commisison's mandate.	**File closed**
144.	Dr. Pius Wanjala CAJ/PO/047/485/21-JMM	Public Officer, Susan Mochache	Outside Mandate	The complainant alleged that he was an employee of the Ministry of Health and that he was unfairly suspended from service. He filed a matter in	**File closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				Court which is still ongoing challenging the suspension. He was advised that this complaint is outside the commission.	
145.	Alphonce Peter Wesonga. CAJ/CG/KIAMBU/072/73/21-JMM	Private Person	Outside Mandate	The complainant alleged that a private person took a stall which he had been allocated earlier on. We advised that he pursues the matter in court.	**File closed.**
146.	Silas Juma Wanyonyi CAJ/PE/040/2589/21-JMM	Aero Technology International	Outside Mandate	The complainant alleged that the respondent unfairly dismissed him from service. He was advised that the matter is outside the Commission mandate.	**File closed**
147.	Cyrus Githinji Taiti CAJ/JUD/001/2421/21-JMM	The Judiciary	Outside Mandate	The complainant alleged that he had filed a suit in court which was unfairly dismissed. He was advised that the matter is outside the Commission's mandate.	**File closed**
148.	Creative Flower Vendor Ltd CAJ/PE/040/2560/21-JMM	County Government of Nairobi	Outside Mandate	The complainant alleged that he is a flower seller and that he had requested the respondet to allocate him a stall but that the respondent had failed. He further alleged that a developer had evicted him	**File closed.**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				from where he sells his flowers. He was advised that his complaint is outside the Commission mandate	
149.	Safari Mwambu CAJ/M/LAB/017/827/21-JMM	Ministry of Labour	Unresponsiveness	The complainant alleged that he was employed by Paras industries while on duty. He said that the respondent ordered that he be compensated but that his former employer had failed to owner the award. He was advised that the Ministy had made its award and that implementation of the said award was by court order.	**File closed.**
150.	Nahashon Gitonga Maore CAJ/CG/KIAMBU/072/74/2021-JMM	County Government of Kiambu	Outside Mandate	The complainant alleged that his parcel of land being Plot No. Ruiru/Mugutha Block 1/T.7183 has been encroached by the respondent. He was advised that the matter is outside the Commission mandate and that he should seek judicial intervention on the same.	**File closed**
151.	MARY NJERI &OTHERS	MINISTRY OF LANDS	Outside mandate	The complaint involves a dispute that is pending before court. Complainants advised to pursue the dispute in court	**File closed.**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
152.	Harun Ozok CAJ/PE/040/2585/21-JMM	Private Entity- Enock Ozok	Outside mandate	The complainant alleged that his brother has trespassed into his parcel of land. He was advised that his complaint is outside the Commission mandate.	**File closed**
153.	Tema Saaya CAJ/M.LAN/022/2204/21-JMM	Ministry of Lands and Physical planning	Outside mandate	The complainant alleged that their family of land had been invaded by other communities. He was advised to lodge the complaint with the National Land Commision as it fell outside the Commission mandate.	**File closed**
154.	Mwera O Malia Village CAJ/ISI/M.LAN/022/064/21-MBA	Ministry Of Lands and Physical Planning	Land dispute	This complaint was addressed to the Cabinet Secretary Ministry of Lands and Physical Planning and coopied to this Commision. The complainant alleged that the Land Adjudication Officer Ngaremara Gambella area had abdicated his duty. He was advised that the complaint is addressed to the Ministry mandated to address it.	**File closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
155.	Nuria Godana CAJ/ISL/M.IGC/062/049/ 2021 -MBA	National Registration Bureau	delay	The complainant alleged that there is inordinate delay in issuance of the National Registration card (ID) to her son Ogle Ahmed Abdullahi, He said that he applied for ID on 9th October 2018 and availed all the requisite documents in support of his application and was subjected to vetting but to date, he has not received his ID. That they made several follow ups with the Isiolo County Registration office and the Huduma Service desk in Isiolo town without any success. That He was later advised to make a second application which application he did on 22nd June 2021. The complaint was resolved on the Commission's intervention.	**File closed.**
156.	Daniel Kirema Thuranira CAJ/ISL/M.IGC/062/046/ 21-KWK	Ministry of Interior and Coordination of National Government	Access to Information	The Complainant alleged that That he is the son of the late Mr. Thuranira Kaberia who was the legal proprietor land parcel NO Thai Mumui Adjudication	**File closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				Section No.256 situated within Tigania West; That his late father and Mr. Samuel Mwongo has been involved in a protracted land dispute that has culminated into cases before the land adjudication committee that was heard and determined on two occasions i.e., in 1995 and 1997; that on both occasions, the said Mr. Mwongo's case was dismissed; That the DCC Tigania west presided over the said appeal and determined the matter in favour of the Mr. Mwongo; despite knowing the said land dispute was before Court; and that the DCC failed/neglected to furnish the Complainant with the outcome of the appeal despite being requested on several occasions. The complaint was referred to the Access to Information Directorate.	

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
157.	Leornard Thuranira CAJ/ISL/ATI/M.IGC/062/001/21- MBA	Deputy County Commissioner Tigania West	Access to information	The Complainant alleges that on 3rd February 2021 he requested to be furnished with the proceedings of case number 260 of *2019 Leonard Thuranira Munya Vs Consolata Nkirote* which was heard on Thursday 10th December 2020. The complaint was referred to the Access to Information directorate.	**File closed.**
158.	Sarah Kanyiri CAJ/ISL/M.WIF/010/026/21– MBA	Kenya Wildlife Service	Ineptitude	The Complainant alleged that her application for compensation for crop destruction was rejected based on grounds that there were inconsistencies on the date of incident on the Chiefs letter, claim form, verification from and KWS OB number. She was advised that the matter is outside the Commission's mandate.	**File closed**
159.	Pharis Murira CAJ/ISL/M.WIF/0110/027/21 -MBA	Kenya Wildlife Service	Ineptitude	The Complainant alleged that his application for compensation for crop destruction was rejected based on grounds that the dates on the letter by the Chief	**File closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				did not match with the date on the claim form. He was referred to the Kenya Wildlife service and advised that the claim is outside the Commisison's mandate.	
160.	CAJ for Whistleblower CAJ/OM/7/188/2021-HO	Maasai Mara University	Manifest Injustice	This complaint arose from an issue appearing in various sections of the media regarding a chief finance officer at Maasai Mara University who was allegedly dismissed from employment on account of disclosing information to the media on pilferage of funds at the University. On inquiry, the commission was informed that the disciplinary proceedings were unrelated to the issues facing the complainant.	**File closed.**
161.	CAJ for Kajiado Patients CAJ/OM/7/189/2021-HO	County Government of Kajiado	Ineptitude	This complaint arose from allegations appearing in various sections of the media regarding the dilapidated state of health care services at Kajiado Referral Hospital. The hospital was reported to be unsanitary, with patients going	**File closed.**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				without food for days due to industrial action by casual labourers over unpaid/delayed wages. The complaint was addressed on the Commission's intervention	
162.	CAJ for Kenyan Workers in Saudi Arabia CAJ/OM/7/190/2021	National Employment Authority	Unresponsiveness	This complaint arose form a story aired on Citizen TV on Sunday, 15th August 2021, and detailing various accounts of inhumane treatment of Kenyan workers in Saudi Arabia as a result of rogue recruitment agencies who abandon the workers as soon as they arrive in Saudi Arabia. The respondemt undertook to address it following the intervention of the Commission.	**File closed.**
163.	CAJ for Kenyan Workers in Saudi Arabia CAJ/OM/7/191/21-H.O	Ministry of Labour and Social Protection	Unresponsiveness	This complaint arose from a story aired on Citizen TV on Sunday, 15th August 2021, and detailing various accounts of inhumane treatment of Kenyan workers in Saudi Arabia. Regrettably, the story detailed certain instances in which distress calls of Kenyan workers in Saudi Arabia have	**File closed.**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				been ignored with fatal consequences. The complaint was referred to the Ministry of Foreign Affairs.	
164.	CAJ for Pauline Achieng' CAJ/OM/7/194/2021-H.O	National Bureau of Statistics	Delay	This complaint arose from a story appearing in sections of the media and alleging that one Paulina Achieng' Anyango took part in the census exercise of 2019 as a village elder but has not paid her dues. It was resolved on the Commission's intervention.	**File closed .**
165.	CAJ for Mutahi Robert CAJ/OM/7/192/2021-HO	Police	Misbehaviour	The Complainant alleged police misbehavior in which it was claimed on social media that a police officer, while effecting arrests for violation of curfew hours, extorted money from a complainant via mobile phone money transfer. The complaint was referred to the Internal Affairs Unit.	**File closed.**
166.	Mohamed Mzee Mchanga CAJ/P.E/040/2603/21-V.O.K	Private Entity	Civil dispute	The Complainant alleged that his landlord does not give him access to the house by locking the gate. He was advised to seek legal advice on the civil remedies available to him. The	**File closed.**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				complainant was advised that his complaint falls outside the Commission's mandate.	
167.	Ondari Barrack L. Momanyi On behalf of Rightspan for Social Economic Equality NGO CAJ/PO/047/507/21-V.O.K	Public Officer	Access to Information	The Complainant sought information relating intimidation, aggression, and oppression by National Police Service. Referred to Access to Information Department. The complaint was referred to the ATI directorate.	**File closed.**
168.	Githinji Mwangi & Associates CAJ/P.E/040/2601/21-V.O.K	Private Entity	Criminal	The Complainant alleged that some individuals were conspiring to withdraw court cases touching on land reference number 209/3850 situate along Processional Way, Nairobi. The complaint was advised that their cmplaint is outside the Commission's mandate	**File Closed.**
169.	Antony Chege Gakuo CAJ/M.IGC/062/1316/21-V.O.K	Ministry of Interior and Coordination of National Government	Delay	The Complainant alleged that the Deputy County Commissioner, Kasarani, has not issued him with a probate administration letter in respect of the estate of Moses Gakuo Kimani. The complaint was	**File closed.**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				resolved on the Commission's intervention	
170.	Dr. Fedelis Njoki Mitugo CAJ/C.G.KIAMBU/072/79 -V.O.K	Kiambu County Government	Employment dispute	The Complainant alleged that the Respondent did not pay her gratuity upon separation. She was advised to lodge the complaint with the Public Service Commission. It was also noted that the claim for gratuity was not supported by the terms of her letter of appointment dated 27.08.2019. The complaint was referred to the Public Serve Commision	**File closed.**
171.	Stephen Okumu CAJ/M.IGC/062/1350/21 -V.O.K	Ministry of Interior and Coordination of National Government	Criminal	The Complainant alleged that the Chief, Marachi Central Location was in the process of unlawfully subdividing a piece of land belonging to his late father. He was advised to report the report to the police and to pursue the pending succession case relating to the said land. He was advised that his complaint falls outside the Commission's mandate	**File closed.**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
172.	Misbah Begum Khan CAJ/POL/015/4031/21-V.O.K	Directorate of Criminal Investigations	Unresponsive official conduct	The Complainant alleged that the Respondent declined to implement an Order arising from Nairobi Kadhi's Court case number *KCMISC/E227/2021*. She was advised that the complaint is inadmissible. He was advised that his complaint is outside the Commission's mandate.	**File closed.**
173.	Karanja Simon Gachuru CAJ/TSC/013/2237/21-V.O.K	Teachers Service Commission	Unfair treatment	The Complainant alleged that he voluntarily joined a new pension scheme namely Public Service Superannuation Scheme but the respondent removed him (sic) from the scheme. The complaint was merged with 013/2188	**File closed.**
174.	Antony Macharia Muraguri HUD/KJD/CG/KJD/081/15-V.O.K	Kajiado County Government	Delay	The Complainant alleged that he purchased a plot from the Respondent but was not shown the location of the plot. It later emerged, from interrogation, that he had attempted to purchase the plot unlawfully. He was advised that his complaint is outside the Commison's mandate	**File closed.**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
175.	Munyao Ndetemi Kiluli CAJ/P.E/040/2591/21-V.O.K	Private Entity	Civil dispute	The Complainant alleged that Lukenya Ranching & Farming Cooperative Society failed to transfer in his name plots of land he had purchased. He was advised that his complaint is outside the Commission's mandate	**File closed.**
176.	Gabriel Macharia Njoroge CAJ/M.LAN/022/2215/21-V.O.K	Ministry of Lands & Physical Planning	Criminal	The Complainant alleged fraudulent dealings leading to transfer of land parcel number LOC.9/KIRURI/459 in Muranga. The file was closed since the dispute is subject of an active Court case. He was advised that his matter is outside the Commission's mandate	**File closed.**
177.	Concerned Staff of Kisii University CAJ/KISII.UN/013/2189/21-V.O.K	Kisii University	Employment	The Complainant alleged that the Respondent's Deputy Vice Chancellor (Academic, Research & Student Affairs) was irregularly re-appointed. They were advised that the complaint is inadmissible since it relates to a pending Court case. He was advised that his matter is outside the Commission's mandate.	**File closed.**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
178.	Terry Ray Rieger CAJ/JUD/001/2420/21-V.O.K	Judiciary	Criminal	The Complainant sought legal representation in a pending appeal (*Milimani H.C.Cr. Appeal No. 60/2015*) against his conviction and sentence. He was referred to the Justice Defenders for resolution and advised that his complaint is outside the Commission's mandate.	**File closed.**
179.	Faith Wanjiku Macharia CAJ/NACC/012/534/21-V.O.K	National Aids Control Council	Unfair treatment	The Complainant alleged that the Respondent irregularly terminated her employment. This complaint was merged with ATI/012/32.	**File closed.**
180.	Joseph Kipkemoi Koske CAJ/PE/040/2566/21-V.O.K	Private Entity	Civil	The Complainant sought to vary the decision of the court in Kericho CMCC No. 54 of 1985. The complainant was advised that the complaint is outside the Commission's mandate.	**File closed.**
181.	Bashir Wasitia Juma CAJ/M.IGC/062/1314/21-V.O.K	Ministry of Interior & Coordination of National Government	Matrimonial dispute	The Complainant alleged conspiracy in the process leading to his wife's departure from their matrimonial home. He was advised that his complaint is outside the Commission's mandate.	**File closed.**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
182.	Kithi & Co. Advocates CAJ/NPS/015/4003/21-V.O.K	National Police Service	Criminal	The Complainant alleged interference with the process of investigations being conducted by the Respondent. He was advised that his complaint is outside the Commission's mandate.	**File closed.**
183.	Peter Kariuki Mugo CAJ/P.E/040/2564/21-V.O.K	Private Entity	Civil	The Complainant alleged misuse of money belonging to Kayole Welfare Group members. He was advised that the complaint is outside the Commission's mandate.	**File closed.**
184.	Terry Ray Krieger CAJ/JUD/001/2420/21-V.O.K	Judiciary	Delay	The Complainant alleged delay in hearing and determination of an appeal against his sentencing and conviction. He was advised that his complaint is outside the Commission's mandate and referred to Justice Defenders who undertook to help him.	**File closed.**
185.	Concerned Staff of Kisii University CAJ/KISII.UN/013/2189/21-V.O.K	Kisii University	Outside Mandate	The Complainant alleged that the Respondent's DVC (Academic, Research & Student Affairs) was irregularly re-appointed and that the issue was pending in Court in *Kisumu ELRCC No. E013/2021.*	**File closed..**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				The complainants were advised that their complaint is outside the Commission's mandate.	
186.	Munyao Ndetemi Kiluli CAJ/PE/040/2591/21-V.O.K	Private Entity	Civil dispute	The Complainant alleged that he purchased a piece of land from Lukenya Ranching & Farming Cooperative Society but the same was not transferred into his name. He was advised that his complaint is outside the Commission's mandate	**File closed.**
187.	Antony Macharia Muraguri HUD/KJD/CG/KJD/081/5/20-V.O.K	Kajiado County Government	Delay	The Complainant alleged that he purchased a plot from the Respondent in 2005 but the same had not been shown to him. Complainant was not able to prove the allegations.	**File closed.**
188.	Ibrahim Abdalla Ibrahim CAJ/JUD/001/2401/21-V.O.K	Judiciary	Civil dispute	Complainant alleges that the decision made by the Court in Cooperative Tribunal case number 331 of 2018, Complainant v Cooperative Society of South B, Nairobi, was unfair. The complainant was advised that the complaint is inadmissible.	**File Closed.**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
189.	Shamsa K. Ngish CAJ/M.EDU/013/2131/21-V.O.K	Ngara Girls High School	Unfair official conduct	Complainants alleged that her daughter was suspended and expelled from the boarding section of the Respondent without a hearing. The complaint Merged with 013/2125	**Closed.**
190.	Hezron Okiki CAJ/ODPP/027/247/21-V.O.K	Office of the Director of Public Prosecutions	Unresponsive official conduct	The Complainant alleged that he reported a case of assault at Kaptembwa Police Station in Nakuru on 15.06.2019. The Director of Public Prosecutions directed that the suspect be arrested and charged with the offence of assault causing grievous harm but the police have not arrested the suspect to enable him take plea as by law required. The complaint was merged with 015/3993.	**File Closed.**
191.	Diana Beryl Ounga & 624 others CAJ/CG/NRB/060/334/21-V.O.K	County Government of Nairobi City	Unfair treatment	The Complainants alleged that they were shortchanged in allocation of new market stalls following renovation of City Park Market. The complaint was merged with 060/326	**File Closed.**
192.	Benson Olwanda Miyoyo CAJ/CG/NRB/060/335/21-V.O.K	County Government	Unfair treatment	The Complainant alleged that he was shortchanged in allocation of new market stalls	**File Closed.**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
		of Nairobi City		following renovation of City Park Market in Nairobi. The complaint was merged with 060/326.	
193.	Mutua Dominic CAJ/KNEC/013/2140/21-SK	Kenya National Examinations Council	Delay	The Complainant alleged delay by Kenya National Examinations Board (KNEC) to process the complainant's Diploma Cetificate for course he undertook in 2016. The complaint was addressed on the Commission's intervention	**File Closed;**
194.	Samuel Njino Magothe CAJ/KCAA/004/497/21-SK	Kenya Civil Aviation Authority	Unfair Treatment	The Complainant alleged unfair treatment by Kenya Civil Aviation Authority for failure to effect salary increments on his payslip as was the case with other employees. The respondent gave a satisfactory responde to the Complainant 's issue.	**File Closed:**
195.	Daniel Omwitsa CAJ/ROM/001/2405/21-SK	Registrar of Marriages	Delay	The complainant alleged delay by the Registrar of Marriages to process the complainant's application for Marriage. The complaint was resolved on the Commission's intervention.	**File Closed.**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
196.	Human Rights Focus CAJ/TSC/013/2228/21-SK	Teachers' Service Commission	Unlawful Conduct	The complainant alleged irregularities and discriminative recruitment of senior management officers, Commissioners and Deputy Commissioners to the Teachers' Service Commission. They were informed that their complaint is outside the Commission's mandate and referred to the National Cohesion and Integration Commission	**File Closed.**
197.	David Thairu CAJ/KPLC/021/534/21-SK	Kenya Power	Delay	The complainant alleged delay by Kenya Power to reverse a transaction for token purchase wherein the complainant erroneously bought tokens worth Kshs.7000. the complaint was resolved on the Commission's intervention	**File Closed;**
198.	Torch Africa CAJ/CG/BUNGOMA/112/23/21-SK	County Govt. of Bungoma	Unlawful Conduct	The complainant alleged unlawful conduct by County Government of Bungoma for encroaching into land parcel E.Bukusu/S.Kanduyi/11168 and neighbouring parcels of land for purposes of maintenance	**Ongoing inquiry**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				and expansion of an access road	
199.	Dr. Joseph Maingi Maitha CAJ/KU/013/2148/21-SK	Kenyatta University	Unfair Treatment	The complainant alleged that he was subjected to unfair disciplinary process by Kenyatta University and delay in concluding the process. He stated that this was unfair as KU overlooked a complaint he lodged against the Head of one of the University's Departments regarding his lack of requisite qualifications to Head a Department he was advised to to pursue judicial remedies in Employment & Labour Relations Court	**File Closed;**
200.	KANU Party CAJ/PO/047/419/2021-SK	Public Officer	Unresponsive Official Conduct	The complainant who is the Executive Director of KANU Party alleged failure by the Clerk of the County Assembly of West Pokot to remit monthly party contributions of Kshs. 10,000 for nominated MCAs and Kshs.5000 for elected MCAs. The Party sought the intervention of the Commission to compel the Clerk to remit contributions without fail. He	**File Closed.**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				was Referred to the Registrar of Political Parties for resolution	
201.	Geoffrey Kairu CAJ/M.LAN/022/2171/21-SK	Ministry of Lands & Physical Planning	Unresponsive Official Conduct	The complainant brought this complaint on behalf of Kandara Residents Association alleging delay by the Ministry of Lands & Physical Planning to implement recommendations of the National Land Commission dated 7th February 2019, gazetted on 1st March 2019. He was advised to allow the Parliamentary process to be completed	**File Closed:**
202.	Fredrick Kamau Mwangi CAJ/POL/015/4011/21-SK	National Police Service	Civil Matter	The complainant sought to enforce an order of the Rent Restrictions Tribunal in Application No.1381 of 2021. He was advised to use the legal remedies available to execute his order as his complaint is outside the commission's mandate.	**File Closed;**
203.	Philip Karuti CAJ/M.FIN/000/1378/21-SK	Ministry of Finance	Delay	The complainant alleged delay by CIC Insurance to settle the complainant's claim of kshs. 770,000 as compensation for his motor vehicle Registration No. KCZ	**File Closed.**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				389S which was involved in a road accident on 8th November 2020 and was declared a complete write-off. He was referred to the Insurance Regulatory Authority.	
204.	Aloys Momanyi Mogeni CAJ/M.TOU/024/52/21-SK	Ministry of Tourism	Unresponsive Official Conduct	The complainant alleged failure by Tourism Finance Corporation to resolve a complaint lodged by the complainant. He said that he had filed a court case Nairobi ELRC Cause Number 519 of 2019 regarding the same matter whichis running concurrently with this complaint. He was advised that the matter is outside the Commission's mandate.	**File Closed:**
205.	Peter Njogu Mwangi CAJ/RBA/000/1367/21-SK	Retirement Benefits Authority	Delay	The complainant alleged that the Retirement Benefits Authority Tribunal had delayed in delivering a ruling for the complainant's matter whose hearing had been concluded in February 2021. He stated that the matter had overstayed with the Tribunal for	**File Closed.**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				close to five years. He was advised that the complaint is outside the Commissin's mandate.	
206.	The 463 Petitioners CAJ/JUD/001/2408/21-SK	Judiciary	Access to Information	The complainant alleged failure by Court to provide the complainant with copies of ruling to enable them institute public interest litigation. Matter referred to ATI Department for resolution.	**File Closed:**
207.	Paul Makokha Okoiti CAJ/M.FIN/000/1384/21-SK	Kenya Revenue Authority	Delay	The Complainant alleged delay by KRA to constitute a Disciplinary Committee to hear and determine alleged charges against him vide a Show Cause Letter dated 29th May 2008. The complainant filed a petition dated 18th March 2021 at the Commissioner General's Office but the same has not been acted upon. On inquiry, the commission found out that the matter was pending in court. The complainant was advised that the complaint is outside the commission's mandate.	**File Closed:**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
208.	Ruth Nthenya Kavulunze CAJ/M.IGC/062/1324/21-SK	Ministry of Interior & Coordination of National Government	Abuse of Power	The complainant alleged abuse of power by the Chief of Mananja Location in Machakos County for threatening to evict the complainant from her land. Upon Inquiry the commission found that the Chief was acting pursuant to a lawful court order as the complainant and others were illegal squatters on a land owned by National Housing Corporation	**File Closed:**
209.	Anonymous vs. Department of Immigration CAJ/IMM/003/389/21-SK	Department of Immigration	Unlawful Conduct	This complaint was lodegd by residents of South B and C who alleged unlawful behavior by refugees living in the two estates. They alleged that the refugees were engaging in unlawful conduct causing insecurity and not disposing wastes properly resulting in pollution and discomfort among their neighbours. The complainants were advised to report the same to the Directorate of Criminal Investigation and that the	**File Closed:**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				complaint falls outside the Commission's mandate.	
210.	Maragua Ridge Location Community CAJ/KERRA/192/21-SK	Kenya Rural Roads Authority	Delay	The Complainants alleged delay in completion of tarmacking Roads under KERRA contract Ref: 334 of 2017. The Roads referred to are Gateiguru (Thika-Garissa Highway) Ithanga-Mithini-Kirimiri-Gakungu and Gakungu-Makuyu, Kamahuha-Igikiro-Mbombo and Mbombo-Maragua Ridge Road D425 all totaling to 65 Kilometers. Complainants alleged that whereas 52 Kilometers from Gaiguru to Mbombo was completed, the remaining 13 Kilometers had dragged since 2019. Upon inquiry, the respondent stated that the section of the road complained about was not contracted for and had duly completed the sections contracted for. This was supported by contract documents from KERRA.	**File Closed:**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				The complainants were advised accordingly	
211.	Mwamu &Co.Advocates CAJ/NPS/015/4047/21-SK	National Police Service	Delay	This complaint was addressed to the Inspector General's of Police and copied to this commission. The complainants alleged that the Police issued death threats to their client if she continued pursuing a case wherein she had accused a police officer. They were advised to follow up with the respondent.	**File Closed:**
212.	Paul Kamau Mwangi CAJ/PO/047/510/21-SK	Public Officer	Unfair Treatment	The complainant alleged harassment by a senior DCI Officer in connection to a complaint reported to the DCI by a person who alleged to have been conned by the complainant. Upon perusal of supporting documents, we noted that the DCI officer acted within the law as the complainant was in the habit of extorting money from the members of public whose land cases were pending before DCI purporting to influence the outcome of investigations. He	**File Closed;**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				was advised that the complint is outside the Commission's mandate.	
213.	Infinity Agency CAJ/M.FIN/000/1369/21-SK	Public Procurement Regulatory Authority	Delay	This complaint is addressed to the respondent and copied to the Commission. The complainant alleged delay by Public Procurement Regulatory Authority to resolve a complaint wherein the complainant company alleged that they were unjustifiably denied tenders by Kenyatta National Hospital. upon perusal of the documents, it was noted that The matter is active before PPRA. He was advised that the matter is outside the Commission's mandate	**File Closed:**
214.	Anonymous CAJ/NT/000/1395/21-SK	National Treasury	Unlawful Conduct	The complainants alleged that Acting CEO of the Bomas of Kenya was in office illegally in contravention of a court order issued by court in a case file by the activist Okiya Omtata.they were advised that the complaint is outside the Commission's mandate.	**File closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
215.	Gideon M.Murai & Francis K. Murai CAJ/P.E/040/2156/21-SK	Private Entity	Civil Matter	Complainant sought to recover land owned by another person who he alleged had acquired the land fraudulently. He was advised that the complaint is outside the Commission's mandate.	**File Closed:**
216.	Nelson Kimutai CAJ/CG/E.MARAKWET/126/8/21-SK	County Government of Elgeyo Marakwet	Unfair Treatment	The complainant alleged unfair treatment in recruitment of internal Auditors by the Elgeyo Marakwet County Public Service Board. He alleges that he lodged the complaint with the Public Service Commission pursuant to section 77(1)(2) and (3) of the County Government Act 2012 vide his appeal dated 15th April 2021 but he had not gotten any feedback from the Commission. Upon inquiry, the Public Service Commission stated that they had not received the Complainant's appeal. He was advised to lodge the appeal at the PSC.	**File Closed;**
217.	Kipngeno Arnold CAJ/KRA/000/1393/21-SK	Kenya Revenue Authority	Unresponsive Official Conduct	The complainant alleged failure by Kenya Revenue Authority to rectify its iTax	**File Closed:**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				platform which required the complainant to pay tax for businesses yet he did not own any business. The complaint was addressed on the Commission's intervention.	
218.	Edward Wachira CAJ/JUD/001/2423/21-SK	Judiciary	Delay	The complainant alleged delay by the Judiciary Ombudsperson to assist the complainant to obtain a copy of a ruling dated 23/12/20 in Nairobi Succession Cause No. 105 of 2020. He stated that the JO had assigned his complaint Ticket No.1070526 but no action had been taken. The complaint was addressed on the Commission's intervention.	**File Closed;**
219.	Wilberforce Okumbe CAJ/NBK/000/1405/21-SK	National Bank of Kenya	Inefficiency	The complainant alleged inefficiency by the National Bank of Kenya, Eldoret Branch for failing to trace his shares which he had surrendered for in 2014. He stated that he sought to reclaim the said shares but the Bank had misplaced his records. He was advised that the matter is	**File Closed;**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				outside the Commission's mandate.	
220.	Aloice Opiyo Onyango CAJ/M.SGR/014/378/21-SK	Sony Sugar Co.ltd	Delay	The complainant alleged delay by Sony Sugar Company to pay him salary arrears and terminal dues for unprocedural dismissal from employment. The matter is active before Kenya Human Rights Commission and a mediation process had commenced.	**File closed;**
221.	Nganda Mwinzi CAJ/po/047/522/21-SK	Public Officer	Civil Matter	The complainant alleged that his neighbour who is a Deputy County Clerk for Makueni county had established some developments in his land which caused damage to his business premises and equipment. He was advised the complainant to seek services of an Advocate of his choice to enable him pursue legal remedies as the matter is outside the Commission's mandate	**File Closed;**
222.	Buyile Ntanta CAJ/PE/040/2604/21-SK	Private Entity	Civil Matter	The Complainant, who is a South African national alleged refusal by an insurance Company known as Scorpion	**File closed; File closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				to pay a life insurance policy he had taken for his father. He was advised that the matter is outside the Commisison's mandate.	
223.	Peter K. Kago CAJ/KPLC/021/558/21-SK	Kenya Power	Private Entity	A complaint alleging failure by Kenya Power to renew his contract for power supply to his premise situate in Land Title No. Ndarugu/Karatu/2544 in Gatundu South. The complaint was resolved on the Commission 's intervention.	**File Closed;**
224.	Isac Ochieng Onyango HUD/GPO/JUD/001/21-SK	Judiciary	Inefficiency	The complainant alleged dissatisfaction with the ruling of court in Nairobi CMEL No.2184 of 2019 wherein he was awarded lower amount than he expected. The complainant was advised to pursue his right of appeal as the matter is outside the Commission's mandate.	**File Closed;**
225.	Michael Onyikwa CAJ/M.EDU/013/2182/21-SK	Ministry of Education	Manifest Injustice	A complaint alleging failure by Moi University to enroll the complainant's brother for a course in Bachelor of Education Science for which he had been placed by	**File Closed;**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				KUCCPs and instead enrolling him for Bachelor of Hotel Management. Upon inquiry, it was noted that Moi University had enrolled the complainant appropriately as he did not meet qualifications for Bachelor of Education Science. He was advised accordingly.	
226.	Mosikini Obiko Wisley HUD/KAJ/M.IGC/062/235-SK	Ministry of Interior & Coordination of National Govt.	Inefficiency	The complainant alleged that his HUDUMA CARD had been misdirected from Nairobi Embakasi and taken to Nyatike Sub-County in Migori County. He requested to have the same re-routed to Isinya in Kajiado County where he resides for collection. The complainant was referred to the respondent for redress	**File Closed;**
227.	Abdikahakim Bare Hassan CAJ/CG/WAJIR/058/14/21-SK	County Govt. of Wajir	Unfair Treatment	The complainant who is a town administrator in Wajir County alleged unfair treatment by the County for delay in payment of salaries. He alleged that he complained to the County Public Service Board but no action had been taken. He	**File Closed;**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				was advised to appeal to Public Service Commission pursuant to section 77 of County Government Act 2012	
228.	Town Administrators of Wajir County CAJ/CG/WAJIR/058/15/21-SK	County Govt. of Wajir	Unfair Treatment	The complainants who were town administrators of Wajir County alleged delay by the County to pay their salaries. They further alleged that they sought the intervention of the Public Service Board but they had not been assisted. They were advised to appeal to Public Service Commission pursuant to section 77 of County Government Act 2012	**File Closed.**
229.	Isaya Ongera CAJ/KUCCPS/013/22/3/21-SK	Kenya Universities & Colleges Placement Service	Unresponsive Official Conduct	The Complainant alleged that he sat for KCSE in 2020 at Nyambari High School in Migori County, Index No. 43700008331 and applied for college/University while in school but had not been placed in any University. Upon inquiry it was discovered that the complainant was placed for a Diploma Course in a coast college and advised to apply	**File closed;**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				for inter-college transfer to a college of his choice.	
230.	Anonymous vs Public Officer CAJ/PO/047/501/21-SK	Public Officer	Unlawful Conduct	The complainant alleged professional misconduct by the National Registration Bureau Coast Region Manager for harassing and embarrassing his colleague in public. The officer was cautioned against repeating the uncouth behavior on the Commission's intervention.	**File Closed;**
231.	Collete Ndunge CAJ/NEMA/038/184/21-SK	National Environment Management Authority	Unresponsive Official Conduct	The complainant alleged noise pollution at Mt. Carmel Girls School located in Mukaa Sub-County in Makueni County. The particulars of the complaint are that a generator had been installed at the centre of the school compound near classes and school offices causing noise pollution to students and teachers whenever there was power outage. The complaint was referred to the respondent for resolution.	**File Closed;**
232.	Neema Joseph CAJ/KPLC/021/551/21-SK	Kenya Power	Delay	The Complainant alleged delay by Kenya Power Malindi Branch in rectifying erroneous	**File Closed.**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				meter charges in complainant's meter No. 62015710 amounting to Kshs. 20,122. It was resolved on the Commission's intervention.	
233.	Mauseu Micble CAJ/M.IGC/062/1330/21-SK	Ministry of Interior & Coordination of National Government .	Unresponsive Official Conduct	The Complainant alleged delay by Police at Kanyonyoo Police Station in Kitui County to act on a matter of insecurity reported vide OB Numbers 07/11/06/2021 and 12/12/07/2021 wherein residents of Kanyonyoo Village alleged that an unknown gang was on rampage beating, killing and maiming the residents. He was referred to the Internal Affairs Unit for resolution	**File Closed.**
234.	Chumba & Koech Advocates CAJ/NPS/015/4007/21-SK	National Police Service	Delay	The complainant alleged inaction by Police at Kabiyet Police Station in connection to a matter reported vide OB No.11/07/05/2021. He was referred to the Internal Affairs Unit for resolution	**File Closed.**
235.	Rashid Mzee Oloo CAJ/HUD/KAJIADO/CG/KJD/081/6/2021-SAK	County Government of Kajiado	Unfair Official Treatment	The complainant alleged that in 2010 he purchased Plot No. 206/sunrise Estate (B.1172). Mr.	**Closed.**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				Patrick T. Kimani placed a caution on the property following a boundary dispute. The matter was considered by the County Government and a decision rendered vide the letter of 2nd November 2021. The complainant is aggrieved by the decision. On scrutiny of his claim supporting documents, it was found that the complaint regards a boundary dispute which has already been adjudicated upon. He was advised to appeal	
236.	Patrick Tumwett CAJ/NTSA/004/508/2021-SAK	National Transport and Safety Authority (*NTSA*)	Delay	The complainant alleged that he applied for the log book for KBK 812 via the e-citizen portal on 5th October 2021. Upon following up on the portal, the same was apparently dispatched to Kisumu, but to date the Kisumu office has not received the same. The complaint was addressed on the Commission's intervention.	**File closed**
237.	Pietro Canobbio for Brawny Properties Ltd	Private entity	Land dispute	The complainant alleged that heis the owner of Lamd parcel	**Closed.**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
	CAJ/PE/040/2605/2021-SAK			No. 17835-Kilifi and that a private party is claiming ownership of the said land. The matter was presented to Court where it was ordered that the Land Registrar restrict dealing in the land, yet the complaint alleges portions of the land are being sold. Further, it is alleged that the Ministry of Lands ordered severally that any interest by the private party be expunged in favour of the complainant. The complainant was advised that the complaint is outside the Commission's mandate.	
238.	MMK Advocates for Dalton Mwaghogho James CAJ/PE/040/2607/2021-SAK	Private entity	SACCO	The complaint alleged that the Fundilima Housing Sacco. has failed to remit dividends at the market rate. Consequently, on 16th February 2021, the complainant made an application to leave the SACCO and for thereon for a payment of his shares. Despite making part-payment of the same, the SACCO has refused or neglected to pay the rest.	**Closed.**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				He was advised that the matter is outside the Commmission's mandate and referred to The Sacco Societies Regulatory Authority	
239.	Oduor Okumu Dickson CAJPE/040/2557/2021-SAK	Private Entity (Kingdom Bank formally Jamii Bora Bank)	Civil/contractual dispute	This complaint relates to a private contract where the complainant alleged that in 2018, Jamii Bora Bank LTD contracted the agent Dickson Okumu T/A Nyagowete General Enterprises to set up and run agency services as In-branch agent in Kisumu Town for a period of 36 months. The agent was engaged and entered into contract with the landlord for the selected premise, pay for the initial rent deposit and legal charges and renovate the premises as per the standards prescribed by the bank, which they did. In April 2019, a meeting was called for the agency managers and chaired by the bank CEO where the CEO communication to agent of the bank's intention to take up	**File closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				the agencies and to transform Kisumu Agency into a Sales Centre while retaining the premise. The bank agreed to compensate the agents by refunding the expenses incurred. The bank terminated the agency contracts giving a 30 days' notice. To date the agent has not received any compensation for monies spent setting up the premises and the loss caused by the termination of the agency contract. The complainant was advised that the matter is outside the Commission's mandate	
240.	Stephen Mbugua Kangethe CAJ/PE/040/2558/2021-SAK	Private Entity (advocate)	Professional misconduct	The complainant alleged that he instructed an advocate to institute a civil suit for compensation for the loss of his daughter and that the advocate delayed to institute the suit to its detriment. He was advised that the matter is outside the Commission's mandate and referred to the	**File closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				Advocate's Complaints Commission	
241.	Seth Namunyanyi Mahiga CAJ/HUD/GPO/AG/001/180/2021-SAK	Office of the Attorney General (Registrar of Societies)	Unfair Treatment	The complainant alleged that the Registrar of Societies failed to address a complaint he had lodged a complaint with the Registrar on 6th October 2021 regarding change of officials in the Society for Atheists in Kenya which change was alleged to be fraudulent as no AGM was held to elect the officials and members who allegedly signed minutes were not current office holders. Upon perusal of the complainant's documents, the Commission found it no malfeasance on the part of the Registrar and the matter is essentially a dispute within the Society the complainant was advised as such.	**File closed**
242.	Daniel Ekomor Elungat CAJ/M.HEA/012/569/2021-SAK	Ministry of Health	Delay	The complainant alleged that he was the respondent's employee and that he had been wrongly dismissed. He appealed against dismissal vide the letter of 21st July 2021 but had not got a response. He	**File closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				was referred to the Public Service Commission	
243.	Dr. Samuel Mathenge Ngatia CAJ/M.LAN/022/2185/2021-SAK	Ministry for Lands and Physical Planning	Oppressive Official Conduct	The complainant alleged that in early 1990, the title Deed for Laikipia Daiga Umande Block 6/53(NYARIGINU) was processed ready for collection by the owner (complainant). However, in June 2021 the complainant went to the Nanyuki Land Registry to receive the same but was advised that the same was lost and that he ought to apply for a new Title which he thought was unfair. The complaint was resolved on the Commission's intervention.	**File closed .**
244.	Hassan H. Mohamed CAJ/KASNEB/013/2221/2021-SAK	Kenya Accountants and Secretaries National Examinations Board (KASNEB)	Delay	The complainant alleged that the KASNEB exam results for August 2021, for some learners were withheld without any due explanation thereon. The results were released in October 2021 for a majority of students, and the rest were not advised on the status of their results. The commission contacted the respondent	**File closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				who gave a satisfactory reason for withholding the results.	
245.	Chukwuemeka Oduenyi CAJ/KRA/000/1366/2021 -SAK	Kenya Revenue Authority	Unresponsive Official Conduct	The complainant alleged that upon application for his Tax Compliance Certificate from the respondent in 2021, he was advised that due to non-remittance of PAYE in 2015 and 2016 by his then employer, he could not receive the certificate. However, despite trying to advise his previous employer to file the said returns, he has not received any response thereon. Furthermore, KRA has also not provided enforcement mechanisms against the employer to ensure compliance. The complaint was resolved on the commission's intervention.	**File closed**
246.	Kairu Kimani and Company Advocates CAJ/NPS/015/4039/2021-SAK	National Police Service	Unlawful Official Conduct	The complainant alleged that the court issued orders in E1022 of 2021in which the OCS BuruBuru were ordered to provide security for the said enforcement. The defendant in the matter has continued to	**File closed.**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				trespass on the property and the OCS has failed to assist tin the same. The complainant was advised that the matter is outside the Commission's mandate.	
247.	Oloirien Group Ranch CAJ/PE/040/2595/2021-SAK	Private Entity	Land Dispute	The complaint alleged that Oloosura Company limited and Manati Company Limited in disregard of the alleged true owners have sold and continued to sell the parcels. In 1988 the representatives of the group entered into a 20-year lease with Siria Mara Lodge to raise revenue for the benefit of the community. However, later it emerged that the parcel was owned by Oloosura Limited and Manati Limited who hold the Title. The community avers the section was meant to be for community development and that private parties continue to deriving benefit from the parcel. The complainant was advised advised to seek legal advice on the judicial remedies and	**File Closed.**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				that the complaint is outside the Commission's mandate.	
248.	Junius Njue Waithanje and Others CAJ/PE/0402563/2021-SAK	Private Entity (Magereza SACCO Society)	Failure to comply with Court Orders	The complainants alleged failure by the respondents to enforce a decree of the high court which they had presented the respondent. They were advised that the matter is outside the Commission's mandate and that they should seek judicial remedies available on the same.	**File closed**
249.	Mudhune Godfrey CAJ/CG/LAIKIPIA/104/22/2021-SAK	County Government of Laikipia	Oppressive Official Conduct	This complaint was lodged by the association of medical, public health and allied health workers within the Laikipia County Public Service's Department of Public Health & Medical Services against Mr. Donald Mogoi, Chief Officer in the Department of Public Health and Medical Services. They alleged that the the aforementioned officer illegal, unilateral and handpicked acting appointment of the Director of Preventive & Promotive Health Services by	**File closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				the Chief Officer, acting for a period that exceeds 6 months, with deliberate efforts by the Chief Officer, Department of Public Health & Medical Services, to obstruct the competitive recruitment of a substantive office holder. They were advised that their complaint is outside the Commission's mandate.	
250.	South C Ward Foundation CAJ/CG/NRB/060/331/2021-SAK	Nairobi Metropolitan Services	Manifest Injustice	The complainant alleged that in June 2021, the respondent introduced parking fees for city residential estates.om 30th August 2021, NMS staff began clamping cars at Mugoya Shopping Center in South C, and surrounding residential areas as a result of non-payment of parking fees. The complaint alleges that the decision to impose the parking fees was done without public participation and it infringes on the economic and social rights of the residents. They were advised that their complaint had ben overtaken by events	**File cosed.**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				as the respondent halted the plan to charge parking fees in city estates until proper consultations have been done.	
251.	Eng. Hosea K. Wendot CAJ/M.WAT/009/299/2021-SAK	Central Rift Valey Water Work Development Agency	Delay	The complainant alleged that he signed a three-year contract with the Agency on 11th April 2018 set to expire in April 2021. However, the complaint avers that contract to the terms in this contract, he was not paid his gratuity annually, and has not received the same at the lapse of his contract. Moreover, he is yet to receive any leave allowances owed to him in this regard. Upon perusal of his documents, it was discovered that the matter was already before the court hence outside the Commission's jurisdiction.	**File closed.**
252.	William Kagwanja and Others CAJ/PE/040/2590/2021-SAK	Private Entity	Land Dispute	The complainant alleged that the land was bought land parcel No. Mathira/Kihindwi/Kahonoki/Gitaraga under the then member of Parliament for Mathira Hon. Davidson Ngibuini Kiguru and is	**File closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				located in Rimuruiti in Laikipia County. Due to growing insecurity, the 5000 land owners were advised to sell the land or develop the same, and it was agreed the land owners would sell the same. As such they elected officers to under Mathira/Kihindwi/Kahonoki/Gitaraga Association to sell the land to whom they surrendered all of this title deeds. However, to date the same has not been done and there has been no forthcoming updates. The complainant was advised that the matter is outside the Commisison's mandate	
253.	Joseph Nganga Gicheru and Joseph Muturi Kimani CAJ/PE/040/2597/2021-SAK	Private Entity	Outside mandate	The complainant alleged that the Assistant Commissioner Mr. Rufus D. Kihara obtained Kshs 340,000 to allegedly purchase land on behalf of the complainants. Upon receiving the titles, they noticed the same were forgeries and wish to be refunded the monies. They were advised that the	**File c losed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				complaint was criminal in nature and outside the Commission's mandate	
254.	Ibrahim Hilow for Fatuma Edin Mohamed CAJ/NRB/003/387/2021-SAK	National Registration Bureau	Delay	The complainant alleged that Fatuma Edin Mohamed who is a resident of Madera County, applied for a national identity card on 11th September 2020 and issued with a waiting slip/card serial no.2509068204. However, despite the lapse of over 15months and follow-ups, she is yet to be issued with the same and no explanation has been forthcoming thereon. The complaint was resolved on the Commission's intervention.	**File closed**
255.	Brian Mutoro CAJ/NWSC/009/296/2021-SAK	Nairobi Water & Sewerage Company Limited	Inefficiency	The complainants alleged that they are residents of NHC Olympic View, Kibera and that Vide the letter of 17th June 2021, they residents were advised regarding the circumstances under which the water supply was interrupted by NCWSC. Moreover, they were duly advised on what action was to be taken to have the same	**File closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				restored. They were advised that their complaint is inadmissible as it didn't constitute "administrative justice".	
256.	Lumumba and Ayieko Advocates CAJ/LBA/135/3/2021-SAK	Ministry of East African Community Affairs (Lake Basin Development Agency)	Unlawful Official Conduct	The complainants alleged that they had instituted Judicial Review proceedings against the respondents, obtained in JR. Application No. E003 of 2021. On 30th September 2021, the court gave stay orders regarding a decision of the respondent, however, the respondent disregarded the same to the detriment of the complainant. They were advised that the matter is outside the Commission's mandate	**File closed**
257.	Ana Syokwia CAJ/HUD/KAD/017/97/2021-SAK	Ministry of Labour and Social Protection	Unfair Treatment	The complainant alleged that she has visited the social workers in Kajaido where she has been advised that she does not qualify for the programme. The complainant was advised on the qualifications for the cash	**File closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				transfer programme and why she doesn't qualify	
258.	Vata Musee CAJ/PE/040/2586/2021-SAK	Private entity	Land dispute	The complainant alleged that when his father died, the portion was subdivided between him and his brother but that his brother allegedly ensured that the two parcels were surveyed as one parcel and therefore the wishes of his father were not adhered to. They were advised to petition for administration of their father's estate and that their matter is outside the Commission's mandate.	**File closed**
259.	Non-Teaching Staff of Kitui Teachers Training College CAJ/PO/047/488/2021-SAK	Kitui Teachers Training College	Unlawful Official Conduct	The complainants alleged that Vide the letters of 22nd June 2021, the college's 21 non-teaching staff were put on indefinite leave without pay based on the current financial situation following he pandemic. The staff are seeking a revocation of the letters and full payment of salary arrears. The complaint was duly referred to the Ministry	**File Closed:**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				for Education to address the same.	
260.	M. M. Muriuki and Co. Advocates for Geoffrey Muriuki CAJ/JUD/001/2402/2021-SAK	The Judiciary	Delay	The complainant alleged that the judgement in Mombasa HCC Succ No. 233 of 2003 was slated for 1st December 2020 but has been postponed 4 times because the Hon. Justice Thande had taken the file to prepare the judgement and has not returned the file since late 2020. The matter was referred to the Judiciary Ombudsman	**File Closed:**
261.	Mark Walter Ombima Mbati CAJ/PE/040/2572/2021-SAK	Outside Mandate	Private Entity-Advocate	The complainant alleged that he was awarded damages in Maseno Civil Suit Srmcc No.118 OF 2006 and Mr. Musomba (advocate) had refused and/or neglected to remit the same. He was referred to the Advocates Complaints Commission	**File Closed**
262.	Dr. Samuel Mathenge Ngatia CAJ/M.LAN/022/2185/2021-SAK	Ministry for Lands and Physical Planning	Oppressive Official Conduct	The complainant alleged that in early 1990, the title Deed for Laikipia Daiga Umande Block 6/53(NYARIGINU) was processed ready for collection by the owner (complainant)	**File Closed:**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				but that in June 2021 the complainant went to the Nanyuki Land Registry to receive the same but was advised that the same was lost and that he ought to apply for a new Title which he thought was unfair. The matter was resolved on the Commission's intervention.	
263.	Anonymous CAJ/NRB/ASSEM/060/329/2021-SAK	Nairobi County Assembly	Unlawful Official Conduct	The complainant alleged that the County Assembly organizational structure was approved in 2019, and set for implementation in FY 2020/2021. Further the SRC had advised all Assembly Boards not to amend any structure until they had completed their evaluation. However, on 13th Augst 2021, the acting Clerk created 6 directorates contrary to those approved by the structure and began internal advertisements. The complaint was referred to the Public Service Commission by operation of Section 77 of the County Governments Act	**File closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
264.	Ian Miricho CAJ/M.TRA/004/500/2021-SAK	National Transport and Safety Authority	Delay	The complainant alleged that on 17th May 2021, he applied for a forced transfer of vehicle Registration Number KAG 815K. further, he submitted all documents as the original owner's log book, pin and sale agreement could not be traced. As a result of the delay to transfer, the vehicle cannot be placed for inspection and has been idle. The complaint was addressed on the Commission's intervention.	**File closed**
265.	Levi Roimen CAJ/PO/047/500/2021-SAK	Area Chief, Nairobi West (Millicent Okoko)	Abuse of office	The complainant alleged that the respondent wrote a letter which was defamatory in nature. The complainant withdrew the complaint before it could be processed.	**File closed**
266.	Enock Baraka CAJ/PE/040/2578/2021-SAK	Kenya Union of Post Primary Education Teachers – KUPPET	Private Entity	The complainant alleged that the KUPPET Kilifi branch began deducting Kshs 200 from teachers per month from August 2021. The members further alleged that they were not consulted on the reason for the deductions, and despite raising objections to the same,	**File closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				the Union has failed to stop the deductions. They were advised that their complaint is outside the Commission's mandate	
267.	Dr. Samuel Mathenge Ngatia CAJ/M.LAN/022/2185/2021-SAK	Ministry for Lands and Physical Planning	Oppressive Official Conduct	The complainant alleged that in early 1990, the title Deed for Laikipia Daiga Umande Block 6/53(NYARIGINU) was processed ready for collection by the owner (complainant). However, in June 2021 the complainant went to the Nanyuki Land Registry to receive the same but was advised that the same was lost and that he ought to apply for a new Title which he thought was unfair. The complaint was resolved on the Commission's intervention.	**File Closed:**
268.	Mutua Nziu CAJ/PO/047/502/2021-SAK	Public Officer (Justo Ekasiba-Kyuso Land Adjudication Officer)	Abuse of Office	The complainant alleged that in 2018, he attempted to have the Plot No. 445 Kyuso area divided between himself and his wife. Once the matter was heard by the adjudication officers, the request was denied. In August 2020, he attempted to have the Title	**File closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				Deed released, but was allegedly advised by the officer that the Plot was "dormant" and needed Kshs 30,000 to have the plot activated for title registration. The complaint was referred to the Ethics and Anti-Corruption Commission for resolution.	
269.	Keaton and Keaton Advocates for Aggrey Wafula CAJ/M.LAN/022/2193/2021-SAK	Ministry for Lands and Physical Planning	Manifest Injustice	The complainant alleged that for the past three years the Ministry of Lands and Physical Planning has been operating without Chief Lands Registrar *ipso facto*. Consequently, service delivery has been affected and delayed. The complaint furthers that the ag. Officer Mr. David Nyandoro has failed to perform the duties of the office effectively. This is allegedly attributed to the Director of Human Resource Management and Development who has failed to correctly advise the Ministry and Public Service Commission, and engages in incorrect staffing practices	**File closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				including nepotism and favoritism. The complaint is before the body mandated to address it.	
270.	Macharia Nderitu and Co. Advocates CAJ/PE/040/2573/2021-SAK	Outside Mandate	Matter before the court	This complaint relates to ownership of land within Sosian Estate, off Kayole Spine Road. The complaint furthers that agents and officers of Kiambu Dandora Farmers Company have been acting with government agencies to trespass on the land and intimidate those in possession of the same. The said officers were complicit in the destruction of the perimeter wall and structure on the property and began new construction on the same land. The Deputy County Commission alleges that the matter was heard and determined in Nairobi Petition No. 47 of 2011 in favour of the company. The complainant was advised that the complaint is outside the Commission's mandate.	**File closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
271.	Omboko and Co Advocates for Whitestone Ministry CAJ/M.IGC/062/1319/2021-SAK	Ministry for Interior and Coordination of National Government	Abuse of office	This complaint is addressed to the respondent and copied to the Commission. The complainant alleged that the Senior Principal Chief for Kibera had vested interests, in a land and property dispute regarding a sale agreement between Whitestone Ministry and Makina Self-help group. The latter sold land and property and the former occupied the same. In July 2021, the said chief advised Whitestone Ministry's that they ought to redefine the terms of the sale agreement or they will be forcefully evicted, which they were on 31st July 2021. The Chief has interfered with quiet possession of the property despite the sale agreement still being in place and, therefore, valid. The complaint was advised that the complaint is addressed to the office mandated to hear it.	**File closed**
272.	Mary Mukono	Ministry Of Interior and	Abuse of Office	The complainant alleged that I. E. Peter Muthoka- Assistant	**File closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
	CAJ/M.IGC/062/1320/2021-SAK	Coordination of National Government		County Commissioner and Bernard Irungu- Acting Chief serving in Kipipiri location in Nyandarua County. The complaint alleges that the said officers are complicit in the intermeddling of properties that are currently the subject of succession proceedings. She was advised to pursue judicial remedies as the matter is outside the Commission's mandate	
273.	Namu Kivuri CAJ/M.LAN/022/2187/2021-SAK	Ministry for Lands and Physical Planning	Manifest Injustice	The complainant alleges that he was allocated Plot No. Evurore/Nguthi/71 and that when he attempted to obtain a title deed in respect of the same, he found that the same had been registered and issued in the name of a third party. The Complainant was advised to seek legal redress on the same	**File closed**
274.	Peter Kisiangani Masibayi on Behalf of Alice Naliaka Wamalwa CAJ/KSM/POL/015/626/21-WT	Directorate of Criminal Investigations	Unresponsive official conduct	The Complainant alleged failure by the Directorate of Criminal Investigations in Bungoma to investigate OB No. 30/30/4/2018, four years later.	**File closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				Upon review of documents, the Commision found out that the complaint was a land dispute which is civil in nature and advised the complainant to pursue legal remedies.	
275.	Walter Edwin Odero Ajing' CAJ/KSM/M.LAN/022/436/21-WT	Ministry of Lands & Physical Planning	Unresponsive official conduct	Complaint challenging the decision of the Land Registrar, Siaya to issue title deed for Land Parcel No. East Yimbo/Nyamonye/1376 solely in the name of the complainant's late father, JohnKipapi Gwandi as opposed to both the complainant's and the late father's jointly. On review of the documents revealed no acts of impropriety against the Land Registrar and the Adjudication Officer. The title deeds were issued in compliance with a ruling in objection proceedings No. 207/91-92 which was not appealed against. The Complainant was advised to initiate succession proceedings to claim the estate of his late father.	**File closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
276.	Gilbert Opisa Swayi CAJ/KSM/JUD/001/450/2021-WT	Judiciary	Delay	The Complainant alleged delay in the determination of Kisumu CRA No. 326 of 2018, being an appeal from the decision of the court in Kakamega HCCR 16 of 2013. The complainant's appeal was scheduled for hearing on the Commission's intervention	**File closed .**
277.	Job Onyango Owour CAJ/KSM/POL/015/625/2021-WT	Directorate of Criminal Investigations	Unresponsive official conduct	The complainant alleged failure by the Directorate of Criminal Investigations, Ugenya to investigate OB No. 13/29/1/2021 reported at Ukwala Police Station. That he is constrained by the fact that he is in prison and efforts to make follow ups on the matter through the Prison's Welfare Office have been unsuccessful since the investigating officer is unresponsive. On inquiry, it was discovered that the issue is a civil land dispute. The complaint was referred to CLEAR-Kenya for legal representation since the complainant is in prison.	**File closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
278.	Josephine Gesare HUD/KSI/CG/KSI/078/29/21-WT	County Government of Kisii	Unfair treatment	The Complainant alleged that the respondent had forced her to share equally the benefits arising from the estate of her deceased husband, Charles Oirongo with her son Ontonu Douglas yet she had other children who depended on the said benefits. She was advised to petition for administration of her deceased husband's estate.	**File closed.**
279.	Benard Ondieki for Emmanuel Baptist Church HUD/KSM/M.LAN/022/68/21-WT	Ministry of Lands and Physical Planning	Delay	The complainant alleged failure by the Ministry of Lands to issue Emmanuel Baptist Church in Kisii with the allotment letter and the certificate of lease for land reflected in PDP NO. KSI/37/93/20 which had been allocated to the Baptist Convention of Kenya and the preparation of the PDP was authorized by the DOC meeting held on 26th January 1993 vide Ex.Min/5/11/92. That they were aggrieved since it has taken an unreasonably long time since the PDP was	**File closed.**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				authorized and released without the land ownership documents. He was advised to pursue his complaint with the National Land Commission.	
280.	Fredrick Isiaho CAJ/KSM/JUD/001/451/21-WT	Judiciary	Delay	The complainant alleged that he lodged Kisumu COA Criminal Appeal Number 184 of 2016 and he had not been issued with a hearing date. He seeks to be given a hearing date. The matter was listed for hearing alongside the 2016 appeals.	**File closed**
281.	Linnet Adhiambo Miyuga CAJ/KSM/M.EDU/013/344/21-WT	Tom Mboya Labour College	Labour dispute	She was advised that the matter is outside the Commission's mandate and referred to the Labour office for resolution. She had been employed as a Catering Assistant with effect from 1st April 2010 on permanent and pensionable terms until 5th December 2020 when she was told by Human Resource Manager not to report to work. She was advised that the matter is outside the Commission's mandate and	**File closed.**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				referred to the Labour office for resolution.	
282.	Clementina Awour CAJ/KSM/M.EDU/013/345/21-WT	Tom Mboya Labour College	Labour dispute	The complainant alleged unfair termination of employment by Tom Mboya Labour College. She had been employed with effect from 1st January 2016 as a Catering Assistant on permanent and pensionable terms until 5th December 2020 when she was told by Human Resource Manager not to report to work. She was advised that the matter is outside the Commission's mandate and referred to the Labour office for resolution.	**File closed.**
283.	Rael Akinyi Abuuro CAJ/KSM/M.EDU/013/347/21-WT	Tom Mboya Labour College	Labour dispute	The complainant alleged unfair termination of employment by Tom Mboya Labour College. She had been employed with effect from Room Attendant with effect from 1st January 2016 on permanent and pensionable terms until 5th December 2020 when she was told by Human Resource Manager not to	**File closed.**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				report to work. She was advised that the matter is outside the Commission's mandate and referred to the Labour office for resolution.	
284.	Watson Makori Ong'eta CAJ/KSM/JUD/001/454/21-WT	Judiciary	Unresponsive official conduct	The complainant alleged failure by the Nyamira High Court to issue him with an appeal number and a hearing date for his appeal which he lodged in 2018 arising Keroka Criminal Case No. 27 of 2017. On inquiry, the respondent responded and informed the Commision that the complainant's appeal had been heard and dismissed	**File closed**
285.	Raban Samuel NgareCAJ/KSM/JUD/001/457/21-WT	Judiciary	Unresponsive official conduct	The complainant alleged failure by the Nyamira High Court to issue him with an appeal number and a hearing date for his appeal which he lodged in 2016 arising Keroka Criminal Case No. 1630 of 2015. Upon the Commission's intervention, the complainant's application for leave to appeal out of time filed vide Nyamira Misc.	**File closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				Application No. 13 of 2017	
286.	Patrick Wasike Kuyudi CAJ/KSM/JUD/001/453/21-WT	Judiciary	Delay	The complainant alleged delay by the Judiciary in hearing and determining Bungoma Criminal Appeal No. 33 of 2020, being an appeal from the decision of the court in Kimilili SPM Criminal Case No. 1445 of 2013. The complaint was adddressd upon the Commission's intervention and he was informed that his case had been scheduled for hearing between 6th- 10th September, 2021	**File closed**
287.	Gideon Cheptarus CAJ/KSM/TSC/013/352/2021-WT	Teachers Service Commission	Delay	The complainant alleged that he retired from the Commission on 30th June 2020, TSC No. 177622 and submitted the necessary clearances to the TSC in July 2020 and despite several follow ups, his file had not been released. The same was addressed on the Commission's intervention.	**File closed**
288.	Stephen Ochieng Odhong	Ministry of Education	Manifest Injustice	The complainant alleged that sixteen students were assaulted in Kisumu Girls High	**File closed.**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
	CAJ/KSM/M.EDU/013/349/21-MA/WT			School on 27/06/2021 by fellow students over lesbianism. No action was taken against the assaulters by the school administration. His daughter was one of the assaulted. The Principal through the Board of Management suspended his daughter together with three other students and later expelled them verbally. He therefore wanted the girls to be admitted back to school since some of them are form four students. It was addressed on the Commission's intervention	
289.	Santana Achieng CAJ/KSM/M.EDU/013/350/21-MA/WT	Ministry of Education	Manifest Injustice	The complainant alleged that sixteen students were assaulted in Kisumu Girls High School on 27/06/2021 by fellow students over lesbianism. No action was taken against the assaulters by the school administration. Her sister was one of the assaulted. The Principal through the Board of Management suspended her sister together with three other	**File closed.**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				students and later expelled them verbally. She therefore wanted the girls to be admitted back to school since some of them are form four students. The complaint was merged with CAJ/KSM/M.EDU/013/349/21-MA/WT and resolved on the Commission's intervention	
290.	Joyce Akinyi Owino CAJ/KSM/POL/015/628/21-MA/WT	National Police Service	Unresponsive Official Conduct	The complainant alleged that she reported a case to Chemelil Police Station vide OB NO. 10/25/09/2020 on 25th September 2020 against one Erick Ochieng Owino (her stepson) over theft of cows but the matter had never been investigated. It was resolved on the Commission's intervention	**File closed.**
291.	Ben Wanyonyi Kawa HUD/BGM/POL/015/106/21-MA/FL	National Police Service	Manifest injustice	The complainant alleged that on 9/7/2021 he was assaulted by police officers at Nalondo Police Station in Bungoma County and that he was not allowed to write his statement at the said station. The complainant was referred to Independent Policing	**File closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				Oversight Authority for resolution.	
292.	Isaac Ouma Lang'o CAJ/KSM/M.EDU/013/354/21-WT	Maseno University	Delay	The complainant alleged failure by Maseno University to refund his caution money, having been cleared by the University and applied for the refund on 22nd September 2020. He said that, he wrote to the University on 1st July 2021 lodging a formal complaint on the delayed refund, but the complaint was not addressed. The complaint was resolved upon the Commission's intervention	**File closed**
293.	Alice Vutage Kibande CAJ/KSM/MOICNG/062/144/21-MA/WT	Ministry of Interior and Coordination of National Government (MOICNG)	Delay	The complainant alleged that the chief of Central Maragoli Location in Vihiga County had declined to issue her, together with her brother-in-law, with a beneficiary letter to enable them undertake succession proceedings on land parcel no. South Maragoli/Lugovo/559 measuring approximately 0.9ha which land is still in the name of the deceased father-	**File closed.**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				in-law, James Masiza. The same was resolved on the Commission's intervention.	
294.	Chaudhry Shahzad CAJ/KSM/JUD/001/461/21-MA/WT	Judiciary	Unfair treatment	The complainant alleged that he was dissatisfied with the Magistrate's ruling in Kisumu Criminal Case No. 239 of 2019, Republic –vs- Alex Onyango Rading. She was advised to exercise her right of appeal.	**File closed.**
295.	Sammy Ombuna Joel HUD/KSI/AG/001/85/21-WT	National Anti-Corruption Campaign Steering Committee (NACCSC)	Inefficiency	The complainant alleged a number of allegations against the Chairman of NACCSC, Kisii County including mismanagement of funds and poor leadership of the Committee leading to abated corruption in the County and lack of faith in the operations of the Committee. The Matter referred to the National Anti-Corruption Campaign Steering Committee for resolution	**File closed..**
296.	Michael Nyonga Ndega CAJ/KSM/JUD/001/468/21-WT	Judiciary	Inefficiency	The complainant alleged that his court file in Kisii CMCC No. 24 of 2008 was missing. The file was traced and placed under lock and key.	**File closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
297.	Lydia Mwango Moseti CAJ/KSM/JUD/001/471/21-MA/WT	Judiciary	Unresponsive official conduct	The complainant alleged that she had no information whether her custodial sentence which she served for period of 3 years 5 months between May 2011 and June 2014 had been included in her 10-year sentence which judgment was issued on 17th September, 2021, Nyamira HCCRC no. 14 of 2015. She was advised to liaise with the prison administration to peruse her file in court to ascertain the same.	**File closed.**
298.	Jeremiah Kipkirui Lang'at HUD/KSI/M.EDU/013/80/21-WT	Teachers Service Commission	Unfair treatment	The Complainant alleged unfair dismissal by the Teachers Service Commission. He said that he was dismissed in 2009 after undergoing disciplinary proceedings on accusations of having carnal knowledge to a minor. He appealed in 2019 and alleged the TSC had not heard his appeal. On perusal of his documents, it was found that his appeal was time barred and the complainant advised to seek legal advice	**File closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				from his lawyers on available remedies.	
299.	Teresia Bwari Momanyi HUD/KISII/MLAN/022/71/21-WT	Ministry of Lands & Physical Planning	Improper official conduct	The Complainant alleged improper removal of a caution by the Land Rgistrar, Nyamira in Land Parcel Number East Kitutu/Bonyamondoii/737 which belonged to his deceased husband Momanyi Mainye. The complainant had placed a caution on the land on 8th December 2016 and was subsequently removed by the Registrar in 2019. However, from the green card and search, the land is not registered in the name of Momanyi Mainye and the complainant has not initiated succession proceedings. She was advised to seek judicial remedies as the complaint is outside the Commission's mandate	**File closed**
300.	The Lutheran Community Based Organization CAJ/KSM/M.WOR/007/6/21-WT	National Construction Authority	Inefficiency	This Complaint addressed the respondent and the County Government of Kisii and copied to the the Commission. The complainant alleged that	**File closed.**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				some construction on land parcel number Central Kitutu/Mwabundusi/Title No. 2960 was had poor workmanship, had no signage and the same was posing a danger of collapse. The complainant was advised that the complaint is addressed to the Authority mandated to handle it.	
301.	Carolyne Adhaimbo CAJ/KSM/CG/KSM/051/129/21-MA/WT	County Government of Kisumu	Delay	The complainant alleged unlawful acquisition of County public land (Dundo Market, Opposite NITA along Kisumu-Busia Highway) by a private developer. A similar matter is pending determination by the court in Busis and that the complainant and other traders had been enjoined as interested parties. Se was advised that he matter is outside the Commission's mandate.	**File closed.**
302.	Anonymous Kenyan Citizen	County Government of Siaya	Unfair treatment	The complainant alleged unpaid hardship allowances owed to health care workers who were recruited on	**File closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
	CAJ/KSM/CG/SIAYA/074/19/21-FL			contract to serve at the COVID Isolation Center in the County despite paying the same to permanent and unionized employees. The compainants were advised that employment terms are specific to employment contracts between employers and employee hence terms for staff on contract are different form those of the staff employed under permanent and pensionable terms.	
303.	Edward Mecha HUD/KSI/POL/015/105/21-FL	National Police Service	Injustice	The complainant alleged wrongful arrest by the OCS Nyamusi Police Station, Kisii County after he was released with no charges being preferred against him following a complaint of creating disturbance against him that was reported at the station vide OB Number 15/17/6/2021. He was advised that police were in order to release him for lack of evidence. Nonetheless, he was advised on the civil remedy that he can seek	**File closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				against the complainant who reported the case.	
304.	James Maulo CAJ/KSM/JUD/001/460/21-FL	Judiciary	Inefficiency	The complainant alleged delay by the DR Kakamega Environment and Land Court to update him on the position of the appeal that he had filed against the ruling of the Vihiga Principal Magistrate's Court ELC 123 of 2018 on grounds that the file is missing. He was advised that complainant advised as the matter was against his Advocate-M/S Wekesa & Company Advocates. Nonetheless, he was referred to the Advocates Complaints Commission.	**File closed.**
305.	Ibrahim Wekesa Mulongo & George Gabriel Wanyama CAJ/KSM/JUD/001/465/21-FL	Judiciary	Delay	The complainant alleged that the Kisumu court of Appeal has delayed to update them on the status of their appeal against conviction by the Bungoma High Court which they filed in Kisumu Court Appeal Criminal Appeal number 24 of 2019. They are serving their sentence at the Kisumu Maximum Prison. They	**File closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				were advised that the Court of Appeal is currently addressing appeals filed in 2016 and referred to the Judiciary ombudsman.	
306.	Simon Ouma Nyakidi CAJ/KSM/JUD/001/464/21-FL	Judiciary	Delay	The complainant alleged taht that the Kisumu court of Appeal has delayed to update him on his appeal case number and status of the same against conviction by the Siaya High Court Criminal Case number 24 of 2019. He is serving his sentence at the Kisumu Maximum Prison. He was advised that the Court of Appeal is currently addressing appeals filed in 2016 and referred to the Judiciary ombudsman.	**File closed.**
307.	Gyavira Owuor Otiende CAJ/KSM/M.EDU/013/353/21-FL	Ministry of Education, Science and Technology	Unresponsive official conduct	The complainant alleged that the Management Kisii University have failed to issue him with his academic certificate and transcripts following his graduation with a Diploma in Business Administration. The complaint	**File closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				was resolved on the Commission's intervention.	
308.	Lenny Musundi Wakoli HUD/BGM/POL/015/107/21-FL	National Police Service	Discourtesy	The complainant alleged that the OCS Nalondo Police Station, Bungoma County declined to address his complaint on a land boundary dispute that he lodged against his neighbor. He was advised to engage an advocate of his choice to seek civil remedies for his issue as it was civil in nature.	**File closed**
309.	Erick Ochieng Nyangwara CAJ/KSM/ATI/RBA/000/1/21-FL	Ministry of Finance	Delay	The complainant alleged that the Retirement Benefits Authority had failed to issue him with information on the position or outcome of their case against the Standard Chartered Bank Pension Fund that had been referred to RBA following the court's ruling Nairobi ELRC 59 of 2018. The complaint was resolved on the Commission's intervention	**File closed.**
310.	Sammy Ombuna Joel HUD/KSI/M.LAN/022/70/21-FL	Ministry of Lands &	Unresponsive Official Conduct	The complainant alleged that the Kisii County Land Registrar has failed to revoke the title deed to land parcels number	**File closed.**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
		Physical Planning		Kisii Municipality/Block I/980, 936 and 153 which was made pursuant to an order by the National Land Commission vide Kenya Gazette Notice Volume CXX Number 138. He was advised to lodge the same with National Land Commission for resolution.	
311.	Livingstone Kuya Osango CAJ/KSM/CG/KAK/073/12/21-FL	County Government of Kakamega	Unresponsive official conduct	The complainant alleged that the County Secretary County Government of Kakamega has failed to settle dues owed to him following an injury he incurred whilst on duty as a market master attendant on 14/12/2014. He was advised to seek the assistance of the directorate of Occupational Safety & Health Services for assessment on the compensation due.	**File closed**
312.	Joseph Wanjala CAJ/KSM/JUD/001/476/21-FL	Judiciary	Delay	The complainant alleged that the Court of Appeal in Eldoret had delayed to update him on the progress of his appeal against the ruling in Kitale High Court Criminal Appeal number 129 of 2012. Complainant was	**File closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				convicted with the offence of defilement and is serving his sentence at the Naivasha Maximum Prison. On the Commission's intervention, it was discovered that no appeal was received. Nonetheless, the complainant was advised to lodge the same out of time for consideration.	
313.	David Wanyonyi Abubakar CAJ/KSM/JUD/001/475/21-FL	Judiciary	Delay	The complainant alleged that the Kisumu Court of Appeal has delayed to update him on the appeal he filed on or around 22/10/2012 against the decision of the Bungoma High Court Criminal Appeal Number 37 of 2009. On the Commission's intervention, it was discovered that no appeal was received. Nonetheless, the complainant was advised to lodge the same out of time, for consideration.	**File closed.**
314.	David Ongasia CAJ/KSM/JUD/001/474/21-FL	Judiciary	Delay	The complainant alleged that the Kisumu Court of Appeal had delayed to update him on the progress of his Criminal Appeal which he lodged	**File closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				against the ruling in Kakamega High Court Criminal Appeal Number 54 of 2018. Complainant was convicted with the offence of robbery with violence and is serving his sentence at the Naivasha Maximum Prison. On the Commission's intervention, it was discovered that no appeal was received. Nonetheless, the complainant was advised to lodge the same out of time, for consideration.	
315.	James Okinda Ombalo CAJ/KSM/ATI/M.LAN/022/6/21-WT	Ministry of Lands &Physical Planning	ATI	The complainant alleged failure by the Siaya County Land Registrar to issue him with information request for green card details on land parcel number East Gem/Nyandiwa/98. The complaint was resolved on the Commission's intervention.	**File closed.**
316.	Flora Chelsea Kirenga CAJ/KSM/M.EDU/013/360/21-FL	Ministry of Education, Science & Technology (Masinde Muliro	Unfair Treatment	The complainant alleged that the respondent declined to clear her for graduation to be conferred with a Degree in Bachelor of Science (Physics with Appropriate Technology)	**File closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
		University of Science & Technology (MMUST)		on grounds of uncleared fees despite having cleared the same and cleared by the Finance Department for graduation. The complaint was resolved on the Commission's intervention.	
317.	Eva Cherono CAJ/KSM/MOICNG/062/146/21-FL	Ministry of Interior & Coordination of National Government	Injustice	A complaint on allegations of dissatisfaction with the recruitment undertaken in the appointment of Assistant Chief Ngororga Sub Location, Kericho County. The complaint was found to be frivolous and vexatious	**File closed**
318.	Roseline Auma Odongo CAJ/KSM/ATI/JUD/001/1/2021-WT	Judiciary	Unresponsive official conduct	The complainant alleged failure by the Kisumu Chief Magistrate to supply her with certified copies of judgment and proceedings inKisumu CMC ELC No. 460 of 2018. She had applied and paid for the same on 15th June 2021. The complaint was resolved on the Commission's intervention.	**File closed**
319.	Jeph Ochieng Owino CAJ/KSM/POL/015/630/21-WT	National Police Service	Delay	The complainant alleged the respondent's failure to reinstate him to employment upon the withdrawal of	**File closed.**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				charges in Kisumu CM Criminal Case No. 105 of 2020 that he was facing. Upon being charged on 24th February 29020, he was interdicted from service and the complainant withdrew the charges on 2nd March 2020 wherein he requested to be reinstated to service to no avail. The complaint was resolved on the Commission's intervention.	
320.	Beatrice Akinyi Arondo CAJ/KSM/MOICNG/062/145/2021-MA	Ministry of Interior and Coordination of National Government	Unresponsive official conduct	The complainant alleged that the Chief of Madungu Location in Ugunja Siaya County declined to issue her with beneficiary letter to enable her undertake succession proceedings in the estate of her late husband Henry Omondi Omollo. The complaint was resolved on the Commission's intervention.	**File closed.**
321.	Ainea Otieno Ragen CAJ/KSM/ATI/M.LAN/022/5/21-FL	Ministry of Lands & Physical Planning	ATI	The complainant alleged that the Kisumu county Land Adjudication & Settlement Officer has failed to issue him with information requested for land parcel number 1451 and	**File closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				1452 in Upper Bwanda Adjudication Section. He was advised to undertake a green card search in order to obtain the requested information.	
322.	Jackson Zablon Gangoto CAJ/MSA/PE/040/583/2021-EM	Private Entity	Employment Dispute	The Complainant alleged that he resigned from Neptune Beach Resort due to unavoidable circumstances but his employer paid him half of his salary without any explanation. He was advised that his complaint is outside the Commission's mandate.	**File closed.**
323.	Samwel Oluwangu Kulundu CAJ/MSA/PE/040/584/2021-EM	Private Entity	Outside Mandate	The Complainant alleged that Kituo Cha Sheria, a NGO practicing in Mombasa was holding his original title deeds and have refused to give them back to him. He was advised that his complaint is outside the Commission's mandate.	**File closed.**
324.	James Nzioki Ndambuki CAJ/MSA/PE/040/586/2021-EM	Private Entity	Land Matter	The Complainant alleged that he had a land dispute where there was an illegal transfer of his parcel of land no. 425 situated in Kwale to a person who was deceased. He was was advised to get an	**File closed.**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				advocate to pursue his remedies through the court process as his complaint is outside the Commission's mandate.	
325.	Philip Kilenge Mutinda CAJ/MSA/PE/040/585/2021-EM	Private Entity	Professional Misconduct	The Complainant alleged that he entered into a contract to purchase a piece of land and the transaction was witnessed by an advocate on 26th July 2016, but to date, the transaction had not been completed. He was referred to the Advocates Complaints Commission for redress	**File closed.**
326.	Jimmy Waliaula CAJ/MSA/KPLC/021/69/2021-EM	Kenya Power	Delay	The Complainant alleged delay in installation of meter at Bandari apartments flat number B4 located in Bombolulu Mombasa. The complaint was resolved on the Commission's intervention.	**File closed.**
327.	Brian Wafula CAJ/MSA/NSSF/017/177/2021-EM	National Social Security Fund	Delay	The Complainant alleged delay in receiving his NSSF benefits despite submitting all the requisite documents since 2020. The complaint was resolved on the Commission's intervention.	**File closed.**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
328.	Michael Taura Kaingu CAJ/MSA/M.ICG/062/294/2021-EM	Ministry of Interior and Coordination of National Government	Unfair official conduct	The Complainant alleged that he took a land dispute to his area chief of Bamburi location in Mombasa for resolution but the chief made an unfair decision. He then appealed to the Assistant County Commissioner but the same decision was rendered. He was advised to pursue civil remedies in court	**File closed.**
329.	Raphael Mbune CAJ/MSA/JUD/001/396/2021-EM	Judiciary	Unfair Treatment	A Complainant alleging that his salary was being deducted following a judgement that was issued in court. He was advised to appeal agisnt the court's decision.	**File closed.**
330.	Lucy Hunja and Others CAJ/MSA/KPLC/021/70/2021-EM	Kenya Power	Delay	The Complainant alleged that the respondent disconnected electricity at their premises in April 2021 and even after visiting their offices, the issue remained outstanding. The complaint was resolved on the Commission's intervention.	**File closed.**
331.	Alice Njoki Kariuki CAJ/MSA/PE/040/587/2021-EM	Private Entity	Outside Mandate	The Complainant alleged that there was a breach of contract between her and SMEP bank after she took a loan of kshs.	**File closed.**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				600,000/= but the bank deducted more than it ought to have deducted. She was advised to pursue civil remedies as her complaint is outside the Commission's mandate.	
332.	Mbodze Ngoka Chikoko CAJ/MSA/PE/040/588/2021-KC	Private Entity	Outside Mandate	The complainant alleged professional misconduct against M/s Kiragu & Co. Advocates in Civil Suit No. 134 of 2018 at Mariakani law court by withholding information on status of settlement of judgment award of Kshs. 250,000 entered in her favour. He was referred to the dvocate's Complaints Commission	**File closed.**
333.	Emmanuel Nyanje Nahenza CAJ/MSA/JUD/001/398/2021-KC	Judiciary	Delay	A complainant alleging delay in hearing on civil case no. MCC No. 59 of 2021 filed at Mariakani law courts. The complaint was advised that his complaint is outside the Commission's mandate and referred to the Judiciary Ombudsman.	**File closed.**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
334.	Maxwell Ambrose Abala CAJ/MSA/PE/040/589/2021-KC	Private Entity	Outside Mandate	The Complainant alleged professional misconduct against M/s Mc Millan Jengo & Co. Advocates in Mombasa RMCC No. 1361 of 2016 by withholding clients' money totaling to Kshs. 1,002,000/- being the judgment award in his favour. He was referred to the Advocate's Complaints Commission	**File closed.**
335.	Mary Janet Kanyeria CAJ/MSA/PE/040/590/2021-KC	Private Entity	Outside Mandate	The complainant sought legal advice on a land transaction where she bought a parcel of land Plot No. 2128/Kadzozo/Mazimbani from Katana Randu Kombe in 2019 but later established that the owner had sold the same parcel to different people. She was advised to pursue the available civil remedies as her complaint is outside the Commission's mandate.	**File closed.**
336.	Monica Akumu Oridi CAJ/MSA/PE/040/592/2021-KC	Private Entity	Outside Mandate	The Complainant sought legal advice on a labour grievance of unpaid salary dues by her employer- Fatuma Hassan whom she worked for 3 months	**File Closed.**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				as a domestic worker.she was referred to the County labour officer	
337.	Esther Auma Obanda CAJ/MSA/PE/040/591/2021-KC	Private Entity	Outside Mandate	The Complainant sought legal advice on how to correct an anomaly on birth certificate of her daughter aged 10years. Anomaly caused by confusion and/or dispute between herself and her husband on the name of the minor with each giving a different name. she was duly advised.	**File closed.**
338.	Joseph Musyoka Kivila CAJ/MSA/PE/040/594/2021-KC	Private Entity	Outside Mandate	The Complainant sought legal advice on a rent dispute between him and his landlord over rent arrears. The Landlord forcefully removed his household items and locked the house. He was advised that his complaint is outside the Commission's mandate.	**File closed.**
339.	Kibwana Suleiman Juma CAJ/MSA/M.EDU/013/126/2021-KC	Ministry Of Education	Labour Dispute	The Complainant allegied underpayment, unpaid overtime, no off days and leave by Kipevu Primary school where he used to work as a Security Guard for a period of 6 years. Matter filed in court vide	**File closed.**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				ELRC No. 67 of 2019 where the court awarded him Kshs. 975,304.80/- as compensation. However, he claimed that the amount was yet to be paid by the school. He was advised to execute his judgement and that his matter is outside the Commission's mandate.	
340.	Mwazondo Salim Rama CAJ/MSA/KPA/004/118/2021-KC	Kenya Ports Authority	Unfair Treatment	The complainant alleged that he was discriminated against on account of disability at KPA during the recruitment process of Artisan- electrical engineer position in 2017. Claims to have attended the interview successfully & was issued with letter of offer dated 1.9.2017 which he accepted in writing. However, he was not given employment on account that he did not have KCSE qualifications. The complaint was resolved on the Commission's intervention.	**File closed.**
341.	Evelyne Mupa Leja CAJ/MSA/PE/040/595/2021-KC	Private Entity	Outside Mandate	The Complainant sought legal advice on how to recover Kshs. 300,000 advanced to one, Happiness Nyameta for safe	**File closed.**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				keeping albeit not in writing, rather through a verbal arrangement. He was advised that his matter is outside the Commission's mandate.	
342.	Ali Rajab Suleiman & 126 Others CAJ/MSA/M.EDU/013/128/2021-KC	Ministry Of Education	Labour Dispute	The Complainants alleged unfair labour practices at Technical University of Mombasa (TUM) of employing them on casual basis contracts of 1 year each since 2009 up to 2018 when they were informed by the VC that their services were no longer required. Lodged complaint at Labour office but conciliation efforts failed hence filed Case in Mombasa ELRC No. 2 of 2021. They were advised that the complaint is outside the Commission's mandate.	**File closed.**
343.	Faith Kaviti Kawelu CAJ/MSA/PE/040/596/2021-KC	Private Entity	Outside Mandate	The Complainant sought advice involving a disconnection of water supply by Kashani Community water business group in Kiembeni despite having paid the bill in full. They were advised that the	**File closed.**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				matter is outside the Commission's mandate.	
344.	Salim Suleiman Juma CAJ/MSA/PE/040/597/2021-KC	Private Entity	Outside Mandate	The complainant alleged fraudulent dealings at Cooperative Bank, Kengeleni branch on his salary account No. 0169044596200 through unauthorized withdrawals totaling to Kshs. 580,000. Matter reported to the Banking Anti-fraud Unit. He was advised that his complaint is outside the Commisison's mandate.	**File closed.**
345.	George Odhiambo Okang' CAJ/MSA/JUD/001/400/2021-KC	Judiciary	Unfair official conduct	The complainant alleged dissatisfaction in a judgement entered in *Mombasa Civil Case No. 703 of 2017* seeking compensation for injuries sustained in a road traffic accident on 16.9.2016. the suit was dismissed for suing the wrong party. He was advised that the matter is outside the Commission's mandate.	**File closed. Complainant advised.**
346.	Dennis Joseph Mkaya CAJ/MSA/PE/040/600/2021-KC	Private Entity	Outside Mandate	A Complainant alleging non-refund of dividends accrued to him at Harambee Sacco since 2001 vide Share Certificate No. 30/062977. Efforts to pursue the	**File closed.**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				same at the Sacco had been in vain occasioning him to seek intervention of SASRA. However, Harambee Sacco was not under the ambit of SASRA. The complaint was referred to the Department of Cooperative Societies under Ministry of Agriculture, Livestock & Cooperatives.	
347.	Abubakar Mohamed Omar CAJ/MSA/JUD/001/402/2021-KC	Judiciary	Unfair official conduct	The complainant was dissatisfied with the court's judgement in Kilifi SPM No. 275 of 2019. He was advised to appeal against the decision and that his matter is outside the Commission's mandate.	**File closed.**
348.	Reuben Kamau Kanyari CAJ/MSA/PE/040/601/2021-KC	Private Entity	Outside Mandate	The complainant alleged non-payment of his terminal dues at Tea Warehouses Limited, Mombasa upon filing a notice of resignation in September 2018. He indicated that he sought assistance at the Labour office but was informed matter was time-barred. He was advised that his matter is outside the Commission's mandate.	**File closed.**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
349.	Joseph Kurwa Mwitu CAJ/MSA/PE/040/602/2021-KC	Private Entity	Outside Mandate	The complainant sought legal advice on non-payment of terminal dues upon exiting from Wandua Consultancy Co. based in Nairobi where he worked as a Draughtsman since 1994. He claimed that the Company reduced his salary to half-pay in April 2020 when COVID-19 set in & eventually, stopped paying in August 2020. He was advised that his matter is outside the Commission's mandate.	**File closed.**
350.	Josphat Munyi Kariuki CAJ/MSA/PE/040/603/2021-KC	Private Entity	Outside Mandate	The complainant alleged unprofessional conduct by his advocate M/s Musyoka Anan & Co. Advocates, Nairobi by refusing to disclose whether compensation award has been paid. Filed Civil Suit No. 212 of 2013 at Kerugoya law courts but claimed the advocate refused/failed to update family on status of payment since case concluded. He was referred to the Advocate's Complaint Commission and advised that	**File closed.**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				his complaint is outside the Commission's mandate	
351.	John Gulani Harrison CAJ/MSA/PE/040/604/2021-KC	Private Entity	Outside Mandate	The complainant sought advice on how to secure the release of the original logbook of M/V Reg. No. KAR 424J held at Mombasa law courts. It had been used as a security for the release of his brother- Lennox Changawa in Criminal Case No. 1284 of 2009. He was advised that the matter is outside the Commission's mandate.	**File closed.**
352.	William Mwarua CAJ/MSA/PE/040/606/2021-EM	Private Entity	Outside Mandate	The complainant sought advice on unpaid loan arrears that had accumulated to Kshs. 291, 675. He claimed that his deceased father only borrowed Kshs. 8711.85 in 1980 from the Department of Settlement Fund but did not inform the family and further claimed that there was a threat to attach Plot No. 520 Mtwapa in Kilifi County. He was advised that his complaint is outside the Commission's mandate.	**File closed.**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
353.	Titus Boaz Asibasi CAJ/MSA/PE/040/607/2021-KC	Private Entity	Outside Mandate	The complainant alleged a dispute between his church-Jesus Preaching Ministry and a sponsor, who was a Spain national over the registration and administration of a nursery & primary school in Kombani Kwale. He was the Pastor of the Church and stated that the dispute arose over the name & intended registration of the school. Claimed that the police officers from Kombani Police Post arrested him on 7.8.2021 on claims of threats to life but 2 days later, released without any charges. He was advised tat his matter is outside the Commission's mandate	**File closed.**
354.	Mohamed Issa Mohamed CAJ/MSA/PE/040/608/2021-KC	Private Entity	Outside Mandate	The complainant alleged a family dispute over division of property of his deceased father- Fumo. Claimed that the step-brother filed a Succession Cause at Kadhi's court, Mombasa to their exclusion. He was advised tat his matter is outside the Commission's mandate.	**File closed.**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
355.	Adam Ali Rashid CAJ/MSA/JUD/001/404/2021-KC	Judiciary	Unfair official conduct	The complainant alleged unfairness in a rent dispute where he had been sued by his former tenant vide Rent Restriction Tribunal Case No. 161 of 2021 at Mombasa. He alleged that the Tribunal issued interim orders barring eviction of the tenant over unpaid rent arrears. He was advised that his matter is outside the Commission's mandate.	**File closed.**
356.	Anthony Philip Kasyoka and Others CAJ/MSA/PE/040/629/2021-EM	Private Entity	Outside Mandate	The Complainants alleged that they were employees of cabro works limited, a private company situated in Mombasa. That they had not been paid a salary from September 2020 to date and the matter was reported at the labour office. They were advised to follow up the complaint with the County Labour officer as it outside the Commission's mandate.	**File closed.**
357.	JOHN OPONDO CAJ/POL/015/4026/21-SNK	National Police Service	Outside mandate	The complainant alleged that the respondent had failed to act on an appeal against dismissal lodged by the	**File closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				complainant. He was was advise to follow-up the matter with National Police Service Commission	
358.	Asuluda Thoya Nyundo CAJ/MSA/PE/040/630/2021-EM	Private Entity	Outside Mandate	The complainant alleged that that his father died in 2021 and he was trying to find out whether his deceased father left funds at his standard chartered account, treasury square branch in Mombasa. He was advised that his matter is outside the Commisio's mandate.	**File closed.**
359.	Baraka Tsuma Jefwa CA/MSA/PE/040/631/2021-EM	Private Entity	Outside Mandate	The complainant alleged that he had a dispute with a house agent as he has been living in a house which was not habitable and despite complaining to the agent, no action was taken. He was advised that his matter is outside the Commission's mandate.	**File closed.**
360.	Bunde Mangaro and Co Advocates CAJ/MSA/POL/015/457/2021-EM	National Police Service	Unlawful Conduct	The complainant alleged that his client's motor vehicle registration no. 824F Mercedes Benz prime mover was detained by the DCI Mombasa	**File closed.**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				for seven days without any lawful authority and against the orders of the court in civil suit number 1834 of 2021. He was advised that his matter is outside the Commission's mandate	
361.	Juliana Tumaini Furaha CAJ/MSA/PE/040/632/2021-EM	Private Entity	Outside Mandate	The complainant alleged that her dad was involved in a fatal accident and the case was taken to court and concluded but her advocate wrote them a cheque which upon presenting to the bank, there were no funds. He was advised that his complaint is outside the Commission's mandate.	**File closed.**
362.	K. Lughanje & Co. Advocates, Mombasa CAJ/MSA/M.ICG/062/295/2021-KC	Ministry Of Interior and Coordination of National Government	Improper Conduct	The complainant alleged interference & meddling in a family dispute by 2 Assistant Chiefs- Baushi Charo & Dhahabu Mwaringa over the estate of Kazungu Kidaba (deceased). He claimed that the two administrators have allowed for the sub-division and sale of the property despite a family dispute over the same. They were advised	**File closed.**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				to petition for letters of administration of the deceased's estate.	
363.	Gilbert Ngeti Mwambamba CAJ/MSA/M.WIL/010/16/2021-KC	Kenya Wildlife Services	Unfair official conduct	The Complainant alleged unfairness by the Wildlife Conservation & Compensation Committee (WCCC) to reject his claim for compensation following an attack by a lion at his home on 16.9.2015. Claims Committee rejected his claims on basis of anomaly in date of incident i.e., KWS indicates attack happened on 17.9.2015 as opposed to 16.9.2015 as captured on P3 Form. He was advised to file an appeal at the National Environment Tribunal for further assistance.	**File closed.**
364.	Robert Mkombe Chilumo CAJ/MSA/PE/040/609/2021-KC	Private Entity	Outside Mandate	The complainant sought legal advice in a labour dispute on summary dismissal by his former employer- Consolbase Transport Co. Filed a case at Mombasa ELRC No. 619 of 2019 which upon trial, was dismissed. The complainant was advised that her complaint that his matter is	**File closed.**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				outside the Commission's mandate.	
365.	Juma Ali Mwakibundo CAJ/MSA/JUD/001/409/2021-KC	Judiciary	Outside mandate	The complainant alleged dissatisfied with Kadhi's court judgment in Succession Cause No. 177 of 2011 in Mombasa delivered in July 2013. He was advised to lodge an appeal against the judgement.	**File closed.**
366.	Hassan Ali CAJ/MSA/PE/040/610/2021-KC	Private Entity	Outside Mandate	The complainant alleged a parental dispute over custody of a 4-year-old minor with his estranged wife. Seeking advice on how he can secure full custody of the minor given that the mother does not offer child support. He was duly advised and informed that the matter is outside the Commission's mandate.	**File closed.**
367.	Bernard Okwayo Abong CAJ/MSA/PE/040/612/2021-KC	Private Entity	Outside Mandate	The complainant sought legal advice on alleged delay at Cooperative Bank, Mombasa to update shares & issue dividends. He was duly advised and notified that his complaint is outside the Commission's mandate.	**File closed.**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
368.	Abdalla Salim CAJ/MSA/IEBC/026/10/2021-EM	Independent Electoral and Boundaries Commission	Unfair Treatment	The complainant sought legal advice on the effect of an election petition he filed against IEBC & another in 2017 but eventually lost the case & costs awarded against him. He indicated that he has not paid the costs to date & hence, seeks to know whether he will be cleared to contest in 2022 General elections. He was advised accordingly.	**File closed.**
369.	Mary Musyoka CAJ/MSA/PE/040/616/2021-KC	Private Entity	Outside Mandate	The complainant alleged breach of contract for sale of M/V Toyota Corolla make entered between Martha Simiyu & herself. Claims the seller breached the terms of contract leading to loss of Kshs. 250,000 she had paid as deposit. She was advised that her complaint is outside the Commission's mandate.	**File closed.**
370.	Joseph Mwongera Nzioka CAJ/MSA/PE/040/617/2021-KC	Private Entity	Outside Mandate	The complainant alleged that he was contracted by a contractor working for Kenya Power and Lighting Company and ijured while in line of duty. He filed suit - Mombasa law	**File closed.**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				court vide Civil Case No. 176 of 2018 & judgment entered in his favour in November 2019. The contractor appealed against that judgement vide Appeal Case No. 262 of 2019 which is still ongoing. He was advised that the complaint is outside the Commission's mandate.	
371.	Haron Dhadho Salim CAJ/MSA/POL/015/442/ 2021-KC	National Police Service	Delay	The complainant alleged delay by Makupa Police station Mombasa to take action in a road traffic accident reported vide OB No. 27/22/3/2021. Complainant was knocked down by M/V Reg. KBN 583N while crossing the road at Buxton, Mombasa. The complainant was duly advised.	**File closed.**
372.	Ali Omar Sembeya CAJ/MSA/JUD/001/415/ 2021-KC	Judiciary	Delay	The complainant sought legal advice on a defilement case at Kwale law courts that is due for ruling on whether he has a case to answer. Seeks advice to prepare for defence hearing. He was advised that his complaint is outside the Commission's mandate.	**File closed.**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
373.	Noor Paul King'ori CAJ/MSA/JUD/001/416/2021-KC	Judiciary	Delay	A complainant alleging the Magistrate, Kwale law court has refused/delayed to grant request for withdrawal of case despite the complainant's willingness to withdraw the case. The complaint was advised that his complaint was is outside the Commission's mandate.	**File closed.**
374.	Rashid Juma Mwandanda CAJ/MSA/JUD/001/424/2021-KC	Judiciary	Delay	The complainant sought legal advice on multiple defilement charges facing him at Kwale law court. Alleged to have defiled 3 girls while working as a madrassa teacher. Granted bond in the 3 separate cases (yet to be consolidated as victims reported incidents at different times). He was advised that the complaint is outside the Commission's mandate and advised accordingly.	**File closed.**
375.	Hamisi Nyamawi Charo CAJ/MSA/PE/040/634/2021-EM	Private Entity	Outside Mandate	The complainant alleged that he was an employee of the Maraka Clothing Company and that the company failed to pay his benefits. He reported	**File closed.**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				the same to the labour offices which directed that he was only entitled to the NSSF benefits. He was advised to enange an advocate to pursue legal remedies.	
376.	Joseph Ndung'u Ng'ang'a HUD/KWL/JUD/001/8/2021-KC	Judiciary	Delay	The complainant alleged lack of feedback at Kwale law court in a matter of malicious damage to property. He caimed that he paid fee for extraction of a decree but not assisted. He was duly advised.	**File closed.**
377.	Handerson Mazozo Mwambingu HUD/WND/PEN/000/15/2021-EM	Pension Department	Delay	The complainant alleged that he is a pensioner, receiving 5000/= but has been denied the cash transfer program for the older persons by the department of social development. He was duly advised.	**File closed.**
378.	Eunice Mkamburi HUD/WND/ATI/ODPP/027/1/2021-KC	Office Of Director of Public Prosecutions	Access To Information	The complainant alleged denial of copies of documents (Copy of charge sheet, P3 report & victim's statement) in a defilement case of her daughter by the Prosecution counsel, Taveta in *Criminal Case No. E024 of 2021* at	**File closed.**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				Taveta law courts. The complainant was advised that the matter is outside the Commission's mandate.	
379.	Salim Kibwana Bwata HUD/KWL/ATI/PE/040/2/2021	Private Entity	Access To Information	The complainant sought information on how to apply for Ethics & Anti-Corruption Commission clearance form. He was duly advised on the process.	**File closed**
380.	Boniface Mwaura Kimani CAJ/PO/047/504/21-SNK	Public Officer	Abuse of power	The complainant alleged that a government vehicle GK A152Q was stolen while being driven by the son to Dr. Richard Lesiampe who was the PS Ministry of Environment. The PS allegedly coerced the complainant to record a statement with police that he was the one driving the vehicle at the time of incident as the son was not authorized to drive the car. He was advised to lodge the matter with the Police for investigations as the same revolved around criminal offences.	**File closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
381.	Florentious Rotich CAJ/M.LAN/022/2198/21 -SNK	Ministry of Lands and Physical Planning	Manifest Injustice	The complainant alleged illegal registration and issuance of title deed of land parcel no. 964 Nkararo Adjudication Section. He was advised to seek the services of a lawyer for advise on available remedies.	**File closed**
382.	Dorcas Nduku CAJ/PE/040/2598/21-SNK	Private entity	Outside mandate (Civil dispute)	The complainant alleged that some unscrupulous individual transferred the complainant's land Reference number DONYO SABUK/KOMAROCK BLOCK 1/12869 without the family involvement, knowledge or consent. He was advised to seek the services of a lawyer to enable file a civil case at the High Court for determination of the issues on transfer and registration.	**File closed**
383.	Mary Njeri Maina CAJ/M.LAN/022/2218/21 -SNK	Ministry of Lands and Physical Planning	Unlawful official conduct	The complainant alleged that land parcel no Kitutu Chache/Ikuruma 92 which belonged to Joseph Maina (deceased) was transferred to another person other than his lawful beneficiaries. The same was done in the knowledge,	**File closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				involvement, and collusion of the Kisii County Land Registrar and County Surveyor. The Complainant was advised to seek the services of a lawyer for the family to be assisted to file a succession case in court.	
384.	Wilfred Lukorito Mwawa CAJ/CG/NANDI/097/2/21-SNK	County Government of Nandi	Unfair treatment	The complainant alleged that his grandfather leased his land No. P/No 1054 to the respondent for use during a construction of a Road and that on finishing, and that on completion of the road construction, he discovered that the land had been transferred and registered under the Respondent's name. The complainant was advised to engage the services of an advocate and persue legal remedies.	**File closed**
385.	Philip Pashile Ole Ankuo CAJ/M.LAN/022/2228/21-SNK	Ministry of Lands and Physical Planning	Manifest Injustice	The complainant alleged that he bought a parcel of land UNS RESD.PLOT NO.23 in Nyahururu Municipality from Mr. Daniel Macharia but the same was never transferred to him only to discover later that it had been	**File closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				allotted to another person. He was referred to the Ministry of Lands Office for resolution of the matter.	
386.	Abel Omweno Ongwae CAJ/M.IGC/062/1348/21 -SNK	Ministry of Interior & Coordination of National Government	Abuse of power	The complainant alleged that the Assistant Chief of Sigoma-Uranga Sub-Location, Alego West Location, Uranga Division in Siaya County was using his position to disinherit the family from properties of their late father. The complainant was advised to seek the services of a lawyer to assit in filing succession case in court	**File closed**
387.	Gerald O. Mungai/Juliana Kasiva Onyango HUD/GPO/PO/047/43/21 -SNK	Public Officer	Outside mandate (Civil dispute)	The complainant alleged that a public officer who had contracted him to fix tiles in his house but failed to pay for his services. He was advised to seek the services of an advocate of his choice to enable him pursue civil remedies for breach of contract	**File closed**
388.	Lukorito & Advocates CAJ/P. O/047/519/21-SNK	Private entity	Outside mandate (Civil dispute)	The complainant alleged environmental Pollution by a private company in the Ruiru area. The Complainant	**File closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				advised to lodge a complaint with NEMA	
389.	Felix Oketch and Co. Adv CAJ/CAK/107/7/21-SNK	Competition Authority of Kenya	Unfair official conduct	The complainant alleged that his client won the mbelenabiz business plan competition but that the rules were altered to deny him the award. The complainant was advised to follow-up the matter with Competition Authority as the Commission did not have jurisdiction on the matter.	**File closed**
390.	Peter Githinji CAJ/KPLC/021/555/21-SNK	Kenya Power	Unfair official conduct	The complainant alleged that his electricity connection was disconnected over unpaid electricity bill amounting to kshs 82,459/=. The complainant was advised to engage Kenya Power on repayment discussion to settle the matter.	**File closed**
391.	James Oketch & Co. Advocates CAJ/RBA/000/1409/2021-SNK	Retirement Benefits Authority	Delay	The complainant alleged that he had lodged a complaint with the respondent but that the respondent failed to rake action. The complaint was resolved on the Commission's intervention.	**File cosed**
392.	Kawe Ireri	Ethics and Anti-	Delay	The complainant alleged dealy in conclusion of	**File closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
	CAJ/EACC/026/226/21-MBA	Corruption Commission		investigations on alleged corruption in the County Government of Tharaka Nithi. The complainant was advised to follow-up with EACC as the institution with mandate to cause investigations on corruption	
393.	Peter H. Tenna CAJ/POL/015/4005/21-MBA	National Police Service	Inefficiency	The complainant alleged that he repoted a casse to Kamukunji Police Station vide OB No. 55/23/05/2021 on alleged breach of contractual agreement but that the respondent failed to take action. He complainant was advised to seek the services of a lawyer for legal assistance.	**File closed**
394.	Flora Mbugua (for Fredrick Mwaniki Parent to Jeremy Mutegi) CAJ/M.EDU/013/2147/21-MBA	Ministry of education, science and Technology	Unresponsive official conduct	The complainant alleged that she had reported a case in which her son had been sent away from Moi High School Mbiruri for paying hald the school fees despite the respondent's directive. The Complainant was advised on his obligation to full school fees and further advised to discuss the matter with the school	**File closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				principal to find a suitable way of resolving the matter.	
395.	INVENTIS VENTURE LTD CAJ/M.YOU/031/98/21-SNK	Youth Enterprise Development Fund	Unfair treatment	The Complainant alleged unfair charging on penalties on a loan secured from the Respondent. Complainant was advised that the complaint falls outside the mandate of the Commission.	**File closed**
396.	PETERSON GITONGA NJERU CAJ/CG/EMBU/089/18/21-SNK	County Government of Embu	Unfair treatment	The Complainant alleged unfair treatment by the Respondent during the existence of an employment contract between him and the County. He was advised that the complaint falls outside the mandate of the Commission.	**File closed**
397.	CONCERNED PARENTS OF RUBIRU PRIMARY SCHOOL CAJ/TSC/013/2194/21-SNK	Teachers Service Commission	Unfair treatment	The Complainant alleged that the Headteacher of Rubiru Primary School was subjecting teachers to unfair treatment. She had overstayed causing stagnation of the school and was embezzling school funds. Teachers Service Commission initiated investigations and resolved the matter.	**File closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
398.	JACINTA MWENDWA CAJ/NHC/028/61/21-SNK	National Housing Corporation	Unfair treatment	The Complainant alleged unfair treatment by National Housing Corporation. The Complainant withdrew the complaint through email dated 30th September 2021.	**File closed**
399.	BENARD CHEPKOECH CHERUYOT CAJ/PE/040/2588/21-SNK	Private entity	Outside mandate	The Complainant alleged delay in hearing and determination of a succession case allegedly through numerous adjournments by the Complainant's lawyer. He was advised accordingly.	**File closed**
400.	GIDEON BWIRE SIDIALO CAJ/POL/015/4032/21-SNK	National Police Service	Abuse of power	The Complainant alleged that the Complainant was assaulted by a police officer attached to Matayos AP Camp. The complaint was resolved amicably.	**File closed**
401.	TEMPORARY STAFF CAJ/KFC/023/202/21-SNK	KENYA FILM COMMISSION	Unfair treatment	The Complainant alleged that the recruitments conducted at KFC were not fair as the candidates who were interviewed and appointed were hand-picked. The complaint was resolved amicably.	**File closed**

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
			REFERRED		
402.	Joe Thomas Chinga CAJ/JUD/001/2427/21-EF	Judiciary	Inefficiency	The Complainant alleged that the Milimani Commercial Division High Court registry has taken close to 2 years to transfer a court file from the High Court to the Chief Magistrate's Court registry Milimani.	The complaint was referred to the Judiciary Ombudsman for resolution.
403.	BIDAN NGATIA CAJ/CANHA/006/185/21 -SNK	Kenya National Highways Authority	Unresponsive Official Conduct	The Complainant alleged failure by the Respondent to compensate businesses destroyed and interrupted by the Nairobi Expressway Construction.	The complaint was referred to National Land Commission for resolution
404.	ORBIT CHEMICALS INDUSTRIES LTD CAJ/CDF/008/252/21-MBA	National Government Constituencies DevelopmentFund BOARD	Delay	The Complainant alleged delay in settlement of payment for services rendered to the Respondent.	The Complainant was referred to Public Procurement Regulatory Authority for resolution

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
405.	OICHI MICHIRA CAJ/M.WAT/009/300/21-SNK	NAIROBI WATER AND SEWERAGE COMPANY	Inefficiency	The Complainant alleged failure of supply of water in Umoja Innercore.	The complaint was referred to Nairobi Water & Sewerage Company for resolution.
406.	MATHEW NGUGI CAJ/NPS/015/4041/21-SNK	National Police Service	Unresponsive official conduct	The Complainant alleged inaction by the Satellite Police Station to investigate a complaint lodged vide OB No. 24/05/06/2021.	The complaint was referred to National Police Service- Internal Affairs Unit for resolsution.
407.	MUSA BOAZ & THOMAS ADVOCATES CAJ/NPS/015/4043/21-SNK	National Police Service	Unresponsive official conduct	The Complainant alleged delay by Police officers attached to Kayole police station to conduct investigations as reported vide OB No. 06/24/9/2020.	The complaint was referred to Independent Policing Oversight Authority for resolution.
408.	MUSUMBI MWANZIA CAJ/M.IGC/062/1342/21-SNK	Ministry of Interior and Coordination of National Government	Unresponsive official conduct	The Complainant alleged that a former member of the Kiambu County Council known as Josphat Kirago had grabbed a two-acre public land in Kiambu town, Kiambu County and converted the same into private use and the area Assistant County Commissioner failed to act on the matter.	The complaint was referred to National Land Commission for resolution.

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
409.	John Njuguna Thube CAJ/POL/015/4036/21-EF	National Police Service	Manifest injustice	The Complainant alleged that police officers at Tigoni Police station have failed to take action on a crime report to wit carrying out investigations and arresting the perpetrators whose identity and whereabouts are known.	The complaint was referred to National Police Service - Internal Affairs Unit for resolution.
410.	Anonymous CAJ/KERTTC/013/2208/21-EF	Kericho Teachers Training College	Unfair official conduct	The Complainants alleged that the Principal of the Kericho Teachers Training College was treating non-teaching staff unfairly by declining to allow the staff who had taken unpaid leave when the College was closed in the midst of the heightened Covid-19 protocols to return to work, despite the fact that the College was opened a while ago and the school has been receiving the government capitation based on the full payroll. The Principal further declined to pay their salary arrears.	The complaint was referred to Ministry of Education, Science and Technology for resolution.

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
411.	Kenya Universities Staff Union- Machakos University Branch CAJ/PO/047/499/21-EF	Machakos University	Unlawful official conduct	The Complainants alleged that the Human Resource Director, who was recently recruited, has a dubious character owing to the circumstances surrounding her previous employment whereby she was charged with offences relating to fraud and forgery. That the officer is engaging in suspicious activities and that although they have written a petition to the Vice-Chancellor, no action has been taken.	The complaint was referred to the University Council for resolution.
412.	Aaron Kiplangat CAJ/JUD/001/2432/2021-EF	Judiciary	Delay	The Complainant, who is serving jail term at Kamiti Maximum Security Prison, filed an appeal no. 44 of 2019 at the Nakuru High Court. That he has been seeking a hearing date without success.	The complaint was referred to Judiciary Ombudsman for resolution
413.	Joel Kiplagat Mwigei CAJ/ELD/JUD/001/14/21-NK	Judiciary	Delay	The Complainant alleged delay in hearing and determination in Eldoret CMC E & L No. 215 of 2018 formerly Eldoret E & L 241A of 2015	The complaint was referred to the Judiciary Ombudsman for resolution.

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				Africa Inland Church of Kenya vs John Kiberenge Barkeben & 6 Others	
414.	Wilson Kiprotich Kolil CAJ/ELD/M.IGC/062/107/21-NK	Ministry of Interior & coordination of National Government	Unfair treatment	The Complainant alleged that the area Chief Kapkangani Location failed to resolve a land boundary dispute with his neighbor.	The complaint was referred to the Regional Lands office for resolution.
415.	Anonymous CAJ/HUD/KAJ/CDF/008/17/21-EMN	Kajiado Central Constituency Development Fund	Abuse Of Power	The Complainant alleged embezzlement of the Respondent's funds by its officials.	The complaint was referred to the National Government Constituency Development Fund Office for resolution.
416.	Daniel Kipkemei Chepkwony CAJ/AG/001/2422/21-EMN	Office of the Attorney General and Department of Justice	Ineptitude	The Complainant alleged that The Ogiek Community had been disposed of their ancestral land.	The complaint was referred to the National Land Commission for resolution.
417.	LINUS MUGAMBI KAMUNDI CAJ/ISI/DPP/027/017/22-MBA	Office Of The Director of Public Prosecutions	Outside mandate	The Complainant alleged that he sold his piece of land measuring 0.49 acres to one Douglas Muriuki for a consideration kshs 820,000. Where he was paid ksh 450,000 and the balance was	The complaint was referred to the Office of the Director of Public Prosecutions for resolution.

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				to be paid later. That the buyer breached the agreement and he was later accused of obtaining money by false pretence and prosecuted. The matter is pending before court.	
418.	REHEMA YUSUF CAJ/ISI/DPP/027/016/22-MBA	OFFICE OF THE DIRECTOR OF PUBLIC PROSECUTIONS	DELAY	Th Complainant alleged that she reported theft of her motor vehicle on 6th November 2021. That the vehicle was found on 9th November 2021 and suspects were subsequently apprehended. There has been inordinate delay in prosecuting the matter.	The complaint was referred to the Office of the Director of Public Prosecutions for resolution.
419.	LYDIA MUTHONI & OTHERS CAJ/ISI/JUD/001/060/21-MBA	JUDICIARY	Prejudicial conduct	The Complainants alleged that they were the beneficiaries of the estate of Stephano M'Mugambi. That the succession case of the estate has been ongoing since 1985. That they filed an application but they were informed the court file could not be traced.	The complaint was referred to the Judiciary Ombudsman for resolution.
420.	HALIMO ABDULLAHI CAJ/ISL/M.LAN/022/066/21-MBA	COUNTY GOVERNMENT OF ISIOLO	Outside mandate	The Complainant alleged that her late mother, Fatuma Ismael was allocated all that piece of	The complaint was referred to the National Land

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				land known as C68 Kiwanjani Isiolo and issued with allotment letter. She inherited the property afte her mother's demise however someone at the Lands office was interfering with her records.	Commission Alternative Dispute Resolution Committee for resolution.
421.	TERESA MAKANDI CAJ/ISL/M.WIF/010/028/21 -MBA	KENYA WILDLIFE SERVICE	Unfair treatment	The Complainant alleged that her application for compensation for crop destruction was rejected based on the allegation that the OB number was obtained before the date of the incident.	The complaint was referred to Kenya Wildlife Service for resolution.
422.	ISAAC MWORIA ON BEHALF OF MS. GOLLET KARAINTO CAJ/ISL/M.WIF/010/023/21 -KWK	KENYA WILD LIFE SERVICE	Unfair treatment	The Complainant alleged that his application for compensation for crop destruction was rejected based on flimsy grounds; that the dates on the letter by the Chief did not match with the date on the claim form.	The complaint was referred to Kenya Wildlife Service for resolution.
423.	ALICE MAKENA CAJ/ISL/POL/015/060/21 -KWK	NATIONAL POLICE SERVICE	Delay	The Complainant alleged that she was a detergent vender within Isiolo town. She was	File closed. The complaint was referred to

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				assaulted by people known to her and her products destroyed. She reported the matter to the Isiolo Police station as per OB number 47/01/07/2021 and 27/05/07/202. The culprits were arrested and later released and since then no action has been taken against them.	National Police Service.
424.	GAMBELA TAWAKAL FARMERS CO-OPERATIVE SOCIETY CAJ/ISL/M.COOP/025/005/21 -KWK	MINISTRY OF AGRICULTURE LIVESTOCK FISHERIES AND COOPERATIVES	delay	The Complainants alleged that they are members of the Gambela Tawakal Cooperative Society. That the organisation is a self-help group formed in Isiolo and has been operating since 1980. The members held a meeting on 21st February 2021 after being dissatisfied and aggrieved by the mismanagement of resources by the former officials. The former officials have never conducted a single financial and asset audit nor called a meeting for the society despite requests to do	Referred.

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				so. That instead of holding the said meeting, the said officials resigned without following due process as stipulated in their Constitution	
425.	CHARLES NTURIBI CAJ/ISL/M.WIF/0110/025 /21 -MBA	KENYA WILDLIFE SERVICE	Ineptitude	The Complainant alleged that his application for compensation for crop destruction was rejected based on grounds that the dates on the letter by the Chief did not match with the date on the claim form.	The complaint was referred to Kenya Wildlife Service for resolution.
426.	ANNUCIATA KANANU CAJ/ISL/P.E/040/171/21 - MBA	National Police Service	Outside mandate	The Complainant alleged that her husband Peter M'Kimabiati was involved in a fatal road accident in 2019. She thereafter sought the services of an advocate who represented her in court vide civil case number 28 of 2019 at Tigania Law courts. That parties entered into a consent which was adopted as the court's judgement. That since then the advocate has failed/ refused to execute the	The complaint was referred to Advocates complaint Commission for resolution.

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				judgement or remit the decretal sum to her.	
427.	Abdiweli Salah Mohamed CAJ/PE/040/2567/21-V.O.K	Private Entity	Outside mandate	The Complainant alleged that he paid Dr. John Khaminwa, S.C. to represent him in Garissa C.M.Cr. No. 537 of 2018 but he did not appear in Court.	The complaint was referred to Advocates Complaints Commission for resolution.
428.	Anonymous CAJ/KBC/023/199/2021-SAK	Kenya Broadcasting Corporation	Unfair treatment	The complaintant alleged that following a CBA unionisable staff in BA 1 has been earning more than they seniors in managerial positions, namely salary scale BE 5 or BE 4. Moreover, the last time those in in scale BE 5 and BE 4 received increments was in July 2016. Moreover, those in BE 3 have also suffer a large salary gap between themselves and BE 2. Despite reporting this matter to the KBC Board and Salary Renumeration Commission no definitive action has been taken to rectify the same.	The complaint was referred to Salary Renumeration Commission for resolution.
429.	Mwova Syungoma	Private Entity	Outside mandate	The complainant alleged that two parties had trespassed	The Complaint referred to the

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
	CAJ/PE/040/2570/2021-SAK			onto his land Plot No. 11301 Kyuso B Adjudication, destroyed trees and built temporary structures. The complaint furthers that he has reported the matter to the area chief and Sub-County Adjudication Officer but the parties fail to appear.	Sub-County Adjudication officer for resolution.
430.	SCOLLER OTIENO CAJ/PE/040/2582/21-SNK	Communication Authority	Outside mandate	The Complainant alleged that Uwezo Broadband Limited provided poor services to clients.	The complaint was referred to Communication Authority for resolution
431.	HASSAN N LAKICHA & CO ADVOCATES CAJ/PE/040/2596/21-SNK	Private entity	Outside mandate	The Complainant alleged that an officer called Khadija Kuria had refused to pay him money agreed for sale of motor-vehicle as agreed in an agreement dated 15.02.2020.	The Complainant was advised to seek the services of a lawyer for advice on civil remedies.
432.	Ochoki and Ochoki Associates for Alphonse Mbatha Kisyula CAJ/POL/015/4017/2021-SAK	National Police Service	Unlawful Official Conduct	The Complainant alleged that on 30th June 2021, following a court hearing at Kiambu Law Court, he was arrested by three officers and taken to Vigilance House. While in custody he was warned and intimidated regarding the parcel of land that was the subject of judicial	The complaint was referrred to the Inspector General's office for resolution.

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				proceedings in the matter before Kiambu Law Courts. Despite being in custody for up to nine hours, he was released without any charges being preferred against them.	
433.	Ngambwa Elders Council CAJ/NLC/022/2200/21-SAK	National Land Commission	Manifest Injustice	The complainants alleged that they were residents of Mwachabo, Gills Farm/Mlughi, Bura/Mwatate Settlement Schemes and Mngama Game Sanctuary. There has been disproportionate land allocation and resettlement by various government agencies.	The Complaint was referred to the National Land Commission for resolution.
434.	Sylvan Matiku Mabesa and Others CAJ/PO/047/506/2021-SAK	Public Officer	Abuse of power	The Complainant alleged that Nereah Olik, the Director of Primary Education at the Ministry of Education, Science and Technology, Science and Technology engaged in corrupt practices including kick-backs from suppliers and headteachers, favouritism in appointments and promotions and takes unnecessary trips to earn per-diem.	The complaint was referred to the Ethics and Anti-Corruption Commission.
435.	Bernard O. Abuya	Ministry of Interior and	Inefficiency	The Complainant alleged that they were being forced to	The complaint was referred to

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
	CAJ/HUD/KAJ/M.IGC/062/233/21-SAK	Coordination of National Government		collect their Huduma Card Numbers from their ancestral home which is cumbersome. Consequently, the Complainant is advising that this be streamlined and that the cards be availed at the location of application.	the Ministry of Interior and Co-ordination of National Government for resolution.
436.	Anonymous CAJ/PO/047/514/2021-SAK	Public Officer	Abuse of power	The Complainant alleged that Martyne Luther Lunani, Director for Air Accident Investigations absconds from duty resulting in many air accident reports being delayed.	The complaint was referred to the Ministry of Transport Infrastructure Housing, Urban Development and Public Works for resolution.
437.	Augustine Omolo Ojode CAJ/KSM/PE/040/434/21-FL	Private entity	Outside mandate	The Complainant alleged that the Management of MEK Sacco, Kisumu County failed to settle dues owed to him following his termination of membership with the Sacco in 2015.	Complaint referred to the Commissioner for Cooperatives for resolution.
438.	Atta Kenya Company Ltd CAJ/MSA/JUD/001/405/2021-KC	Judiciary	Abuse Of Power	The Complainant alleged abuse of power in the determination of Criminal Case No. 1945 of 2021 at Mombasa law court. They claimed that	The complaint was referred to the Judiciary Ombudsman for resolution.

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				on 23.9.21, the Magistrate granted the accused person-Mohamed Yunis a bond of Kshs. 500,000 & fixed mention date on 7.10.2021. However, on 24.9.2021, the accused person was produced in court & released on bond of Kshs. 100,000 without any application for review of the bond terms and if any, it was not served to the Complainant. The Accused charged with offence of stealing by servant (Kshs. 1,315,925/-)	
439.	Yunus Same Ibrahim CAJ/MSA/M.LAB/017/178/2021-EM	Ministry Of Labour and Social Protection	Delay	The Complainant alleged delay by the County Labour Officer Mombasa in addressing. He worked as a security guard.	The complaint was referred to the County Labour officer for resolution.
440.	Katana Ramadhan Gona CAJ/MSA/M.EDU/013/127/2021-EM	Ministry of Education, Science and Technology	Unfair Treatment	The Complainant alleged denial by the Kenya Certificate of Secondary Examination by Ngala Memorial Secondary school in Mariakani supposedly on account of being a suspect in theft of 6 mattresses at the school.	The complaint was referred to the Ministry of Education, Science and Technology for resolution.

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
441.	Ali Ahmed Saror CAJ/MSA/JUD/001/401/2021-KC	Judiciary	Prejudicial Conduct	A Complainant alleging bias & lack of transparency by Justice C. Yano in 2 land matters- ELC No. 41 of 2020 & ELC No. 328 of 2015 at Mombasa law court. Claims the judge issued a notice of judgment & judgment ex parte to their detriment.	The complaint was referred to the Judiciary Ombudsman for resolution.
442.	Aziz & Co. Associates CAJ/MSA/POL/015/444/2021-KC	National Police Service	Abuse Of Power	The Complainants alleged a case of arbitrary arrest & unlawful detention of their clients- Swaleh Abdalla Mohamed & his son- Nassir Swaleh on 24.8.2021 by police officers from Mtwapa police station. Claims clients were arrested on unfounded charges of malicious damage to property, denied cash bail. Subsequently released on 25.8.2021 without arraignment in court.	The complaint was referred to Independent Policing Oversight Authority for resolution.
443.	Hamisi Mzera Karimbo CAJ/MSA/PE/040/605/2021-KC	Private Entity	Outside Mandate	The Complainant alleged unpaid salary dues at 24 Security Company in Kwale. He claimed that he was employed as a security guard in July 2020 & deployed to guard Fujita	The complaint was referred to the County Labour officer for resolution.

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				Construction site in Tsunza, Kwale. He resigned in August 2021 upon tendering resignation letter but the salary for 1 month was not paid.	
444.	Abdalla Mbita Koi o/b Gamaka Farmers CBO, Mombasa CAJ/MSA/M.LAN/022/299/2021-KC	National Land Commission	Delay	The Complainant alleged delay by National Land Commission to resolve a land ownership dispute over land Parcel no. 360/II/MN in Mombasa.	The complaint was referred to the National Land Commission for resolution.
445.	Hassan Mohamed Mwazecha CAJ/MSA/JUD/001/406/2021-KC	Judiciary	Delay	The Complainant alleged delay and/or denial of a copy of judgment in land case No. 8 of 2007 at Kwale law courts.	The complaint was referred to the Court Administrator, Kwale Law Court for resolution.
446.	Kituo Cha Sheria o/b James Mwaniki CAJ/MSA/POL/015/446/2021-KC	National Police Service	Prejudicial Conduct	The Complainant alleged that police officers at Likoni Police station declined to book the victim's (James Mwaniki) report of malicious damage to property which was allegedly committed by fellow police officers accompanied by inspectorate officers.	The complaint was referred to Independent Policing Oversight Authority for resolution.
447.	Wilfred Ogengo Buong CAJ/MSA/M.ICG/062/299/2021-KC	Ministry Of Interior & Coordination	Delay	The Complainant alleged delay at the Chief's office, Kisauni to resolve a plot	The complaint was referred to the Assistant

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
		of National Government		boundary dispute between him & his neighbor in Manoni B, Vikwatani area, Mombasa. He claimed to have also requested for feedback on decision reached but yet to be given feedback	County Commissioner's office for resolution.
448.	Jai Shah CAJ/MSA/CG/MSA/068/128/2021-KC	County Government of Mombasa	Delay	The Complainant alleged inordinate delay by the County Government of Mombasa-Department of Public Works to complete construction of a cabro road project (Nyoka Road-Contract REF: CGM/PRO/128/2018-2019) in Nyali Sub County since 2018.	The complaint was referred to the County Ombudsman for resolution.
449.	Juma Mwanza Zahoro CAJ/MSA/M.ICG/062/300/2021-KC	Ministry Of Interior & Coordination of National Government	Abuse of power	The Complainant alleged abuse of office by the Chief, Kinango location in meddling in a family dispute over land between Karisa Kibo & himself. Claims the Chief while handling the land dispute ordered that the land belongs to Karisa yet it is family land & succession yet to be done.	The complaint was referred to the Assistant County Commissioner, Kinango for internal resolution.

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
450.	Benedette Adhiambo Oromo CAJ/MSA/CG/KLF/103/16/2021-KC	County Government of Kilifi	Abuse Of Power	The Complainant alleged refusal by Inspectorate department to enforce a court order granted in Criminal Case No. 715 of 2018- *R v Aphline Akinyi* where the court ordered that the accused person be moved from her stall to a different one, far away from the Complainant's stall.	The complaint was referred to the Chief Magistrate, Malindi Law Court for resolution.
451.	Bernard Otieno Ouso CAJ/MSA/PE/040/611/2021-KC	Private Entity	Outside Mandate	The Complainant alleged non-compensation by his employer- Cook & Lite Co. Limited for injuries sustained while in the course of duty on 30.3.2016 in Mombasa	The complaint was referred to the Occupational Safety & Health Services for resolution.
452.	Raymond Oloo Oduor CAJ/MSA/M.LAB/017/183/2021-KC	Ministry Of Labour & Social Protection	Delay	The Complainant alleged delay to resolve a complaint of workman injury sustained in the course of duty at Fairdeal Co. Limited on 18.10.2017. Claims the employer did not report the incident at Occupational Safety & Health office as required	The complaint was referred to the County Occupational Safety & Health Services for resolution
453.	Mary Ndunge Mbai CAJ/MSA/M.ICG/062/302/2021-KC	Ministry Of Interior & Co-ordination of	Abuse Of Power	The Complainant alleged that the Chief, Kinondo location, Kwale County arbitrarily removed her from the position	The complaint was referred to the Assistant County

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
		National Government		of Assistant Village Chairlady in October 2021 without reasonable cause & unprocedurally replaced her without following due process which requires elections.	Commissioner for resolution.
454.	David Tsungu CAJ/MSA/PE/040/618/2021-KC	Private Entity	Outside Mandate	The Complainant alleged professional misconduct by M/s Kagwima Karanja & Co. Advocates in Civil Suit No.134 of 2018 by withholding clients' money	The complaint was referred to the Advocates Complaints Commission for resolution.
455.	Omar Mwamvula Nyae CAJ/MSA/PE/040/619/2021-KC	Private Entity	Outside Mandate	The Complainant alleged professional misconduct against M/s Kariuki Gathuti & Co. Advocates by withholding clients' money awarded in Civil Suit No. 158 of 2019, Mombasa law court	The complaint was referred to the Advocates Complaints Commission for resolution.
456.	Matheka Kasolo CAJ/MSA/PE/040/620/2021-KC	Private Entity	Outside Mandate	The Complainant alleged professional misconduct against M/s Tarus & Co. Advocates, Mombasa by withholding client money awarded in Civil Case No. 3426 of 2009 as compensation for injuries sustained in a road traffic accident in 2009 at Kibarani, Mombasa.	The complaint was referred to the Advocates Complaints Commission for resolution.

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
457.	Kinyungu Kilonzo CAJ/MSA/PE/040/621/2021-KC	Private Entity	Outside Mandate	The Complainant alleged delayed salary at Nationwide Security firm where he is employed as a security guard.	The complaint was referred to Ministry of Labour and Social Protection for resolution.
458.	Mwatime Said Khamis & Others CAJ/MSA/PE/040/623/2021-KC	Private Entity	Outside Mandate	The Complainant alleged professional misconduct against the firm of Ambwere T.S & Co. Advocates in a sale of land transaction through refusing to surrender the purchase price of Kshs. 900,000 paid to him for onward transmission to the vendor.	The complaint was referred to the Advocates Complaints Commission for resolution.
459.	Hakimu Said Abeid CAJ/MSA/PE/040/627/2021-KC	Private Entity	Outside Mandate	The Complainant alleged that they sought legal advice on labour grievance of unpaid salary dues by his employer-Cabro Works Limited, Mombasa. Further claims that employer did not remitted NHIF contributions despite deductions from his salary.	The complaint was referred to County Labour officer for resolution.
460.	Francis Chege Kariuki o/b Elizabeth Wangui Chege HUD/WND/PE/040/1/2021-KC	Private Entity	Outside Mandate	The Complainant alleged professional misconduct by M/s Mburu Machua & Co. Advocates by failing to represent his wife in Succession	The complaint was referred to the Advocates Complaints

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				Cause No. 162 of 2014 at Limuru law courts despite paying part legal fee of Kshs. 50,000. The Advocate refused to refund the money.	Commission for resolution.
461.	Debora Wakesho Mwalukumbi HUD/WND/PE/040/2/2021-KC	Private Entity	Outside Mandate	The Complainant alleged professional misconduct against M/s Dancun Mwanyumba by failing to represent her in land case no. ELC No. 20 of 2020 despite giving instructions thereof.	The complaint was referred to the Advocates Complaints Commission for resolution.
462.	Joshua Tole Ramadhan HUD/WND/CG/T.TVT/057/2/2021-KC	County Government of Taita Taveta	Unfair Treatment	The Complainant alleged unfair labour practices at County Government of Taita Taveta where he was employed as a Cleaner. He claims that he was never issued with contract or appointment letter & worked for 6 years without leave. Further claims his salary was stopped without even being issued with a dismissal letter.	The complaint was referred to the County Public Service Board, Taita Taveta for resolution.
463.	STEPHEN MWANGI CAJ/M.IG.C/062/1343/21-SNK	Ministry of Interior	Unlawful conduct	The Complainant alleged that the Chief of Mahiga Location, Othaya Sub-county, Nyeri County was colluding with the Complainant's brother to evict	The matter was referred to the Nyeri County Surveyor to assist the family in sub-

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				the Complainant from a parcel of land being L.R. No Mahiga/Kamoko/737 which the Complainant had inherited from his father and which the Nyeri High Court in Succession Case had decreed that each of the beneficiary to get equal share of the land.	dividing the estate land as ordered by the court.
464.	MOHAMMED MZEE MCHANGA CAJ/P. E/040/2603/21-SNK	Private entity	Outside mandate	The complainant alleged that he had been unfairly terminated by School Outfitters of Muindi Mbingu Street.	The Complaint was referred to the County Labour Officer for resolution.
465.	EZEKIEL OMBASO TAGITI CAJ/PE/040/2593/21-SNK	Private entity	Outside mandate	The Complainant alleged delay in payment of Complainant's dues by Cobra Security Limited	The Complainant was referred to the County Labour Office for resolution
INQUIRIES					
466.	Hillary Mutesa Okongo CAJ/M.HEA/012/568/21-EF	Public Health Officers & Technicians Council	Manifest injustice	The Complainant alleged that the Respondent refused to register him as a public health officer even though he met the qualifications for registration.	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
467.	Elkana K Nyaga CAJ/M.EDU/013/2168/21-EF	Ministry of Education, Science and Technology	Unfair official conduct	The Complainant alleged that the Respondent declined to extend his retirement age by 5 years despite the fact that he is a person with disability.	Inquiry ongoing
468.	James Mwangi Gatundu CAJ/M.LAN/022/2222/21-EF	Ministry of Lands and Physical Planning	Unlawful official conduct	The Complainant alleged that the Land Registrar-Mbeere Lands Registry colluded with a third party to take away land known as P/No Mbeere/Kirima/5370 which was registered in his name by unlawfully registering the property under the third part's name.	Inquiry ongoing
469.	David Siele CAJ/M.IGC/062/1337/21-EF	Ministry of Interior and Co-ordination of National Government	Unfair official conduct	The Complainant alleged that the Assistant County Commissioner-Kimulot Division in Bomet County exhibited open bias and favoured an opposing party in a dispute over family land. He alleged that the officer employed deliberate discriminatory processes so as to lock out the	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				Complainant's family from presenting their case.	
470.	Manyoni Morara Isaac CAJ/M.LAN/022/2221/21-EF	Ministry of Land and Physical Planning	Unresponsive official conduct	The Complainant alleged that the Land Registar -Nyamira Lands Registry failed to issue him with a certificate of search and a copy of the green card with respect to land known as North Mugirango/Magwagwa I/699 registered in his name.	Inquiry ongoing
471.	Abaigowa M. Ngome CAJ/RBA/000/1401/21-EF	Retirement Benefits Authority	Unresponsive official conduct	The Complainant alleged that the Respondent failed to determine an appeal she filed against a decision made by the Kenya Ports Authority Pension Scheme on her pension benefits. That she filed the appeal in October 2019 and to-date the RBA has not delivered its decision.	Inquiry ongoing
472.	Charles Pius Onyisi Ambogo CAJ/M.ROA/006/187/21-EF	State Department of Public Works	Manifest injustice	The Complainant alleged that the Respondent took close to 20 years to compile and submit an employment document relating to his late father's pension benefits, which was	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				required to facilitate payment by the Pensions Department.	
473.	Moses Ng'ang'a Guchu CAJ/SRC/000/1396/21-EF	Nairobi Metropolitan Services Salaries & Remuneration Commission	Unfair official conduct	The Complainant alleged that the Respondents failed to effect the new agreed terms of remuneration of several health care staff formerly employed by the defunct Local Government Authority, despite them working under the new contracts for close to 1 year.	Inquiry ongoing
474.	Charlotte Salame Polle CAJ/M.EDU/013/2198/21-EF	Kenyatta University	Delay	The Complainant alleged that the Kenyatta University Council delayed in making a determination on her appeal against termination of employment.	Inquiry ongoing
475.	Joseph Alukwe Omoro CAJ/NLC/022/2216/21-EF	National Land Commission	Oppressive official conduct	The Complainant alleged that she was a person living with disability person and that National Lands Commission was in the process of compulsorily acquiring his land known as Kajiado/Kitengela/27257 to pave way for construction of	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				the Nairobi-Nakuru SGR line. The Respondent significantly undervalued his land and despite several appeals for reconsideration and proper assessment of the value of the land and the developments thereon, they have neglected to respond.	
476.	Chege Alex CAJ/M.EDU/013/2196/21-EF	Ministry of Education Science and Technology	Unlawful official conduct	The Complainant alleged that two teachers under the instruction and supervision of the Deputy Principal, Machakos Boys High School battered his son, a Form Four student at the school, causing him serious bodily injuries which forced him to be placed under medical care for a while.	Inquiry ongoing
477.	Gerald Kihara Muchiri CAJ/POSTA/023/201/21-EF	Postal Corporation of Kenya	Unresponsive official conduct	The Complainant alleged that he was forced to pay twice for the same parcel delivered through Posta, because he made payment through the general Posta pay bill number whereas the officers at Posta Office in Adams wanted	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				payment to be made through the pay bill designated specifically for Adams Office. That he sought refund of the amount paid through the general pay bill number without success.	
478.	Daniel Waitere for Rosemary Wangui Waweru CAJ/TSC/013/2218/21-EF	Teacher Service Commission State Department of Pensions	Unresponsive official conduct	The Complainant alleged that the Department of Pensions and the Teachers Service Commission failed to process and pay out monies owing as salary accruals pursuant to a CBA between TSC and KNUT, despite making efforts to pursue payment thereof.	Inquiry ongoing
479.	K.N Mburu & Associates for Emilio Wanderi Kahiga CAJ/M.LAN/022/2202/21-EF	Land Registrar-Ruiru Land Registry	Unresponsive official conduct	The Complainant alleged that Land Registrar failed to take action on an application to cancel and rectify land title, after an outsider fraudulently obtained registration of the Complainant's parcel of land in her name and purported to sell to 3rd parties.	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
480.	Maurice Oriedi CAJ/S.K/031/100/21-EF	Sports Kenya	Unresponsive official conduct	The Complainant alleged that he was employed by Sports Kenya from May 2005 to February 2010 and was entitled to payment of gratuity when he left employment but he was not paid. That he made several claims for payment but the institution never responded.	Inquiry ongoing
481.	Kagwe & Associates Advocates CAJ/M.LAN/022/2236/21-EF	Ministry of Lands and Physical Planning	Inefficiency	The Complainants alleged that they were unable to fully access and transact on the Electronic (Ardhi sasa) System, and that their complaint to the Respondent about the matter was never addressed.	Inquiry ongoing
482.	Nancy Murugi Wanja HUD/EMBU/015/181/2021-EF	National Police Service	Ineptitude	The Complainant alleged that vide OB No. 18/9/06/2021 she reported a case of theft of money to the tune of Kshs. 371,300/- and a mobile phone Samsung J3 which the police stationed at Manyatta Police Station failed to investigate.	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
483.	Torkosh Philemon Leparan CAJ/KPLC/021/536/2021-EF	Kenya Power and Lighting Company	Delay	The Complainant alleged that in 2019 the Repondent failed to replace a small transformer that that they repossessed with a big one, which had been erected in Mosiro Village-Kilgoris by World Bank in a rural electrification aid programme.	Inquiry ongoing
484.	Eliud Ngige Boro CAJ/CG/EMBU/089/17/21-EF	County Government of Embu	Unlawful official conduct	The Complainant alleged that he was an employee of the County Government as a cashier since 2017. That he has never been paid as his name was not added to the payroll.	Inquiry ongoing
485.	Ibrahim Omulo Omwenga CAJ/PRI/002/153/21-EF	Kenya Prisons Service	Unresponsive official conduct	The Complainant alleged that he was an inmate at Kamiti Maximum Security Prison and was unwell since 2020 but he was denied necessary treatment outside the prison facility.	Inquiry ongoing
486.	Emma W. Gachinga and Lucy Njeri CAJ/M.IGC/062/1320/21-EF	Nairobi City County Government	Unfair official conduct	The Complainants alleged that they were allocated stalls at the City Market before it burnt down, and after the market was rebuilt they were to be	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				allocated new stalls. That they submitted their documents for verification and participated in relevant meetings but they were denied stalls.	
487.	Francis Otieno Otieno CAJ/PE/040/2579/21-EF	County Government of Siaya	Unresponsive official conduct	The Complainant alleged that his sugar cane crop was destroyed during the construction of the Bar Osimbo-Pap Oriang road by the County Government, upon which he lodged a claim for compensation. That the Respondent has failed to respond.	Inquiry ongoing
488.	Ong'ato Ochieng & Co. Advocates for Celina Atieno Ogutu CAJ/M.FIN/000/1382/21-EF	Retirement Benefits Authority	Unresponsive official conduct	The Complainant alleged that the Respondent failed to consider and determine her appeal against a decision made by Undugu Society of Kenya Staff Pensions Scheme.	Inquiry ongoing
489.	Stephen Okiya CAJ/M.ENE/021/543/21-EF	Kenya Power and Lighting Company	Delay	The Complainant alleged that the Respondent failed to respond to his report of faulty electricity token.	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
490.	Lydia Talai for Michael Kiptum Langat Talai CAJ/M.FIN/000/1384/21-EF	Department of Pensions	Delay	The Complainant alleged that the Department of Pensions failed to pay him lump sum pension benefits since his retirement in the year 1998. He however receives his monthly installements.	Inquiry ongoing
491.	Isaac Macharia CAJ/M.ENE/021/548/21-EF	Kenya Electricity Generating Company	Unlawful official conduct	The Complainant alleged that there was a tussle amongst the management officials of KenGen relating to the recruitment of employees, whereby some officers wanted to influence the process. The complaint was lodged with EACC and the Complainant was advised to follow up and update the Commission.	Inquiry ongoing
492.	Fredrick Owino CAJ/POL/015/4019/21-EF	National Police Service	Unlawful official conduct	The Complainant alleged that the OCS-Bungoma Police Station and police officers under his supervision were abusing their power by frequently breaking into his business premises at night and making irregular arrests with	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				the intention of causing trouble for the Complainant following his refusal to give them bribe. The complaint was also lodged with the Inspector General of Police, thus Complainant was advised to follow up with that office and update the Commission.	
493.	Rose Wambui Wanyoike CAJ/M.LAN/022/2210/21-EF	Ministry of Lands and Physical Planning	Unlawful official conduct	The Complainant alleged that she pursued her title document for land Nairobi/Block 144/78 which she paid for and was asked to collect since the year 2018. That whenever she visited the Land Registry she was told to go back and wait for it to be searched. The Complainant was advised to await the outcome of a complaint lodged with the Cabinet Secretary and update the Commission.	Inquiry ongoing
494.	Ogetto Otachi & Co. Advocates for John Isaboke	Office of the Director of Public Prosecutions	Ineptitude	The Complainant alleged that the Prosecutor conducting Kandara SRM Traffic Case 607 of 2018 withdrew the case	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
	CAJ/ODPP/027/244/2021-EF			under section 87 (2) of the CPC under unclear circumstances and without prior consultation with the victims. That the withdrawal was irregular. The complaint was lodged with the DPP, thus the Complainant was advised to pursue the matter and update the Commission.	
495.	Charles K. Mbuvi CAJ/M.EDU/013/2156/21-EF	Ministry of Educatio, science and Technology	Unlawful official conduct	The Complainant alleged that the Principal-Kathiani High School engaged in extortionist behaviour demanding irregular payments by parents. That parents who attempted to question his conduct faced reprisal through harassment of their children at school. The complaint was lodged directly with the Principal Secretary Ministry of Education, Science and Technology, thus the Complainant was advised to pursue the matter and update the Commission.	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
496.	Tawai Limited CAJ/M.LAN/022/2182/21-EF	Assistant County Surveyor-Kitale	Unlawful official conduct	The Complainant alleged that the Assistant County Surveyor frustrated the process of issuance of title to land parcel no. 5707/R by neglecting to act on the instructions of the Titling Centre. That the surveyor's verbal response is that he has been instructed by the Cabinet Secretary for Lands to hold onto the file. The complaint has been lodged with the Cabinet Secretary for Lands. We have advised the Complainant to first pursue the matter with the CS and update us on the progress.	Inquiry ongoing
497.	Wanjiku Mburu CAJ/NHC/028/60/21-EF	National Housing Corporation	Delay	The Complainant alleged that the Respondent failed to repair the house above her own house, despite reporting to them that water was leaking from above and was penetrating through her ceiling into her house. She alleged that the Respondent sent officers to inspect the house	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				above, who found a crack and promised to repair it. That months passed and no action was taken. We requested the Complainant to provide documentation showing the Respondent's responsibility.	
498.	Paul Muchui Kirikua CAJ/M.EDU/013/2169/21-EF	Ministry of Education, Science and Technology	Manifest injustice	The Complainant alleged that he was denied promotion yet he was due for common promotion. He lodged the complaint with the Respondent and forwarded a copy to the Commission. He was advised to first pursue the matter with the Ministry and update the Commission within 60 days.	Inquiry ongoing
499.	Ochich TLO & Associates CAJ/POL/015/3999/21-EF	National Police Service	Unlawful official conduct	The Complainants alleged that several police officers attached to Langata Police Station including the OCS engaged in acts of extortion, blackmail and illegal detention upon arresting them arbitrarily. The complaint was lodged with IPOA, Inspector General of	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				Police and EACC. The Complainants were advised to pursue the complaint with these offices and update the Commission within 60 days.	
500.	Duncan Kudate HUD/KAJ/HELB/013/220/21-EF	Higher Education Loans Board	Inefficiency	The Complainant alleged that Respondent over-quoted the amount of money payable on his loan. He was advised to provide sufficient information.	Inquiry ongoing
501.	Albert Gitau Wainaina CAJ/HUD/GPO/M.AGRI/014/25/21-EF	Kenya Veterinary Vaccines Production Institute Ministry of Agriculture Livestock Fisheries & Cooperatives	Ineptitude	The Complainant alleged that he was not paid pension benefits accruing from his 22 years of service at the Ministry of Livestock, where he worked before he moved to the Kenya Veterinary Vaccines Production Institute. Upon noting that he had not raised this matter with the Ministry, he was advised to first engage them on the same and update the Commission.	Inquiry ongoing
502.	Keng'ethe & Company Advocates for Kevin Otieno & Linus Chege	Ministry of Lands and	Unlawful official conduct	The Complainants alleged that the Land Registrar treated them with disrespect and	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
	CAJ/M.LAN/022/2208/21-EF	Physical Planning		contempt when they visited the land registry to inquire about a fraudulent registration of transfer of land known as Kajiado/Kipeto/757 to one Amos Taritao Sentrian. The Complainants were asked to provide supporting documents.	
503.	James Ongeni Mecha CAJ/P.O/047/573/21-EF	Public Officers	Abuse of power	The Complainant alleged that several administration public officers forcefully took market stalls constructed by residents of Makadara using funds they contributed. The Complainant was asked to provide more information to enable the Commission consider the appropriate action.	Inquiry ongoing
504.	Charles Achieng CAJ/KERRA/006/190/21-EF	Kenya Rural Roads Authority	Unfair official conduct	The Complainant alleged unfair termination of his employment through declaration of redundancy by the Respondent's Regional Director-Kisumu. Complainant was asked to provide additional information.	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
505.	Anthony Kiberi CAJ/KFDK/000/1404/21-EF	National Fund for the Disabled of Kenya	Unfair treatment	The Complainant alleged that he participated in a recruitment exercise conducted by the Respondent for the position of Property Manager. He was selected as the best candidate and was invited to discuss the terms of employment. That since then the institution went quiet and he learnt that the position was filled by another person. That he wrote to the institution seeking an explanation but he never received a proper response. The Complainant was asked to provide supporting documents.	Inquiry ongoing
506.	Fred Masinde Situlungu CAJ/CG/TRANS/113/13/21-EF	County Government of Trans Nzoia	Unlawful official conduct	The Complainant alleged that he was an employee of the Respondent and that he never received his salary amounting to Kshs. 1.7 million. The Complainant was asked to provide further information and supporting documents.	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
507.	Thomas Mwangola Maganga CAJ/PT/001/2433/21-EF	Public Trustee	Unlawful official conduct	The Complainant alleged that the Respondent in Mombasa illegally transferred his late father's shares at Kenya Commercial Bank to his own name, before distribution of the estate. Complainant was asked to provide further information and supporting documents.	Inquiry ongoing
508.	Samuel G. Kuma CAJ/M.LAN/022/2234/21-EF	Ministry of Lands and Physical Planning	Delay	The Complainant alleged that he bought parcels of land in Kajiado/Kaputiei North under Utumishi Investment and they made attempts to obtain transfers to their individual names without success. That transfer documents were withheld by the Respondent at the head office and numerous follow ups bore no fruits. Complainant was asked to provide further information and supporting documents.	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
509.	Christine Wakapisi CAJ/M.ENE/021/547/21-EF	Kenya Power and Lighting Company	Manifest injustice	The Complainant alleged that the Respondent erected a power line on her land without consulting her and without paying her compensation. That she was unable to carry out intended developments on the land because of the power line. The Complainant was asked to provide further information and supporting documents.	Inquiry ongoing
510.	Annah Nyagoha Luka CAJ/KETRACO/021/545/21-EF	Kenya Electricity Transmission Company Ltd	Manifest injustice	The Complainant alleged that the Respondent erected an electricity power line on her land and failed to compensate her. The Complainant was asked to provide further information and supporting documents.	Inquiry ongoing
511.	Kimathi Wanjohi Muli Advocates for Christopher Mwangi Mburu CAJ/POL/015/4027/21-EF	National Police Service	Manifest Injustice	The Complainant alleged that the police officers at Bristar Police Post were holding his motor cycle no. KMFB373V without any justifiable reason. That the motor cycle was	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				detained on the suspicion that it was stolen, owing to the fact that he provided proof of ownership. The Complainant was advised to first await the outcome of his written complaint to the OCS and update the Commission within 60 days.	
512.	James Kahuyo Muringo & Others CAJ/PO/047/508/21-EF	Public Officer	Abuse of power	The Complainants alleged that the Deputy Governor used public resources such as the government motor vehicle for private needs. That on several occasions she mistreated members of staff working under her supervision. The Complainants lodged a petition with the Clerk of the County Assembly for the removal of the officer. They were advised to first pursue that process and update the Commission.	Inquiry ongoing
513.	Timothy Busena CAJ/ELD/JUD/001/134/21-NK	Judiciary	Inaction	The Complainant alleged that the executive officer at the Eldoret law courts failed to issue the Complainant with	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				certified copies of proceedings in ELC no. 92 of 2020.	
514.	Robert Wanyonyi Tala CAJ/ ELD/M.EDU/13/89/21-NK	Teachers service Commission	Access to Information	The Complainant alleged that Respondent failed to respond to the Complainant's request for information on his payment of special duty allowance and promotion dated 31st March 2021. The Complaint was referred to ATI for resolution.	File Closed
515.	Purity J. Kigen CAJ/ELD/POL/015/163/21-NK	National Police Service	Unresponsive official conduct	The Complainant alleged that Maili nne police station failed to investigate a matter the she reported.	Inquiry ongoing
516.	Sammy Maiyo CAJ/ELD/M.IGC/62/114/21-NK	Ministry of Interior and Coordination of National Government	Administrative Injustice	The Complainant alleged that Kipkaren River Area Chief forwarded wrong particulars regarding his payment by the National Council of persons with Disabilities.	Inquiry ongoing
517.	Rodah Munyanji CAJ/ELD/M.EDU/013/81/21-NK	Chekalini County Polytechnic	Unfair treatment	The Complainant alleged that the Respondent failed to pay the Complainant her dues.	Inquiry ongoing
518.	Benson Kamau CAJ/ ELD/POL/015/162/21-NK	National Police Service	Unresponsive official conduct	The Complainant alleged that Naiberi Police station failed to investigate an incident reported by the him vide OB no. 26/16/05/2021	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
519.	Emmanuel Makatiani CAJ/ ELD/ M.EDU/013/80/21-NK	Moi University	Inaction	The Complainant alleged that the Respondent failed to pay him his dues as a lecturer.	Inquiry ongoing
520.	Violet M. Luiri CAJ/ELD/M.LAB/017/50/ 21-NK	Ministry of Labour & Social Protection	Unfair Treatment	The Complainant alleged that her inua Jamii CT-OVC benefits were stopped without any reason in 2015.	Inquiry ongoing
521.	Patricia Sawe CAJ/ELD/POL/015/160/2 1-NK	National Police service	Inaction	The Complainant alleged that Naiberi Police station failed to investigate an incident the Complainant reported vide OB no. 25/20/06/2019	Inquiry ongoing
522.	Grace Jerotich CAJ/M.WIF/010/01/21-NK	Kenya Forest Service	Unfair treatment	The Complainant alleged that her motorbike was taken by Kenya forest officers on 10/9/2021. The officers failed to take action against the driver.	Inquiry ongoing
523.	Beatrice Wangoi Kangundu CAJ/ELD/M.LAN/022/82/ 21-NK	Ministry of Lands & Physical planning	Unresponsive official conduct	The Complainant alleged that the County Surveyor failed to survey parcel no. Eldoret Municipality /Block 11/46.	Inquiry ongoing
524.	Gladys Mebo CAJ/ELD/M.EDU/013/87/ 21-NK	Teachers Service Commission	Unfair treatment	The Complainant alleged that Teachers Service Commission failed to pay the Complainant an allowance for serving as a senior teacher since 2014.	Inquiry ongoing
525.	Boit Philemon Kipruto CAJ/M.EDU/013/91/22-NK	University of Eldoret	Administrative Injustice	The Complainant alleged that the University of Eldoret expelled him from school for	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				violating the examination rules while sitting for his 3rd year exams. The University refused to issue him with his first & second year results.	
526.	Wekesa Talia CAJ/ ELD/M.EDU/013/86/21-NK	Egerton University	Unfair Treatment	The Complainant alleged that Egerton University failed to review her job grade from 8 to 9. The Complainant also alleged discrimination and victimization.	Inquiry ongoing
527.	Nancy Asha Jerop CAJ/M.EDU/13/90/21-NK	Teachers Service Commission	Unresponsive official conduct	The Complainant alleged that Teachers Service Commission failed to pay her February salary after she retired voluntarily.	Inquiry ongoing
528.	Philemon Kibet Sang CAJ/ELD/DPP/027/11/21-NK	Office of the Director Of Public Prosecution	Administrative Injustice	The Complainant wrote to the Respondent to call for the police file and scrutinize it with a view of reviewing their earlier decision of prosecuting the him for assault contrary to section 251 of the penal code.	Inquiry ongoing
529.	Winstone Ojiambo CAJ/ELD/M.EDU/013/84/21-NK	Shinners Boys High School	Delay	The Complainant alleged that Shinners Boys High school refused to refund his ksh 19,000 which was paid on 31st July 2021.	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
530.	Barugu Kagucia Joseph CAJ/ ELD/M.LAN/022/77/21-NK	Ministry of Lands & Physical planning	Unresponsive official conduct	The Complainant alleged that he filed an amended certificate of confirmation of grant together with the supporting documents to Eldoret Land Registry which has refused to process the title document.	Inquiry ongoing
531.	Charles Kibet Komen CAJ/ ELD/POL/015/164/21-NK	National Police Service	Unfair treatment	The Complainant alleged unfair dismissal from the service. Through a letter dated 4th October 2019 he requested for early retirement but instead his salary was stopped and he was dismissed from work.	Inquiry ongoing
532.	Watchyear Shem Kwalanda CAJ/ ELD/ PEN / 000/33/21-NK	Pension Department	Inefficiency	The Complainant alleged that that the pensions department erroneously calculated his pension gratuity and monthly pension arrears.	Inquiry ongoing
533.	Kipngeno Moi & Caroline Moi CAJ/ ELD/M.IGC/062/112/21-NK	Ministry of Interior & coordination of National Government .	Abuse of power	The Complainant alleged that the Area Chief, Pioneer Location conspired with the neighbours to evict him from his parcels of land.	Inquiry ongoing
534.	Nelson Kimutai Kore	County Government	Unresponsive official conduct	The Complainant alleged that the Respondent failed to respond to his complaint	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
	CAJ/ ELD/CG/E.MARAKWET/126/2/21-NK	of Elgeyo Marakwet		dated 9th October 2021 on recruitment process for the position of Internal Auditor's position.	
535.	Ecumenical Centre For Justice & Peace CAJ/ELD/CG/U.GISHU/066/25/21-NK	County Government of Uasin Gishu	Unresponsive official conduct	The Complainant alleged that the residents of Uganda Road Residential Area forwarded a petition to the County Director of Health which was not addressed.	Inquiry ongoing
536.	Joseph Nyoike Mwangi CAJ/ELD/CG/LAIKIPIA/104/1/21-NK	County Government of Laikipia	Unfair treatment	The Complainant alleged that he applied for a medical course. He sought the approval of CEC Health who refused to approve. His application was approved by the county secretary who later revoked it.	Inquiry ongoing
537.	Jane Kipkorir Kanda CAJ/ELDNK/M.LAN/022/74/21-NK	Ministry of Lands & Physical planning	Unfair Treatment	The Complainant alleged that the land Registrar in Trans Nzoia processed a land title in another person's name while the land belonged to the Complainant.	Inquiry ongoing
538.	Stanley Gitonga Mbaka CAJ/ATI/ELD/M.JUS/026/2/21-NK	Ethics and Anti- Abuse of power Commission	Access to Information	The Complainant alleged that EACC failed to respond to his request for information regarding a statement he made on 16th November 2020.	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
539.	Philip Katui CAJ/ELD/M.LAN/022/80/21-NK	Ministry of Lands & Physical planning	Access to information	The Complainant alleged that the land registry at Iten failed to respond to a request for information regarding title no. EM/chepsigot "A"/642.	Inquiry ongoing
540.	James Amolo Akendo CAJ/ELD/M.EDU/13/88/21-NK	Teachers Service Commission	Access to Information	The Complainant alleged that Teachers service commission refused to respond to his request for information dated 28th October 2021.	Inquiry ongoing
541.	Isaac K. Mutaii CAJ/ ATI/ELD/M.LAN/022/75/21-NK	Ministry of Lands & Physical Planning	Access to Information	The Complainant alleged that the land registry at Eldoret refused to respond to his request for information regarding parcel no. Kiplombe /Kiplombe (growel) 546.	Inquiy ongoing
542.	Moses Mwaniki CAJ/ELD/CG/NKR/063/5/21-NK	County Government of Nakuru	Administrative Injustice	The Complainant alleged that Nakuru County Government officer forged, deleted and tampered with documents or particulars regarding plot no. 277 and 278.	Inquiry ongoing
543.	Vinson Ekai Nangolol CAJ/ELD/CG/TUR/141/1/21-NK	Turkana County Government	Unfair Treatment	The Complainant alleged that Turkana County Government failed to address his complaint regarding his transfer from the County Assembly to the Executive.	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
544.	Pamela Raihunga Tinali CAJ/ELD/M.LAN/022/76/21-NK	Ministry of Lands & Physical planning	Delay	The Complainant alleged that the Land Registry at Eldoret failed to process his title since 2001 despite making the required payment.	Inquiry ongoing
545.	William Kipkore Chelimo CAJ/ELD/M.WAT/009/5/21-NK	Ministry of Water Sanitation and Irrigation	Delay	The Complaintant alleged delay by the Respondent in completion of the Moiben – Kuserwo Community Water within Uasin Gishu County.	Inquiry ongoing
546.	Anonymous CAJ/ELD/PO/047/5/21-NK	Public Officer	Abuse of Office	The Complainant alleged that Simon Orenge, Kapseret Sub-County Children Officer was colluding with suspects accused of various acts violating Children rights. That his actions were meant to frustrate people who were reporting cases to his office.	Inquiry ongoing
547.	Josephine Michoki CAJ/M.EDU/013/2170/21-EMN	Ministry of Education, Science and Technology	Delay	The Complainant alleged that she is a retired non-teaching employee of Nyakego Secondary School having retired in May, 2019 and that the Respondent had delayed in releasing her terminal benefits	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
548.	Amorom Company Limited CAJ/KRA/000/1365/21-EMN	Kenya Revenue Authority	Manifest Injustice	The Complainant alleged that that the Respondent had de-registered his PIN Number. The Complainant was advised to supply the Commission with further and clearer details on his claim.	Inquiry ongoing
549.	Ojock Ojumbe Advocates CAJ/M.IGC/062/1313/21-EMN	Ministry Of Interior and Co-Ordination of National Government	Unresponsive Official Conduct	The Complainants alleged that the Chief Central Seme Location had refused to issue them with a letter to aid them in application for letters of administration of estate of their late father. The Complainant was requested to supply the Commission with further details on their claim	. Inquiry ongoing
550.	Job Kimeli Mutai CAJ/POL/015/4001/21-EMN	National Police Service Com mission	Unfair treatment	The Complainant alleged that he is a police officer stationed at Kiminini Police station and that he was unfairly, unprocedurally and forcefully transferred to Maili Tatu Police Post without matching orders and signal. The Complainant was requested to supply the	. Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				Commission with his claim supporting documents	
551.	Samuel Mbogo Muthoni CAJ/M.HEA/012/557/21-EMN	The Ministry of Health	Delay	The Complainant alleged that his late mother was the Respondent's employee and that there has been a delay in processing her benefits despite complying with all the requirements.	Inquiry ongoing
552.	Concerned Staff Bukura College CAJ/M.EDU/013/2120/21-EMN	Bukura Agricultural College	Oppressive Official Conduct.	The Complainant alleged unfairness in recruitment, and promotion of staff and that the Respondent was not remitting statutory deductions to the respective statutory bodies.	Inquiry ongoing
553.	Deep Shah CAJ/KURA/006/181/21-EMN	Kenya Urban Roads Authority	Ineptitude	The Complainant alleged that he is a resident of 1st parklands avenue and that the Respondents were undertaking road repairs on the said road. He said that the repairs were substandard; the contractor had left site leaving materials on the pavements and walk way. He also said that the road	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				already had developed potholes.	
554.	Kamau Githio CAJ/M.IGC/062/1306/21-EMN	Ministry Of Interior and Co-Ordination of National Government	Manifest Injustice	The Complainant alleged that the chief Gatondo Sub location in Nyandarua County had given misleading information to the effect that some two residents were dead hence interfering with their Inua Jamii Benefits.	Inquiry ongoing
555.	Nita Alumni Mombasa CAJ/NITA/013/2161/21-EMN	The National Industrial Training Authority	Oppressive Official Conduct	The Complainants alleged that they were the Respondent's students and that upon completion of their studies; the Respondent had failed to issue them with certificates.	Inquiry ongoing
556.	Salimia Ali CAJ/PT/001/2401/21-EMN	Public Trustee	Delay	The Complainant alleged to be beneficiaries of the estate of the late Ali Mohamed Zaid and that the Respondent had delayed to release his benefits despite numerous requests.	Inquiry ongoing
557.	Mibey K. Julius CAJ/TSC/013/2154/21-EMN	The Teachers Service Commission	Delay	The Complainant alleged that he was the Respondent's employee who had been seconded to the Kenya Union	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				and 1986 as an untrained teacher. That the Respondent deducted his wife's NSSF contributions but never submitted the same	
586.	Dennis Ngaine CAJ/SC/013/2206/21-EMN	Teachers Service Commission	Delay	The Complainant alleged that he was interdicted on grounds of having sexual intercourse with a student. He appealed against the interdiction but the Respondent has failed to set the appeal for hearing.	Inquiry ongoing
587.	The Lutheran Outreach Community CAJ/CG/KISII/070/24/21-EMN	County Government of Kisii	Ineptitude	The Complaint was addressed to the Regional Manager <National Construction Authority and copied to the Commission. The Complainant alleged that there was some development project on CENTRAL KITUTU/MWABUNDUSI/TITLE NO.2962 that does not meet standards. He was advised that the complaint was addressed to the office mandated to handle it.	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
588.	William Muia Mutwiwa CAJ/POL/015/4048/21-EMN	Directorate of Criminal Investigations	Unresponsive official conduct	The Complainant alleged that he was sold land parcel NO. MAKUENI/ NGUU RANGE/3615 and that he came to realize that the documents used to sell the land were forged. He reported the same to Emali police station under OB No.18/10/02/2021 but that the Police had failed to act on the same.	Inquiry ongoing
589.	Rose Wairimu Warui CAJ/CG/KIAMBU/072/78/21-EMN	County Government of Kiambu	Ineptitude	The Complainant alleged that she is the legal and registered owner LR NO. KARAI/KARAI/1666 and that the Respondent had placed a caution on the same. She said that she had written letters to the Respondent for removal of the same but has not got a response.	Inquiry ongoing
590.	Boniface Mwami CAJ/POSTA/023/203/21-EMN	The Postal Corporation of Kenya	Delay	The Complainant alleged that he had dispatched an urgent letter on 4/10/21 to the Czech University of Life Sciences where he was a PHD student	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				currently pursuing online classes. The letter was registered and assigned tracking number RA206744033KE. That he tracked the document on 16/11/2021 and on 26th November, 2021 and in both instances, the documents had not left the Nairobi General Post Office.	
591.	Kevin Muhanji CAJ/JSC/001/2430/21-EMN	The Judiciary	Delay	The Complainant alleged that he had applied for and shortlisted for interview for the position of a process server and that the Respondent kept on rescheduling the interviews since February 2019	Inquiry ongoing
592.	Patrick sande Abangi CAJ/POL/015/4056/21-EMN	The Directorate of Criminal Investigations	Delay	The Complainant alleged that he had reported a matter of fraud in land to the Busia DCIO office and that the police had failed to take action. He lodged the same complaint at the Commission's Kisumu Office. The complaint was referred to the Kisumu office.	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
593.	Jeremiah M. Mugwika CAJ/PEN/000/1401/21	Pensions Department	Delay	The Complainant alleged that he is the husband to the deceased Beatrice Kang'ara Mwindu and that he has been following up on her benefits in vain.	Inquiry ongoing
594.	Madris Wanja Nyaga CAJ/TRE/000/1403/21-EMN	The National Social Security Fund	Inefficiency	The Complainant alleged that her father John Nyaga was a retired teacher and a beneficiary of the court ruling regarding teachers who retired between 1997-2003. That she has been following up on her father's benefits but was informed that her father's pension file number APN/PC 115094 cannot be traced.	Inquiry ongoing
595.	Maingi Musyimi & Co Avocates CAJ/M.LAN/022/2235/21-EMN	Ministry of Lands and Physical Planning	Unlawful Official Conduct	This complaint was addressed to the County Land Registrar Machakos County and copied to this commission amongst other entities. The Complainant alleged that the County Land Registrar Machakos County had failed to comply with a court order directing her to issue a title deed in respect of land parcel No. Mavoko Town	Inquiry ongoing.

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				Block 3/2840. The Complainant was advised to follow up with the Respondent and updated the commission.	
596.	Ngong scheme 305 Residents CAJ/CG/KAJIADO/081/27/21-EMN	County Government of Kajiado	Unresponsive Official Conduct	The Complainant alleged that the Respondent had licensed two bars to operate in a residential area which had led to noise pollution. Complaint referred to the National Environment Management Authority.	Inquiry ongoing
597.	Hellen A. Makanda Caj/Tsc/013/2225/21-EMN	Teachers Service Commission	Delay	The Complainant alleged that she is the widow to the deceased Erasto Omullo Ouma TSC No. 465846 who died in July, 2019 and that she has been following up on his benefits in vain	Inquiry ongoing
598.	Rowland Thiong'o Kinuthia CAJ/POL/4058/21-EMN	The Directorate of Criminal Investigations	Ineptitude	The Complainant alleged that he had reported a case of malicious damage to property to Ruai Police station whereby the suspects were arrested and later released. He said that the police had failed to take	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				action against the said suspects.	
599.	Boniface Mwami CAJ/POSTA/023/203/21-EMN	Postal Corporation of Kenya	Inefficiency	The Complainat alleged that he had sent an urgent letter from the Respondent's Machakos Office (tracking number RA206744033KE) on 4th October, 2021 and that up to 16/11/21; the said letter had not been dispatched from the Machakos office to the Czech University of Life Sciences in the Czech Republic.	Inquiry ongoing
600.	Hadad Obuyekha CAJ/TSC/013/2220/21-EMN	Teachers Service Commission	Unfair treatment	The Complainant alleged that the Respondent was deducting some kshs. 200 form his salary and that of his wife on grounds that the deductions were KUPPET subscriptions. The Complainant was advised to supply the commission with further clearer details on his complaint.	Inquiry ongoing
601.	James Mwangi Kigo CAJ/M.EDU/013/2217/21-EMN	Kenyatta University	Delay	The Complainant alleged that he was the Respondent's part time employee (lecturer) and that the Respondent had	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				failed to process and pay his dues despite having taught, set exams, marked and submitted he student's results. The Complainant was advised to supply the commission with further details on his complaint	
602.	Roselady Maina CAJ/MIGC/062/1338/21-FN	Ministry of Interior and Co-ordination of National Government	Unfair Treatment	The Complainant alleged unfair treatment by the Respondent.He was advised to supply the Commission with further details on her complaint.	Inquiry ongoing
603.	Propa Safaris CAJ/MTRA/004/498/21-FN	Kenya Railways Corporation	Delay	The Complainant alleged that the Respondent has delayed in refunding and/or replacing his SGR tickets purchased during the Nationwide lockdown in April 2021. The Complainant was advised to supply the Commission with further details on his complaint.	Inquiry ongoing
604.	Gitau Ngatia CAJ/KPLC/021/535/21-FN	Kenya Power and Lighting Company	Unresponsive Official Conduct	The Complainant alleged that the Respondent failed/neglected to input Units on his electric meter despite paying for tokens. The	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				Complainant was advised to supply the Commission with further details on his complaint.	
605.	Jane Nyambura Gioshe CAJ/NMS/060/324/21-FN	Nairobi Metropolitan Services	Unresponsive Official Conduct	The Complainant alleged that the Respondent failed to uphold the values of the Ziwani Urban Renewal Program. The Complainant was advised to supply the Commission with further details on her complaint.	Inquiry ongoing
606.	Naftali Kiberenge CAJ/M.ENE/KPC/021/531/21-FN	Kenya Pipeline Company	Delay	The Complainant alleged that the Respondent have delayed to compensate him for compulsory acquiring his parcel of land HARAKA/MAU BLOCK 6/257. The Complainant was advised to supply the Commission with further details on his complaint.	Inquiry ongoing
607.	Hilary Mukhulu CAJ/FIN/000/1408/21-FN	Office of the Controller of Budget	Unfair Treatment	The Complainant alleged that the Respondent refused/neglected to pay the Complainant his service gratuity from his term of service with the County Government of Busia. The Complainant was advised to supply the	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				Commission with further details on his complaint.	
608.	Sammy Waliula CAJ/KPLC/021/563/21-FN	Kenya Power and Lighting Company	Unfair official conduct	The Complainant alleged that the Respondent issued him with an exorbitant power bill for the month of November 2021 yet the consumption of the Complainant is low. The Complainant was advised to supply the Commission with further details on his complaint.	Inquiry ongoing
609.	Harriet Chebet Ng'ok CAJ/M.IGC/062/1339/21-FN	Minsitry of Interior and Coordination of National Government	Unfair Treatment	The Complainant alleged that the Assistant Chief in Karen has been causing her much distress and loss of reputation. The Complainant was advised to supply the Commission with further details on her complaint.	Inquiry ongoing
610.	Morgan Stanely Mitira CAJ/DCR/001/2431/21-FN	Department of Civil Registration	Delay	The Complainant alleged that the Respondent delayed the issuance of a birth certificate. The application was done at GPO huduma centre on 14th January 2021 and all documents and payments provided.	Inquiry ongoing
611.	Irene Akinyi Oduor	Ministry of Lands and	Outside Mandate	The Complainant alleged that Siaya Land Registry	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
	CAJ/MLAN/022/2197/21-FN	Physical Planning		refused/neglected to process transmission of Title Deed belonging to the Complainant's grandmother.	
612.	Angela Nthenya CAJ/PO/047/504/21-FN	Public Officer	Abuse of Power	The Complainant alleged that the County Officer has been harassing her. She is a small trader working along Musa Gitau Road. The Complainant was advised to supply the Commission with further details on her complaint.	Inquiry ongoing
613.	Robert Njue Ezekiah CAJ/HUD/EMBU/M.LAN/022/253/21-FN	Public Officer	Unresponsive Official Conduct	The Complainant alleged that Mbeere District Land Registrar has failed to adhere to a Court Order to issue Title Deeds to his land. The Complainant was advised to supply the Commission with further details on his complaint.	Inquiry ongoing
614.	Irene Akinyi Oduor CAJ/M.LAN/022/2197/21-FN	Ministry of Lands and Physical Planning	Unresponsive Official Conduct	The Complainant alleged that the Land Registrar in Siaya failed to process the Title Deeds of the Complainant's grandmother despite lodging an order of the Court. The Complainant was advised to supply the Commission with	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
629.	Stacy Wanza Wambua CAJ/KPLC/021/556/21-JMM	Kenya Power and Lighting Company	Delay	The Complainant alleged that she was contacted by Kenya Revenue Authority on allegations that she had not been remitting taxes for her rental houses owing to a number of electricity metre numbers being registred under her name. She did not own any rental houses and the metre numbers as alleged.She raised this issue with your office without success.	Inquiry ongoing
630.	Patrick Kahura CAJ/PSC/016/176/21-JMM	Kenya Forestry Research Institute	Unfair treatment	The Complainant alleged that he received a retirement notice to retire earlier than this retirement date. He presented the corrected ID with the correct date of birth. The Respondent never rectified the mistake.	Inquiry ongoing
631.	Mcnon Machines Ltd CAJ/CG/MIGORI/108/21/21-JMM	County Government of Migori	Delay	The Complainant alleged that he won a tender at Migori County but the invoice he raised was not settled.	Inquiry ongoing
632.	Daniel Mwangi CAJ/PEN/000/1400/21-JMM	Department of Pensions	Delay	The Complainant alleged that he retired in 2003 and was never paid his pension.	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
633.	CAJ/M.EDU/013/2138/21-JMM	Kenya Universities and Colleges Central Placement Service	Unfair treatment	The Complainant alleged that her daughter who had done her KCSE was unfairly placed to undertake a course which she had not applied for.	Inquiry ongoing
634.	Emmanuel Mshila CAJ/MOI.UNI/013/2209/21-JMM	Moi University	Delay	The Complainant alleged that he was a part time lecturer at Moi University Mombasa Campus He was not paid his dues amounting to Kshs 866,920 for services he rendered.	Inquiry ongoing
635.	DK Advocates CAJ/M.ENE/021/534/21-JMM	National Oil Corporation	Delay	The Complainant alleged that their clients won a tender for transposrt services from the Respondent but the invoice they raised was not settled.	Inquiry ongoing
636.	Mungai Charles CAJ/M.IGC/062/1338/21-JMM	Ministry of Interior and coordination of National Government	Delay	The Complainant alleged that the area chief refused to issue an introductory letter to enable him petition for grant of administration of his deceased parents' estate.	Inquiry ongoing
637.	Michael Gatu Mwenga CAJ/M.LAB/017/834/21	Ministry of Labour and	Delay	The Complainant alleged that he instituted a claim of unfair dismissal (Ref No.	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
		Social Protection		MLSP/LD/IR/57/24/21) and the issue has never been resolved.	
638.	Moris Mutua CAJ/M.LAN/022/2223/21-JMM	Ministry of Lands and Physical Planning	Unresponsive official conduct	The Complainant alleged that he is the owner of Plot No. 77 in Kaare Market. He applied for a search on 20th May 2021 but up to date, he has never received any response.	Inquiry ongoing.
639.	Angelina Ochieng CAJ/PE/040/2602/21-JMM	National Police Service	Delay	The Complainant alleged that he lodged a complaint with the National Police and no action was ever taken	Inquiry ongoing
640.	Peter Kipngetich Korir CAJ/M, WAT/009/301/21-JMM	Nakuru Rural Water and Sanitation Company	Unfair treatment	The Complainant alleged that the Respondent was charging him unjustified water bills.	Inquiry ongoing
641.	Angelina Ochieng CAJ/PE/040/2602/21-JMM	Directorate of Criminal Investigations	Delay	The Complainant alleged that he lodged a complaint with the Directorate of Criminal investigations and nothing has been done.	Inquiry ongoing
642.	Frank Waduu CAJ/NTSA/004/509/21-JMM	National Transport and Safety Authority	Unresponsive official conduct	The Complainant alleged that he applied for change of particulars of his drivers licence without success.	Inquiry ongoing.
643.	Benson Waweru Wachira	Ministry of Lands and	Prejudicial conduct	The Complainant alleged that a caveat was placed on his	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
	CAJ/M.LAN/022/2233/21-JMM	Physical Planning		parcel of land without his knowledge.	
644.	Musyimi Ray CAJ/UON/013/2239/21-JMM	University of Nairobi	Delay	The Complainant alleged that he is a student at the University of Nairobi, Admission No. 139/82617/2017 Chriromo Campus. He was flagged with a missing course work error in SPH 306 (Mathematics Physical 2) which hindered him from graduating in September 2021. He tried following up since January 2021 to have the marks submitted without success.	Inquiry ongoing
645.	PHILIP NENE KISINGU CAJ/TSC/013/2240/21-JMM	Teachers Service Commission	Unfair treatment	The Complainant alleged that he is a teacher at Kyua Primary School, in Yatta, Machakos County. He was promoted to Senior teacher T-scale 7 in 2017. He received an email in September 2021 from the Respondent revoking his promotion. The Respondent further deducted his salary on the basis that his promotion was irregular and that they	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				were recovering monies paid during that period.	
646.	Amos Kamotho CAJ/PE/040/2569/21-JMM	Cooperative University of Kenya	Unresponsive official conduct	The Complainant alleged that he is a student at Cooperative University of Kenya and was a presidential aspirant in the concluded student elections. The elections were marred with irregularities. He lodged a complaint with the Respondent who failed to issue a response	Inquiry ongoing
647.	Anonymous complaint CAJ/PSC/016/174/2021	Public Service Commission	Unfair treatment	The Complainant alleged that the Respondent issued a bi-weekly newsletter on promotion of civil servants who had stagnated on one grade. The promotions were irregular favouring a certain grade over another.	Inquiry ongoing
648.	Maxwell Maga CAJ/UON/013/2155/2021-JMM	University of Nairobi	Delay	The Complainant alleged that he is student at the University of Nairobi undertaking a Law Degree Course. He was suspended from the University in 2018 however his suspension	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				was set aside through a Judicial Review No. 6 of 2019.Consequently, the University declined to conduct fresh hearings and instead added new charges that were not in his letter of suspension. The University never gave its verdict occasioning him great inconvenience.	
649.	Victor Nzomo CAJ/NCO/023/200/2021-JMM	National Communications Secretariat	Unfair official conduct	The Complainant alleged that he was employed by the Respondent in 2018 as a Legal Officer. He has not been paid his non-practicing allowance contrary to the Government Circular No. MSPS.10/145A VOL VII/40 dated 11th June 2010 revised by Government Circular No. MSP.10/5A VOL. III (78) dated 9th October 2021 which provides for non-practicing allowances for advocates working in the public sector.	Inquiry ongoing
650.	Ndunda Joseph Mumo HUD/EMBU/PRI/002/8/21-JMM	Kenya Prisons Service	Unfair treatment	The Complainant alleged that he is an employee of the Respondent. He was	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				diagnosed with a permanent mental condition confirmed by the Consultant Psychiatrist Association of Physically Disabled of Kenya and Director of medical services Kenya. He was eligible for the benefits payable under the Prisons Pioneer assurance group package. He further alleged that he persistently raised the issue with the Respondent without success.	
651.	Wycliffe Obura CAJ/NCPWD/018/128/21-JMM	National Council for Persons with Disabilities	Administrative injustice	The Complainant alleged that the Respondent was recruiting employees without following the due procedure.	Inquiry ongoing
652.	Ndege Nelly Kwamboka CAJ/M.EDU/013/2160/21-JMM	Kisii University	Unresponsive official conduct	The Complainant alleged that Kisii University was being mismanaged and that there were no funds to pay staff.	Inquiry ongoing
653.	Henry Gachuna Mwangi CAJ/KALRO/014/375/21-JMM	Kenya Agricultural and Livestock Research Organization	Administrative Injustice	The Complainant alleged that he was supposed to retire on 17th December 2021 but he was wrongfully and illegally retired on 1st July 2021.	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
654.	Johanna Bii CAJ/PEN/000/1377/21-JMM	Department of Pensions	Delay	The Complainant alleged that he was employed by the Ministry of Interior and Coordination of National Government as an assistant Chief on 20th March 1998. He retired in June 2005 and he had made several follow-ups with the Pensions Department for the release of his pension without any success.	Inquiry ongoing
655.	Ongoto Kegoro Henry CAJ/M.EDU/013/2165/21-JMM	Egerton University	Delay	The Complainant alleged that he was a part time lecturer at Egerton University, Nairobi Campus from September 2016 to December 2019. He was not paid his dues amounting to Kshs 2,395,000 for services he rendered.	Inquiry ongoing
656.	Apollo Ochieng CAJ/REA/021/538/21-JMM	Rural Electrification Authority	Delay	The Complainant alleged that the Respondent failed to connect him to the national grid despite him paying the necessary fees.	Inquiry ongoing.
657.	Isaac Saitabau Kashu CAJ/CG/KITUI/054/13/21-JMM	County Government of Kitui	Unfair treatment	The Complainant alleged that he applied for the position of Nutrition and Dietetics	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				Technologist III where he was shortlisted, interviewed and appointed vide a letter Ref. No. PSC/246/6/1/11; PSC 246/6(7) dated 2nd September 2021. He was posted in Kitui County but he was chased away because he is not from the said county.	
658.	Hellen Waceke Njoroge CAJ/NHIF/012/570/21-JMM	Ministry of Agriculture, Livestock, Fisheries and Co-operatives	Unresponsive official conduct	The Complainant alleged that her late father, Joseph Mukuria Ngothi passed on in 2021 as an employee of the Respondent. Her father was involved in a work injury benefit compensation claim pursuant to the Work Injury Benefits Act No. 13 of 2007. The family submitted the necessary documents and payments were to be done within 90 days but the same has never been paid to date.	Inquiry ongoing
659.	Joseph Wambugu Ndiritu CAJ/M.EDU/013/2172/21-JMM	Maasai Mara University	Ineptitude	The Complainant alleged that he was a student at Maasai Mara University undertaking a statistics course. His fees for the whole course was paid by	Inquiry ongoing.

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				Kenyatta National Hospital vide a Bankers cheque No. 0009 dated 23rd April 2020 amounting to KShs 96,700. The university alleged that the cheque bounced and that he was not to sit for exams.	
660.	Onyango Omogo CAJ/M.ENE/021/542/21-JMM	Kenya Power and Lighting Company	Inefficiency	The Complainant alleged that in August, there was a power outage and the service line was moved to his meter box, an issue that he raised with the Respondent without success. On 31st August 2021, he received a bill No. 202108BC0015604055 amounting to KShs 50,138.	Inquiry ongoing
661.	Abdurahim Ali Bakathir CAJ/M.HEA/012/571/21-JMM	National Hospital Insurance Fund	Delay	The Complainant alleged that he is a contributor of NHIF. He incurred expenses in hospital which he forwarded to the Respondent for compensation. The Respondent failed to refund him.	Inquiry ongoing
662.	Benson Muriira CAJ/M.EDU/013/2176/21-JMM	Kenya Universities and Colleges	Unfair treatment	The Complainant alleged that he requested for a transfer from Catholic University of Eastern Africa, a private	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
		Central Placement Service		university to Kisii University, a public university. The transfer was occasioned by his inability to pay accommodation fees at Catholic University of Eastern Africa. The Respondent declined to effect the transfer insisting that he had to transfer to a private university.	
663.	Simon Wambugu CAJ/JUD/001/2412/21-JMM	The Judiciary	Delay	The Complainant alleged that he was facing criminal charges at the High Court of Kenya at Milimani being Criminal Case No. 29 of 2016. The matter has never proceeded to date.	Inquiry ongoing
664.	Limo RK & Co., Advocates CAJ/M.LAN/022/2199/21-JMM	Ministry of Lands and Physical Planning	Delay	The Complainants alleged that they requested for a copy of the green card in respect to property known as BARINGO/CHEBEREN/107 vide a letter dated 18th May 2021. Despite several follow ups, the same was never provided.	Inquiry ongoing
665.	Toluwalase Amondi CAJ/NHIF/012/574/21-JMM	National Hospital Insurance Fund	Manifest Injustice	The Complainant alleged that he is a contributor of NHIF No. FC683472. He visited hospital on 11th September 2021 but his card failed to reflect. As a	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				result, he incurred expenses amounting to KShs 2,450.	
666.	Fayiz Said CAJ/M.LAN/022/2201/21 -JMM	National Land Commission	Delay	The Complainant alleged that he is the owner of parcel No. 4108 Chawia/Wumari/Sechu situated in Mwatate, Taita Taveta County. The property was compulsorily acquired for the construction of the Mwatate-Holili road project by the Kenya National Highways Authority. He followed up on the compensation with the Respondent to no avail.	Inquiry ongoing
667.	Alfred Manani CAJ/M.ENE/021/540/21-JMM	Kenya Power and Lighting Company	Inefficiency	The Complainant alleged that the Respondent connected power to a plot which sits on a wayleave.	Inquiry ongoing
668.	Brian Atenyo CAJ/M.EDU/013/2179/21 -JMM	Taita Taveta University	Unfair treatment	The Complainant alleged that the Respondent engaged a consultant to undertake development of a strategic plan for the University where he was the facilitator. As such, his leave days were utilized while facilitating for the	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				development of the strategic plan. He has been follow up payment of his leave days without success.	
669.	Mwenje Local Church CAJ/M.ENE/021/546/21-JMM	Kenya Power and Lighting Company	Delay	The Complainant alleged that they are a church located in Laikipia. They applied for power connection, booking no. E23302013060347. They have never been connected. They raised this issue with the Respondent without success.	Inquiry ongoing
670.	ANONYMOUS CAJ/ISI/ATI/CG/ISIOLO/49/005/22-MBA	County Government Of Isiolo	Access to Information	The Complainants alleged that they were qualified ECDE teachers and applied for the positions as advertised on 22nd January 2021. They have neither received a response nor been informed of the status of their applications. They were seeking to be informed of the status of the advertised positions.	Inquiry ongoing
671.	AYUB KUURA CAJ/ISI/M.LAN/022/068/22-MBA	Ministry Of Lands And	Inefficiency	The Complainant alleged that he is the legal owner of parcel number	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
		Physical Planning		KIEGOI/KINYANKA/528. He has no acces to the road from his land despite complying with the directive of contributing 28 points for the purposes of being provided with an access road.	
672.	OSMAN ABDISHAKUR CAJ/ISL/M.IGC/062/058/ 2021 -MBA	National Registration Bureau	Manifest Injustice	The Complainant alleged that he applied to be issued with an identity card in 2016. He availed all the requisite documents in support of his application and was subjected to vetting; that since then he has not received his identity card and efforts to follow up with the Isiolo County Registration office and the Huduma Service desk in Isiolo town has been unsuccessful.	Inquiry ongoing
673.	PETER MUITI M'KWINGA CAJ/ISL/M.LAB/017/43/2 2-MBA	Ministry Of Labour And Social Protection	delay	The Complainant alleged that he was a beneficiary of the inua jamii program OPCT programme. He has not received the cash transfer since 2019. That he was advised to open a bank account of his choice	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				which he did and forwarded the details to the secretariat for transmission of his cash. He has never received his benefits	
674.	AGNES MUKOMUNENE MWORIA CAJ/ISI/FIN/000/024/22-MBA	Pensions Department	Inaction	The Complainant alleged that she is the widow of the late retired teacher Gedion Mworia Nairuti who until his demise was receiving his benefits through Solution Sacco Meru. Upon his death the Respondent restricted access to the deceased's funds pending filling of the declaration form by the beneficiaries. She complied with the directive in 2020 and is yet to access her husband's benefits.	Inquiry ongoing
675.	JANET KABURIA CAJ/ISL/POL/015/150/2021 -KWK	Unclaimed Financial Assets Authority	Unresponsive official conduct	The Complainant alleged that she is the mother to Justus Mwiti Ikiao who died in 2003; The deceased held shares in Cooperative Bank of Kenya which were lastly valued at Ksh 142,800. She followed up with the bank to claim her son's shares and was informed that	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				they were forwarded to the Respondent as unclaimed assets. Efforts to claim her deceased son's assets have been futile.	
676.	SHUEIB HUSSEIN AHMED CAJ/ISL/CG/WAJIR/058/001/21-MBA	County Government Of Wajir	delay	The Complainant alleged that he was offered the position of protocol officer J/G K on interim basis by the Respondent. He accepted the offer and reported to work. The Respondent has failed to pay his salary and allowances as per the terms of employment.	Inquiry ongoing
677.	PATRICK KIMATHICAJ/ISI/M.DEF/037/008/21-MBA	Ministry Of Defence	Unfair treatment	The Complainant alleged that he sustained injuries following an accident while he was on leave. Upon his return Kenya Defence Forces, his employer unfairly terminated his contract on grounds that his services were no longer required.	Inquiry ongoing
678.	MARY CHEMTAI CAJ/ISI/CG/MERU/129/110/21-MBA	COUNTY GOVERNMENT OF MERU	Delay	The Complainant alleged she was an employee of the defunct Meru Town Council and was unfairly dismissed from service effective on April 2007. She challenged the matter in	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				Court and was awarded compensation. She is yet to be paid the same.	
679.	JAMES GITONGA KATHUMBI CAJ/ISL/CG/THARAKA N./130/005/21-MBA	County Government Of Tharaka Nithi	Abuse of power	The Complainant alleged that he is a resident of Chakariga Ward, Tharaka Nithi County. His son was a beneficiary of the county bursay until his name was omitted from the list and replaced with the name of a son of a county employee.	Inquiry ongoing
680.	MOSES MURITHI MUTUA CAJ/ISI/M.IGC/062/050/21-MBA	Ministry Of Interior And Coordination Of National Government	Unfair treatment	The Complainant alleged that he was the most qualified candidate for the position of chief but was not considered. The same was addressed to the Ministry of Interior and Co-ordination Of National Government	Inquiry ongoing
681.	MERCY BAIYENIA CAJ/ISI/M.LAN/022/066/21-MBA	Ministry Of Lands And Physical Planning	Manifest injustice	The Complainant alleged that she is the owner of plot number 13833 situated at Karama Market. She received a letter from the adjudication officer, tigania west alluding to the rectification of land boundary	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				between her and one Naftaly Mwongera. She was never invited to adduce any evidence nor informed of the existence of any dispute between her and the alleged Mr. Naftaly Mwongera. ,	
682.	HASSAN ABDILLE CAJ/ISI/JUD/001/059/21-MBA	Judiciary	inaction	The Complainant alleged that he is the plaintiff in Meru CMCC No.573 of 2009 Hassan Abdille Vs Waqo Gufu Boru& others. He made several attempts to peruse the court file and establish the status of the matter but he was informed that the said file could not be traced	Inquiry ongoing
683.	HUSSEIN HASSAN DEROW CAJ/ISI/CG/ISIOLO/049/113/202-MBA	ISIOLO COUNTY PUBLIC SERVICE BOARD	Unfair treatment	The Complainant alleged that he was recruited by the Board as a Sub County Administration Officer on a three-year contract effective March 2021. He reported to the said office on 15th April 2021 but has never been paid since.	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
684.	HASHIM ELMOGE CAJ/ISI/M.IGC/062/044/ 2021-KWK	Ministry of Interior and Co-ordination of National Government	Abuse of office	The Complainant alleged that he was successfully recruited as the Assistant Chief, Hambalash location, Diif Division of Wajir South Sub-County vide the letter dated 25th June 2021. That on 30th June 2021 the County commissioner withdrew the said appointment without valid reasons.	Inquiry ongoing
685.	GRACE KATHIKA CAJ/ISI/M.LAN/022/059/ 2021-KWK	County Government Of Isiolo	Ineptitude	The Complainant alleged that her neighbour was undertaking construction of residential apartments on his adjacent property known as L.R. No 1411 situated in Kulamawe, Isiolo County. He did not put in place safety measures during the construction; building debris fell on her property causing extensive damage She reported the matter to different offices including the National Construction Authority (NCA).	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
686.	JOSE CAJ/ISI/M.LAN/022/060/2021-KWK PH MUINDE	County Government Of Kitui	delay	The Complainant alleged that he is a resident of Mulutu Sub-Location, Kyangwithya West Location in Kitui County; and the proprietor of all that parcel of land known as Kyangwithya/Mulutu 1095 which is situated at Mulutu Shopping centre. On 4th March 2021, he applied for a boundary determination and paid the requisite fee of Kshs 3,000 but the surveyor never visited his property to ascertain the boundary dispute;	Inquiry ongoing
687.	NAHASHON NKOROI NGUARI& SARAH KATHAMA MAJOGOO ISI/HUD/M.EDU/013/06/21-KWK	Pensions Department	delay	The Complainants alleged that they were legally married and retired employees of Teachers Service Commission TSC No. 106623 and TSC No. 6488 respectivel. They followed up on their pension to no avail.	Inquiry ongoing
688.	STANLEY MURUNGI ISI/HUD/POL/015/04/2021-KWK	National Police Service	Delay	The Complainant alleged that on 4th August 2020 while working in his Mpesa shop, he was conned Kshs 149,234 by an	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Stat
				individual who posed as a customer. That on 6th August 2020, he reported the matter to the Maua Police Station vide OB 36/06/07/2020 and since then, the police have never investigated the matter nor given him a substantive response to his constant follow-ups;	
689.	WILSON KARITHI MBUI CAJ/ISL/M.DEF/037/007/ 2021-KWK	PUBLIC OFFICER	Abuse of power	The Complainant alleged that he entered into a sale agreement with a Kenya Defence Force officer in 2012 for the sale of parcel of land known as KIANJAI ADJ SECTION P/NO.1951. That the said plot was subsequently transferred to Officer. That the said Officer took possession of the Complainant's parcel of land known as Plot Number 7301/Kianjai/Kianjai; He made threats to the Complainant on the basis that	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				he was a Kenya Defence Force officer.	
690.	ABRAHAM GATOBU NKANATA CAJ/ISI/POL/015/162/21-MBA	National Police Service	Prejudicial conduct	The complaint was addressed to the Office of the Director of Public Prosecution and copied to us. The Complainant alleged that he was not satisfied with the manner the investigations were done in a matter he was a party to and the delay in prosecuting the same. Complainant advised to make a follow up with the ODPP	Inquiry ongoing
691.	ANONYMOUS CAJ/ISI/CG/LAIKIPIA/104/001/21 – MBA	County Government Of Laikipia	Abuse of power	The Complainant alleged that some employees of the County Government of Laikipia were not paid their March 2021 salaries. Upon inquiry they were verbally informed that the directive came from the County Secretary. That the Pay Roll Manager was instructed to stop the salaries of those who did not update their time sheets,	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				to the Complainant. Pending action from Complainant	
700.	Stephen Ndote Ndeto CAJ/ODPP/027/246/21-V.O.K	Office of the Director of Public Prosecutions	Abuse of power	The Complainant alleged that the Respondent's office in Machakos hijacks and interferes with the conduct of criminal cases. Pending action from Complainant	Inquiry ongoing
701.	Rose Chelangat CAJ/PE/040/2576/21-V.O.K	Private Entity	Outside mandate	The Complainant alleged that her relatives grabbed and sold a piece of land which was donated to her by her late mother-in-law. Pending action from Complainant	Pending action from Complainant who was advised that the complaint s inadmissible.
702.	Joseph Kiprong CAJ/M.IGC/062/1321/21-V.O.K	Ministry of Interior and Coordination of National Government	Outside mnadate	The Complainant alleged that the area chief for Saimo-Kipsaraman location has been bullying and threatening members of his family. Pending action from Complainant who was advised to report the matter to the nearest police station.	Inquiry ongoing
703.	Dr. David Ogega Gesicho CAJ/CG,KAKAMEGA/053/21/21-V.O.K	County Government of Kakamega	Unfair treatment	The Complainant alleged delay in effecting a promotion which was approved in his favour on 02.01.2019. Pending action from Complainant.	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
704.	Simon Karanja CAJ/TSC/013/2188/2021-V.O.K	Teachers Service Commission	Unfair treatment	The Complainant alleged that the Respondent made deductions from his salary towards a pension scheme without his consent. Pending action from Complainant.	Inquiry ongoing
705.	Evans Asetto CAJ/ODPP/027/250/21-V.O.K	Office of the Director of Public Prosecutions	Unlawful official conduct	The Complainant alleged that a prosecutor based in Kericho solicits for bribe and colludes with rogue police officers to derail and deny justice to innocent citizens. Pending action from Complainant.	Inquiry ongoing
706.	Patrick Koome Majogoo CAJ/PEN/000/1368/21-V.O.K	Pensions Department	Delay	The Complainant alleged delay in processing of his pension. Pending action from Complainant.	Inquiry ongoing
707.	J. M. Nyagwencha & Co. Advocates CAJ/M.ENV/038/182/21-V.O.K	National Environmen Managemen t Authority	Unresponsive official conduct	The Complainants alleged that the Respondent failed to furnish them with Environmental Impact Assessment report relating to construction on CENTRAL KITUTU/MWABUNDUSI/2960. Pending action from Complainant.	Inquir ongoing
708.	Kenya County Government Workers Union	Nairobi Metropolitan Services	Unlawful official conduct	The Complainant alleged intended unlawful eviction of its members from duty houses	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
	CAJ/NMS/060/322/21-V.O.K			located in Eastleigh Estate, Section 3. Pending action from Complainant.	
709.	Arusei & Co. Advocates CAJ/CG/KERICHO/128/14/21-V.O.K	Kericho County Government	Unfair treatment	The Complainant alleged that the Respondent did not appoint its client as an ECDE teacher, even though she was the best in the interview. Pending action from Complainant.	Inquiry ongoing
710.	Dan Bonventure CAJ/M.LAB/017/826/21-V.O.K	Ministry of Labour & Social Protection	Outside mandate	The Complainant sought extension of deadline for application for appointment to independent board members of the National Social Security Fund. Pending action from Complainant.	Inquiry ongoing
711.	Kenya Muslims National Advisory Council CAJ/JUD/001/2400/21-V.O.K	Judicial Service Commission	Outside mandate	The Complainant issued an advisory to the Judicial Service Commission on the process that should be adopted in appointing a Chief Kadhi and Deputy Chief Kadhi.	Inquiry ongoing
712.	Anonymous CAJ/KAR.UNI/013/2201/21-V.O.K	Karatina University	Abuse of power	The Complainant alleged various forms of maladministration against the Respondent. Pending action from Complainant.	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
713.	Richard Mutua Maeke CAJ/NPS/015/4042/21-V.O.K	National Police Service	Outside mandate	The Complainant alleged that some known people succeeded the property of his late father after forging his signature. Pending action from Complainant.	Inquiry ongoing
714.	Peter Monda CAJ/CG/KIAMBU/072/77/21-V.O.K	County Government of Kiambu	Unlawful official conduct	The Complainant alleged that he has been on probation for over 10 years. Pending action from Complainant.	Inquiry ongoing
715.	Elisha Obong CAJ/M.DEF/037/277/21-V.O.K	Ministry of Defence	Outside mandate	The Complainant alleged that officers from the Kenya Defence Forces, National Police Service, National Intelligence Service and Israel Counter Coup specialists were surveilling him and consequently breaching his right to privacy.	Inquiry ongoing
716.	Anonymous CAJ/M.EDU/013/2151/21-V.O.K	Ministry of Education, Science and Technology	Unlawful official conduct	The Complainant alleged that Loreto High School, Limuru, charged extra fees against the guidelines issued by the Respondent. Pending action from Complainant.	Inquiry ongoing
717.	Habiba Talaso Guyo CAJ/M.TRA/004/501/21-V.O.K	Kenya Ports Authority	Ineptitude	The Complainant alleged that she was involved in an accident but the Respondent did not notify the insurer on	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				time. Consequently, the insurer declined to compensate her stating that the Respondent should do so.	
718.	Simon Kiruru Gichure CAJ/UON/013/2143/21-V.O.K	University of Nairobi	Delay	The Complainant alleged that he was attacked and injured while on duty as a security guard but the Respondent has not compensated him for the injuries sustained.	Inquiry ongoing
719.	Samuel Kamau CAJ/KRC/004/500/21-V.O.K	Kenya Railways Corporation	Inefficiency	The Complainant alleged that the feedback and complaints system on the Respondent's website is dysfunctional. Pending action from Complainant.	Inquiry ongoing
720.	Michael Kinyua HUD/KAJIADO/POL/015/184/21-V.O.K	National Police Service	Delay	The Complainant alleged that his former employer did not pay him dues amounting to Kshs. 12,000. He reported the failure to Kitengela Police Station which intervened and he was paid Kshs. 5,000 leaving a balance of Kshs. 7,000. He was referred to the Ministry of Labour for resolution.	Inquiry ongoing
721.	Mtwapa Maweni Settlement	National Police Service	Delay	Complainants alleged delay in concluding investigations by the Respondent touching on	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
	CAJ/POL/015/4014/21-V.O.K			suspected fraud leading to issuance of certificates of title for plot numbers MN/III/324 and MN/III/334 located in Mtwapa Maweni, Kilifi County.	
722.	Collins Wanderi & Co. Advocates CAJ/POL/015/4015/21-V.O.K	National Police Service	Outside mandate	The Complainant alleged fraudulent transactions involving land reference number MAVOKO TOWN/BLOCK 12/91. Pending action from the Complainant	Inquiry ongoing
723.	Fredric Kasyoki CAJ/NPS/015/4045/21-V.O.K	National Police Service	Outside mandate	The Complainant sought custody of his step daughter following harassment by her mother which amount to various criminal offences. Dispute was referred to the Children's department for resolution.	Inquiry ongoing
724.	John Kariuki Kamau CAJ/TSC/013/2167/21-V.O.K	Teachers Service Commission	Unfair treatment	The Complainant alleged unfair transfer by the Respondent. Pending action from Complainant.	Inquiry ongoing
725.	Evans Asetto CAJ/ODPP/027/250/21-V.O.K	Office of the Director of Public Prosecutions	Unlawful official conduct	The Complainant alleged that a state prosecutor based in Oyugis Law Court is corrupt and acts with impunity. Pending action from Complainant.	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
726.	Patrick Kariuki CAJ/KAR.UNI/013/2201/21-V.O.K	Karatina University	Abuse of power	The Complainant alleged that officers from Ethics and Anti-Corruption Commission arrested him and preferred charges against him maliciously. Pending action from the Complainant.	Inquiry ongoing
727.	Richard Mutua Maeke CAJ/NPS/015/4042/21-V.O.K	Department of Criminal Investigations	Delay	The Complainant alleged delay by the Land Fraud Unit of the Department of Criminal Investigations in concluding investigations into a report he made. Pending action from the Complainant.	Inquiry ongoing
728.	Ondieki Mogambi & Associates CAJ/POL/015/4024/21-V.O.K	National Police Service	Delay	The Complainant alleged delay in investigations by the Respondent. Pending action from the Complainant.	Inquiry ongoing
729.	Eudicus Njuki Njeru CAJ/POL/015/4023/21-V.O.K	National Police Service	Abuse of Power	The Complainant alleged harassment by officers from Kanyuambora Police Station. Pending action from the Complainant.	Inquiry ongoing
730.	Rev. Mugambi Mwithimbu CAJ/M.EDU/013/2158/21-V.O.K	Ministry of Education, Science and Technology	Delay	The Complainant requested the Cabinet Secretary, Ministry of Education, Science and Technology as well as that of the Ministry of Interior and Coordination of National	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				Government and the Director, Kenya Institute of Curriculum Development to include teaching and learning of Kimeru language in the current school curriculum. Pending action from the Complainant.	
731.	Beatrice Chepkirui CAJ/TSC/013/2212/21-V.O.K	Teachers Service Commission	Delay	The Complainant alleged delay in processing of death gratuity for Joyce Chepngeno Tololwo, TSC number 459184.	Inquiry ongoing
732.	Dennis Githu Gitau CAJ/TSC/013/2211/21-V.O.K	Teachers Service Commission	Delay	The Complainant alleged delay in processing of death gratuity for Daniel Gitau Njoroge, TSC No. 283326.	Inquiry ongoing
733.	Benard Ouma Haya CAJ/M.EDU/013/2183/21-V.O.K	Teachers Service Commission	Delay	The Complainant alleged delay in processing of an appeal which he lodged on 06.08.2021.	Inquiry ongoing
734.	Silas Maujih CAJ/M.ENV/038/185/21-V.O.K	Ministry of Environment & Forestry	Unlawful official conduct	The Complainant alleged that there was an illegal excavation going on at Kanyakwa location within Kisumu County. Pending action from the Complainant.	Inquiry ongoing
735.	David Gesicho CAJ/CG/KAK/053/22/21-V.O.K	Kakamega County Government	Unlawful official conduct	The Complainant alleged that there is need for investigations into the activities of the Respondent's public service	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				board's committee on recruitment and selection. Pending action from the Complainant.	
736.	Paul Chanzu CAJ/M.IGC/062/1333/21-V.O.K	Ministry of Interior and Coordination of National Government	Unresponsive official conduct	The Complainant alleged that he sought some unspecified service from Kakamega Huduma Centre by submitting forms which was not acted upon. Pending action from the Complainant.	Inquiry ongoing
737.	John Kabucho & Others CAJ/M.ROA/006/183/21-V.O.K	Kenya Rural Roads Authority	Unresponsive official conduct	The Complainant alleged that the Respondent failed to gazette some parcels along the Thogoto-Gikambura-Mutarakwa Road. Pending action from the Complainant.	Inquiry ongoing
738.	Alfred Katungu Muimi CAJ/M.HEA/012/573/21-V.O.K	Ministry of Health	Unresponsive official conduct	The Complainant alleged that the Respondent's Cabinet Secretary failed to gazette/fill vacancies for the positions of Kenya Medical Laboratory Technicians and Technologists' Board yet the term of the members (in office) ended in August 2019.	Inquiry ongoing
739.	Concerned Parents of Langata Barracks Primary	Ministry of Education,	Ineptitude	The Complainants alleged that the Principal, Langata Barracks Secondary School, is	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
	CAJ/M.EDU/013/2195/21-V.O.K	Science and Technology		incompetent and the said ineptitude has led to decline in performance of the school.	
740.	Anonymous CAJ/K.UC/013/2221/2021-V.O.K	Kenya Utalii College	Unlawful official conduct	The Complainant alleged that the Respondent's acting Chief Executive Officer was appointed by the outgoing Principal who has been on terminal leave. Pending action from the Complainant.	Inquiry ongoing
741.	Kirubi Mwangi Ben & Co. Advocates CAJ/PRI/002/154/21-V.O.K	Kenya Prisons Service	Unfair official conduct	The Complainants alleged that the Respondent has not paid a debt of Kshs. 279,636 owed to their client.	Inquiry ongoing
742.	Contractors & Developers United CAJ/NCA/007/67/21-V.O.K	National Construction Authority	Manifest Injustice	The Complainant alleged that the Respondent's Board of Directors has not implemented the recommendations of the Auditor General following a special audit conducted in December 2017.	Inquiry ongoing
743.	Eunice Okello & Co. Advocates for Prof. Simon Muturi CAJ/AG/001/2418/21-V.O.K	Civil Registration Services	Unlawful official conduct	The Complainant alleged that the Respondent unlawfully issued two different certificates of death for Dr. Stephen Kimotho Karanja (Deceased).	Inquiry ongoing
744.	Jane Achieng CAJ/M.IGC/062/1336/21-V.O.K	Ministry of Interior and Coordination	Abuse of power	The Complainant alleged that the Assistant Chief, Emukolla Sublocation, was colluding	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
		of National Government		with some known people to sell a piece of land belonging to her late grandfather.	
745.	James Mwaura CAJ/M.LAN/022/2194/21-V.O.K	Ministry of Lands and Physical Planning	Ineptitude	The Complainant alleged that the Respondent's officers were incompetent. He further alleged that services at Ardhi House were poor and slow.	Inquiy ongoing
746.	Turkana Youth for Progress CAJ/PO/047/521/21-V.O.K	Governor, Turkana County Government	Abuse of power	The Complainant alleged that the Respondent diverted the funds and water meant for a public water project to his own hotel.	Inquiry ongoing
747.	Benard Okoth Ondiwa CAJ/NCA/006/193/21-V.O.K	National Construction Authority	Ineptitude	The Complainant alleged that there was an unsafe building in plot number L.R 112/97 along Mimosa Drive, Runda Estate, Nairobi.	Inquiry ongoing
748.	Pauline Wanja CAJ/CG/NRB/060/336/21-V.O.K	Nairobi City County Government	Unfair treatment	The Complainant alleged that her company has always faced hardships whenever they apply to renew their annual clearance certificate with some of the Respondent's officers soliciting for bribes to do their work. Pending action from Complainant.	Inquiry ongoing
749.	Muchiri Samson	Ministry of Education,	Manifest Injustice	The Complainant alleged that Meru School scheduled a	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
	CAJ/MIN.EDU/013/2232/21-V.O.K	Science and Technology		parents' school visiting day on 11.12.2021, which he felt had the potential of spreading the new variant of corona virus.	
750.	Wangari Mbugua CAJ/PSC/016/179/21-V.O.K	Public Service Commission	Delay	The Complainant alleged delay in promotion. She also alleged that her salary was stopped in 2019.	Inquiry ongoing
751.	Mumo Mutiso CAJ/PO/047/496/21-V.O.K	Public Officer	Unlawful official conduct	The Complainant alleged that the Social Development Officer, Njiru Sub-County has been interfering with investigations relating to loss of funds at Golden Men Vision Group.	Inquiry ongoing
752.	Godfrey Kanau CAJ/KPLC/021/559/2021-V.O.K	Kenya Power and Lighting Company	Unfair treatment	The Complainant alleged that the Respondent wrongly estimated his electricity bills.	Inquiry ongoing
753.	Jesse Kinuthia CAJ/KPLC/021/560/21-V.O.K	Kenya Power and Lighting Company	Unlawful official conduct	The Complainant alleged that the Respondent's employees were asking for bribes to offer services to citizens. Pending action from Complainant.	Inquiry ongoing
754.	Zephania Maoga Maragia CAJ/M.DEF/037/279/21-V.O.K	Ministry of Defence	Unfair official conduct	The Complainant alleged that the Respondent unfairly disqualified him from recruitment as an officer for the reason that he had an enlarged umbilical cord. We	File pending closure.

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				received a satisfactory response.	
755.	Susan Rita Wambui Winther CAJ/NLC/022/2217/21-V.O.K	National Land Commission	Unresponsive official conduct	The Complainant alleged that the Respondent has not renewed the lease in respect of land reference number 1870/111/300 which lapsed in 2018. No reason has been provided.	Inquiry ongoing
756.	Magdalene Adikinyi Herania CAJ/M.LAN/022/2205/21-V.O.K	Ministry of Lands and Physical Planning	Unlawful official conduct	The Complainant alleged that land parcel number SAMIA/LUANDA MUDONYI/503 which belonged to her late husband was illegally acquired by the County Government of Busia.	Inquiry ongoing
757.	EKL/EAS Kenya Limited (Ruan Jansen) CAJ/KRA/000/1375/21-V.O.K	Kenya Revenue Authority	Inefficiency	The Complainant alleged that his e-cancellation application could not be processed due to an error in the Respondent's iTax system which prevented the request.	Inquiry ongoing
758.	Memusi Solo HUD/KAJ/KPLC/021/40/21-V.O.K	Kenya Power and Lighting Company & Lighting Company	Inefficiency	The Complainant alleged rampant power shortage in Kajiado. Pending action from Complainant.	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
759.	John Kubaim'akwalu CAJ/TSC/013/2214/21-V.O.K	Teachers Service Commission	Delay	The Complainant alleged that the Respondent has delayed in reinstating his tax exemption status.	Inquiry ongoing
760.	Michael T. Mwalugha CAJ/M.IGC/062/1349/21-V.O.K	Ministry of Interior and Coordination of National Government	Outside mandate	The Complainant alleged that vindo Cooperative Society sold off to a third party a parcel of land he had purchased from the said society.	Pending action from Complainant
761.	Geoffrey Fredrick Ngetich CAJ/M.LAN/022/2227/21-V.O.K	Ministry of Lands & Physical Planning	Unresponsive official conduct	The Complainant alleged that the Kericho County Land Registrar failed to open an access road leading to his land parcel number KERICHO/KAPSUSER/6246.	Inquiry ongoing
762.	George Kiama CAJ/NMS/060/337/21-V.O.K	Nairobi Metropolitan Service	Inefficiency	The Complainant alleged that there was so much mud at korogocho market thus making movement difficult.	Inquiry ongoing
763.	Nganda Mwinzi CAJ/C.ASS/MAKUENI/115/17/21-V.O.K	County Assembly of Makueni	Outside mandate	The Complainant alleged that on 03.10.2019 his business was brought down due to negligence of a private developer and that he has sought audience with the Developer, the Respondent's Deputy County Clerk, to no avail.	Pending action from Complainant

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
764.	Charles Ndung'u Kihumba CAJ/LAN/022/2226/21-V.O.K	Ministry of Lands & Physical Planning	Unlawful official conduct	The Complainant alleged that plot numbers 1 and 12 at Ichagachiru Market, Nyeri County, which belonged to the late Charles Ndung'u Kihumba was invaded and grabbed by known people but the Respondent declined to take corrective measures to remedy the situation. Pending action from Complainant.	Inquiry ongoing
765.	Mjidho Baiba Dhidha CAJ/M.EDU/013/2239/21-V.O.K	Ministry of Education, Science and Technology	Unfair treatment	The Complainant alleged that his job grade was affected following implementation of a new grading structure as recommended by the Public Service Commission.	Inquiry ongoing
766.	Jelah Godfrey CAJ/KMPDC/012/563/21-SK	Ministry of Health	Delay	The Complainant alleged delay by the Kenya Medical Practitioners and Dentists Board to determine a complaint lodged by the Complainant against a doctor in Nairobi Hospital	Inquiy ongoing
767.	Oduor Osowo Bernard CAJ/CG/KSM/051/27/21-SK	County Government . of Kisumu	Delay	The Complainant alleged delay by Kisumu County Human Resource Office to process his documents and forward to LAPFUND/LAPTRUST	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				to facilitate processing of his pension dues. He stated that he submitted his filled claim form together with other relevant documents to the Human resource Office but the same were being withheld by a certain officer hence delaying the process	
768.	Samuel Njoroge Wainaina CAJ/PEN/000/1370/21-SK	Pensions Department	Delay	The Complainant alleged delay in processing his pension dues.	Inquiry ongoing
769.	Evaline Moke CAJ/M.IGC/062/1322/21-SK	Ministry of Interior & Coordination of National Government	Unfair Treatment	The Complainant alleged that the Chief of Ikuruma Location in Marani Sub-County, Kisii County discriminated against her for refusing to include her in a letter of introduction of beneficiaries for purposes of succession	Inquiry ongoing
770.	Winfridah Agala CAJ/M.GEN/018/130/21-SK	National Council for Persons with Disability	Delay	The Complainant alleged delay by the Respondent to issue him with a Disability Card replacement after his old one worn out.	Inquiry ongoing
771.	Dilip Sanghani CAJ/UFAA/000/1379/21-SK	Unclaimed Financial Assets Authority	Delay	The Complainant alleged delay by the Respondent to refund his money which was	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				erroneously transmitted to them.	
772.	Raphael Otakwa CAJ/CG/VIHIGA/19/21-SK	County Government of Vihiga	Oppressive official Conduct	The Complainant alleged frequent and malicious destruction of culverts to his home located near a road from Ematioli to Mundika in Emuhaya Sub-County. Contractors engaged by the County Government of Vihiga to rehabilitate the road destroyed the culverts and mason work rendering access to his home difficult.	Inquiry ongoing
773.	Samuel Baariu CAJ/NPS/015/4037/21-SK	National Police Service	Abuse of Power	The Complainant alleged misconduct by a Police Officer attached to Kilifi Police Station for having an affair with his wife which made her leave the matrimonial home.	Inquiry ongoing
774.	Residents of Kayole Estate, Stadium Road CAJ/CG/NRB/060/332/21-SK	Nairobi City County Government	Unlawful official Conduct	The Complainant alleged failure by the County Government of Nairobi to rehabilitate roads within Kayole estate that were in a deplorable condition.	Inquiry ongoing
775.	Wilfred Naymy Kanake CAJ/JUD/0001/2411/21-SK	Judiciary	Delay	The Complainant alleged delay by the Judiciary to hear and determine Complainant's	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				case. The Complainant was requested to provide details of the case number and court.	
776.	Anthony Wandera CAJ/M.ENV./038/183/21-SK	Ministry of Environment & Foresty	Unresponsive Official Conduct	The Complainant alleged failure by National Environment Mangement Authority to take action against a night club that plays loud Music in Kasarani Estate.	Inquiry ongoing
777.	Elizabeth Mwende CAJ/KRC/004/506/2021-SK	Kenya Railways Corporation	Unfair Treatment	The Complainant alleged illegal eviction by the Respondent from a renovated structure she occupied within Kenya Railways Offices compound in Nairobi.	Inquiry ongoing
778.	Kedolwa Waziri CAJ/M.ENE/021/544/21-SK	Ministry of Energy	Inefficiency	The Complainant alleged that Kenya Power and Lighting Company sent her exaggerated bills for June, July and August 2021 for meter No. meter Number 88569280 amounting to Kshs.12,977.	Inquiry Ongoing
779.	Diana Beryl Ounga & 624 Others vs CG of Nairobi CAJ/CG/NRB/060/334/21-SK	Nairobi City County Government	Unfair Treatment	The Complainants alleged that they were shortchanged in allocation of market stalls at the New City Park Market after the renovation. They stated that they were bona fide traders at Old City Park Market	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				which was razed down by fire in 2015 and were assured that they would get back their stalls after renovation. However, the stalls were allocated to persons unknown to them.	
780.	Richard Mwanza Mwanzia CAJ/NIS/062/1328/21-SK	National Intelligence Service	Delay	The Complainant alleged failure by the Respondent's Officers to pay him salary for ten months for security services offered to a NIS project at Mbuvu Kasten in Mwingi.	Inquiry ongoing
781.	James Wambua Okulo CAJ/M.EDU/013/2181/21-SK	Dedan Kimathi University	Delay	The Complainant alleged delay by Dedan Kimathi University to pay the Complainant Kshs.580,000 as a part time lecturer	Inquiry ongoing
782.	Residents of Kalamba and Ikangavya Locations CAJ/M.IGC/062/1331/21-SK	Ministry of Interior & Coordination of National Government	Unresponsive Official Conduct	The Complainant alleged inaction by the Chief of Ikangavya Location and Chief of Kalamba location failing to act swiftly to save the life of the late Dancun Kasanga who was involved in a road accident on 22nd October 2021. It was further alleged that the Chiefs' omission was actuated by malice as they stopped good	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				Samaritans from taking the deceased to hospital	
783.	Oyugi Ogaja CAJ/YEP/031/99/21-SK	Youth Enterprise Development Fund Board	Delay	The Complainant alleged delay by the Respondent to resolve a complaint wherein he alleged failure by the Board to pay his National Socal Security Fund deduction for March 2012.	Inquiry ongoing
784.	Concerned Parents of Kimbo Githurai Primary CAJ/M.EDU/013/2193/21-SK	Ministry of Education, Science and Technology	Unlawful official Conduct	The Complainant alleged that the Headteacher of Kimbo Githurai Primary School was administering weekly examinations to pupils hence exposing the children to stress and lagging behind in syllabus coverage.	Inquiry ongoing
785.	Charles Ndungu Kabau CAJ/TSC/013/2200/21-SK	Teachers Service Commission	Administrative Injustice	The Complainant alleged delay by the Respondent to process his request for transfer on medical grounds. He stated that he suffers from Bipolar 1 mood disorder. Doctors at Mathari and Chiromo Mental Hospitals recommended his transfer to a school near his home for psycho-social support.	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
786.	Antony Akungwi & Others CAJ/MMU/013/2199/21-SK	Maasai Mara University	Unfair Treatment	The Complainants alleged that they were students at Maasai Mara University-Mumias Study Centre. They were unfairly treated by the Director of Mumias Study Centre for refusing to forward their names for graduation as a punishment for complaining about maladministration at the institution	Inquiry ongoing
787.	Meshack Amboka CAJ/M.TRA/004/502/21-SK	Ministry of Transport Infrastructure, Housing, Urban Develoment & Public Works	Inefficiency	The Complainant alleged inefficiency by Kenya Ferry Services for lack of computerized mode of payment. He alleged that Kenya Ferry Services only uses MPESA as the mode of payment and this caused delays and created an opportunity for abuse of power as ferry users who cannot access MPESA Services are harassed into giving bribes to the officers.	Inquiry ongoing
788.	William Tile CAJ/SASRA/025/173/21-SK	Sacco Societies Regulatory Authority	Delay	The Complainant alleged delay by the Respondent to resolve a complaint lodged by the Complainant against	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				National Hospital Insurance Fund- Sacco for delay to refund his contributions of Kshs.400, 000.	
789.	Abraham Lukoye Lisanza CAJ/DPP/027/251/21-SK	Office of Director of Public Prosecutions(ODPP)	Delay	The Complainant alleged that he reported an assault complaint at Mukonje Police Post vide OB No. 02/23/05/2021 and was referred to Shinyalu Police Station where he was advised that the matter was forwarded to the Respondent for further action. The respondent had not acted on the matter	Inquiry ongoing
790.	Praise Munene Kaberia CAJ/M.EDU/013/2203/21 -SK	Ministry of Education	Unresponsive Official Conduct	Complainant alleged refusal by Moi Forces Academy to release his KCSE Result Slip and Certificate due to school fees arrears of Kshs. 50,000.	Inquiry ongoing
791.	Staff of Bomas of Kenya CAJ/NT/000/1392/21-SK	National Treasury	Unfair Treatment	Complainants allege unfair treatment by their employer, the Bomas of Kenya for subjecting them to unfair labour practices such as failure to adhere to salary structure recommended by Salaries and Remuneration Commission. They alleged that the payroll	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				used by Bomas of Kenya was different from the one at the National Treasury.	
792.	Anonymous vs Ministry of Health CAJ/M.HEA/012/575/21-SK	Ministry of Health	Unlawful official Conduct	A complaint alleging maladministration at the Pharmacy & Poisons Board for, *inter alia,* failure by the Board to adhere to SRC Circulars in remuneration of staff, lack of fairness in aligning support staff to the right job groups, failure to implement SRC recommended salary structure, failure by the CEO to implement decisions passed by the Board and staff demoralization and discrimination	Inquiry ongoing
793.	Louis Allan Okwaro CAJ/CG/BUSIA/100/14/21-SK	County Government of Busia	Unlawful Conduct	A complaint alleging failure to adhere to due process and transparency by the County Government of Busia in allocation of market spaces at the proposed Malanga public market in Budalanga Sub-location, Samia Sub-county, Busia County.	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
794.	Mourice Ogada CAJ/KERRA/006/191/21-SK	Kenya Rural Roads Authority	Unfair Treatment	Complainant alleged refusal by the KERRA Regional Manager for Kisumu Region to pay him salary arrears for 35 months. He stated that he is a contract employee stationed in Kisumu Office and that his boss was frustrating him by refusing to pay his salaries	Inquiry ongoing
795.	Hannah Wanjiru Gachwe CAJ/M.IGC/1331/21-SK	Ministry of Interior & Coordination of National Govt.	Unresponsive Official Conduct	A complaint alleging refusal by the Chief of Gitithia Location to issue the complainant with a letter to facilitate issuance of a Title Deed to a piece of land she inherited from her late father.	Inquiry ongoing
796.	Fred Taiti CAJ/PSC/016/177/21-SK	Public Service Commission	Inefficiency	Complainant alleged inefficiency by Public Service Commission for poor management of its online job portal hence allowing unscrupulous persons to tamper with applications. He stated that he applied for the Position of Accountant 2 under Folio 26342, ID No.33173020 VN.7/2022 and when he checked his application status, he noted that it kept shifting	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				back and forth from processing in progress to not successful.	
797.	Paul Njoroge CAJ/M.IGC/062/1334/21-SK	Ministry of Interior & Coordination of National Govt.	Delay	Complainant alleged that he supplied sugar in Kamiti Maximum Prison on 5th June 2021 through his company Vepali Services and Enterprises through LPO/LSO/No.7333 but has not been paid to date. He claimed Kshs.117,500 for the goods supplied.	Inquiry ongoing
798.	David Rogito Omwenga CAJ/M/LAN/022/2220/21-SK	Ministry of Lands & Physical Planning	Unlawful Conduct	Complainant alleged fraudulent transactions by Kajiado Lands Office wherein his plots were stolen	Complainant requested to furnish better particulars
799.	Robai Kayesi Agoi CAJ/TSC/013/2224/21-SK	Teachers Service Commission	Delay	A complaint alleging delay by the TSC Pensions Department to process the complainant's pension dues and forward to the National Treasury's Pensions Department for payment. She stated that she retired from Service on 30th June 2019 and was following up the pension dues since then.	Inquiry ongoing
800.	Eunice Kagure CAJ/M.TRA/004/507/2021-SK	Ministry of Transport, Infrustructure	Inefficiency	Complainant who is an SGR user alleged inefficiency by the SGR Management. She stated	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
		, Housing, Urban Development & Public Works		that the entry fees collection system is done manually resulting in long queues and delays, lack of accountability and an opportunity for corruption as money is collected manually.	
801.	Phelgona Memory Makokha HUD/KAJIADO/C.REG/062/237/21-SK	Department of Civil Registration	Unfair Treatment	A complaint alleging service failure at Kajiado Civil Registration Office (located at the County Commissioner's Offices). Complainant stated that an Officer *(name withheld)* demanded that he pays Kshs.500 for correction of his daughter's name in the Birth Certificate.	Inquiry ongoing
802.	Oggada Maurice CAJ/KERRA/006/191/2021-SK	Kenya Rural Roads Authority	Unfair Treatment	Complainant alleged that his boss who is KeRRA's regional Manager for Kisumu refused to pay his salaries for 36 months	Inquiry ongoing
803.	Concerned DCI Officers CAJ/POL/015/4052/21-SK	Directorate of Criminal Investigations	Delay	Complainants alleged delay by the National Police Service Commission and Directorate of Criminal Investigations to promote them to the rank of Inspector since 2014. They stated that they were recruited	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				as graduates and were placed in a holding position of constables awaiting transition to inspectorate positions upon undertaking a further six(6) months training. However, no training has ever been undertaken since 2014	
804.	Affected Kenyatta University Students CAJ/K.U/013/2236/2021-SK	Kenyatta University	Unfair Treatment	Complainants alleged that their names were unfairly omitted from the list of Kenyatta University graduands for December 2021. They stated that they had duly complied with the necessary clearances with the University but there was no explanation why they were unable to graduate with their colleagues.	Inquiry ongoing
805.	Samuel Shinyanga Ogetonto CAJ/JUD/001/2431/21-SK	National Registration Bureau	Delay	A complaint alleging delay by the Respondent to issue the complainant with a replacement of his National ID Card which he lost in January 2021.	Inquiry ongoing
806.	Wambugu Kibaaru Robert CAJ/M.ENE/021/566/21-SK	National Oil Corporation	Unlawful Conduct	The complainant alleged unfair interdiction and subjection to Disciplinary process due to his questioning	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				irregular procurement processes and non-adherence to the Public Procurement and Disposal Act and Public Finance Management Act by the CEO of National Oil Corporation.	
807.	A.N Kirika & Co.Advocates CAJ/M.IGC/062/1346/21	Kenya Revenue Authority	Abuse of Power	A complaint alleging abuse of power by KRA Deputy Commissioner-Administration and Logistics for harassing the complainant in regard to a contract of renovation of a KRA Staff Canteen in Moyale Border Post and lease of the same for six years. The complainant alleged that the Deputy Commissioner issued demands to the complainant to vacate the Canteen in disregard of the terms of the lease agreement	Inquiry ongoing
808.	George Kagotho Gachuiri CAJ/CG.Kiambu/072/80-SK	County Government of Kiambu	Delay	A complaint alleging delay by the County Government of Kiambu to pay the complainant gratuity and other terminal dues upon dismissal from employment in March 2020	Complainant advised to lodge the complaint with the Public Service Commission pursuant to

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				There was no response from the County Government.	
855.	Robert Bisare Omari CAJ/KSM/JUD/001/466/21-MA/WT	Judiciary	Inefficiency	Complainant alleges that he was convicted for an offense of defilement by Kilgoris lower court CR. Case number 958 of 2010. He appealed to Kisii High Court vide Appeal no. 141 of 2011 and upon dismissal, appealed to Kisumu COA, vide Appeal No. 22 of 2014. He wrote several letters seeking a hearing date from the court of appeal but was informed that his file from Kisii High Court was missing and has not been found to date.	Inquiry ongoing
856.	David Oscar Owako CAJ/KSM/JUD/001/467/2021-WT	Judiciary	Unresponsive official conduct	Complaint alleging failure by the Kisumu Chief Magistrates Court to supply proceedings to the complainant in CMCC No. 105 of 2015, CMCC No. 156 of 2005 & CMCC No. 242 of 2020. The complainant applied and paid for the proceedings on diverse dates.	Inquiry ongoing
857.	Amida N. Makhoha CAJ/KSM/JUD/001/470/21-MA/WT	Judiciary	Delay	Complainant alleges that she was sentenced to life imprisonment and appealed in	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
853.	Justus Aura Ominde CAJ/KSM/PSC/016/8/21-MA/FL	Public Service Commission	Delay	Complainant, PF number 2012036021, alleges that he was dismissed from employment with Prisons Department on account of absence from duty without lawful cause on 11th February, 2021. He appealed to the Public Service Commission on 15th June 2021 but they did not respond to his appeal.	Complainant was advised that his complaint was premature since the period within which Public Service Commission would consider his appeal had not lapsed. He was advised to wait for 3 months to lapse, follow up and update the Commission on the outcome of his matter.
854.	Manyatta B Social Justice Centre CAJ/KSM/ATI/CG/KSM/051/4/21-MA/WT	County Government of Kisumu	Access to Information (Unresponsive Official Conduct)	A complaint on allegation that they sought for some information on the stalled Nyamsaria-Magadi Centre road and the Proposed Kenya Informal Settlement Project (KISIP), both in Manyatta B Ward from the County Government of Kisumu vide two letters dated 31/8/2021.	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
	CAJ/KSM/M.EDU/013/348/21-MA/WT			University to pursue Bachelor of Education (Arts) in 2015. The University advised him to start at 2nd year after a successful credit transfer. He was a Diploma in Education Certificate holder. However, on completion of his studies in 2019, he has never been cleared for graduation.	
851.	Daniel Oyoo Onyango CAJ/KSM/M.GEN/018/16/21-MA/WT	National Council for Persons With Disabilities (NCPWD)	Delay	Complainant alleges that the National Council for Persons with Disabilities (NCPWD) had delayed to issue him with a clearance letter to enable him file for tax exemption from KRA. They promised to come and conduct a physical assessment for Kisumu residents in March 2021 but never did so.	Inquiry ongoing
852.	Peter Obura Del CAJ/KSM/POL/015/627/21-MA/WT	National Police Service	Delay	Complainant alleges that prosecution of his case had been delayed by the police in Chemelil Police Station following the death of the then Investigating Officer in 2018.	Complainant advised to await directions of the Office of the Director of Public Prosecutions and to give feedback.

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
848.	FIDA-K for Purity Chepkemoi CAJ/KSM/POL/015/629/2021-WT	National Police Service	Delay	Complaint alleging delay by Sondu Police Station in investigating a case reported vide OB No. 29/25/3/2021.	Complainant advised to allow the OCPD to investigate the matter since the complaint was premature. Complainant was requested to update the Commission.
849.	Desma Achieng Mboya CAJ/KSM/M.EDU/013/351/21-MA/WT	Ministry of Education	Unfair treatment	Complainant alleges that she is a registered teacher, TSC No. 883165 and was employed as a BOM teacher at Okanja Mixed Day School. The principal had terminated her employment on allegation that a parent had complained that their child was not being taught English well by the teacher. She was not issued with a termination letter, neither was a disciplinary committee set up by the BOM to hear and determine her matter.	Inquiry ongoing
850.	Simon Olindi Khatonde	Kibabii University	Unfair treatment	Complainant alleges that he was admitted to Kibabii	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				to enable the remittance of the said funds.	
845.	Obwala James CAJ/KSM/JUD/001/459/21-WT	Judiciary	Unresponsive official conduct	Complainant alleges failure by Bungoma High Court to issue him with an appeal number and a hearing date for his appeal which he filed in 2016, being an appeal from the decision of *Sirisia SRM Criminal Case No. 33 of 2015*.	Inquiry ongoing
846.	Barasa Nakitare Makayo CAJ/KSM/JUD/001/456/21-WT	Judiciary	Unresponsive official conduct	Complainant alleges that he lodged a complaint with the Judiciary Ombudsperson vide letter dated 27th April 2021 and he was assigned ticket number 1076846. Vide letter dated 16th June 2021, he was advised that the matter was being considered and would be updated appropriately, but he is yet to receive the update.	Inquiry ongoing
847.	Chrisostom Laisa Wakuha CAJ/KSM/JUD/001/455/21-WT	Judiciary	Delay	Complaint alleging delay by the Judiciary in hearing and determining Bungoma Criminal Appeal No. 39 of 2020, being an appeal from the decision of the court in Kimilili SPM Criminal Case No. 61 of 2018.	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				account had changed and on 8th February 2021, he filled change of pay point form and advised the Pensions Department to pay the money to his new account, but the payment had not been made.	
843.	Fredrick Were Otieno CAJ/KSM/M.YOU/031/8/21-WT	Ministry of ICT, Innovation and Youth Affairs	Delay	Complainant alleges that the Ministry, through National Industrial Training Authority (NITA), contracted him to offer consultancy services as a master craftsman under the Kenya Youth Employment Opportunities Project (KYEOP) circle 5. He offered the services between 23/11/2020 and 16/04/2021 but has not been paid for the service rendered.	Inquiry ongoing
844.	Michael Ochieng Mbeja CAJ/KSM/M.EDU/013/343/21-WT	Ministry of Education	Manifest injustice	Complainant alleges that his employer, Awasi Boys High School, did not remit his NSSF contributions between 2017 to 2019, January to October, 2020 and from June to date despite deducting the same from his salary consistently. He therefore seeks the intervention of the Commission	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				of the property despite the sale agreement still being in place and, therefore, valid.	
840.	Agnes Nyaboke Nyanumba HUD/KSI/NSSF/017/28/21-WT	National Social Security Fund	Manifest injustice	Complainant alleged that she made contributions to the National Social Security Fund (NSSF), No. 431518815 during her employment, but when she requested for the same to be released to her in 2020 at Kisii NSSF office, she was informed that she did not have any benefits.	Inquiry ongoing
841.	Job Onyango Owuor CAJ/KSM/JUD/001/449/2021-WT	Judiciary	Delay	Complaint alleging delay in the determination of Bungoma High Court, *HCCRA No. E002 of 2020*, being an appeal from the decision of the Court in *Kimilili SPM CR. Case No. 246 of 2016*.	Inquiry ongoing
842.	Leonard Ating'a Ondeyo CAJ/KSM/PEN/000/102/2021-WT	Pensions Department	Delay	Complainant alleges that in March 2020, he was awarded pension benefits amounting to Kshs. 1,612,527.60 (APN/PC142998) and the same was paid to his bank account at the National Bank. That the same was returned to Pensions Department because his bank	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				no reliable feedback has been given by the commission. Severally, the complainants have been advised that crucial documentation has been lost and they have resubmitted every time. The latest date of resubmission of those documents being on 24th June 2021.	
839.	Omboko and Co. Advocates for Whitestone Ministry CAJ/M.IGC/062/1319/2021-SAK	Ministry of Interior and Coordination of National Government	Abuse of power	A complaint against the Senior Principal Chief, Kibera Location. Complainant avers that the said Chief has joined, with vested interests, a land and property dispute. The dispute regards a sale agreement between Whitestone Ministry and Makina Self-help group. The latter sold land and property and the former occupied the same. In July 2021, the said chief advised Whitestone Ministry that they ought to redefine the terms of the sale agreement or be forcefully evicted. The Chief has interfered with quiet possession	Pending update from Complainant.

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				in a Certificate of Order dated 10th May 2019 against the Government. However, to date he is yet to receive the stated amount.	
838.	The Estate of Gladys Wangui Waweru CAJ/TSC/013/2159/2021-SAK	Teachers Service Commission	Delay	A complaint regarding the death gratuity of Gladys Wangui Waweru, deceased. The complainant is the son to the deceased and with the authority and on behalf the spouse and daughters to the deceased. The above-named deceased passed on on 6th July 2016. Before her demise, she had served as a teacher for 28 years at Joytown Secondary School in Thika. On 19th April 2019, the family began the process of obtaining the payment of the deceased's death gratuity and pension at the Teachers' Service Commission by tendering all the necessary documents as required by the commission. To date, no progress has been made and	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				However, to date the same Is yet to be actioned.	
835.	Francis T. Wanjala CAJ/PEN/000/1372/2021-SAK	Pensions Department	Delay	Complainant retired from the Teachers Service Commission in June 2020 and despite filling all requisite documents, he is yet to be paid his retirement benefits.	Inquiry ongoing
836.	Muthomi Alex CAJ/M.EDU/013/2152/2021-SAK	Teachers Service Commission	Unlawful Official Conduct	A complaint regarding deduction of KUPPET fees. The complainant is a teacher with TSC under TSC NO. 778974. In May 2021, he noted a deduction of Kshs 629.19 on his payslip in the name of KUPPET. That he is not a member of KUPPET and has not authorised any such deductions on this payslip. The complainant sought to have the deductions halted and the taken amounts refunded.	Inquiry ongoing
837.	Simon Ndirangu Kariuki CAJ/HUD/NYERI/AG/001/179/2021-SAK	Office of the Attorney General and Department of Justice	Delay	Complainant was shot by a police officer. He filed a suit against the Attorney General vide *Nyeri CMC Civil Case No. 14 of 2008*. Consequently, he was awarded Kshs 1,018,500.00 as compensation culminating	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				WCPS refund. However, despite applying for the same since his resignation, he was not paid.	
833.	Geoffrey Babu Ochande CAJ/BUSWASSO/004/499/2021-SAK	Busia Water & Sewerage Services	Delay	Complainant alleges that he is a former employee of the Company who resigned in July 2019. However, the Company has refused to pay him any dues for the period worked and no explanation has been rendered thereon.	Pending action by complainant. Complainant asked for further better particulars regarding his complaint.
834.	Janet Olewe CAJ/KPLC/021/564/2021-SAK	Kenya Power	Unresponsive Official conduct	A complaint regarding replacement of tokens. On 8th July, 2021 the complainant erroneously made payment of Ksh. 5,000 for the purchase of electricity tokens for the wrong account. Upon noticing the mistake, she immediately contacted Kenya Power to reverse the payment and credit her account with the amount. In this regard, the complainant filled the requisite form and forwarded the same to Kenya Power on 9th July, 2021 for their attention.	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
830.	Wilson Tanui Yego CAJ/NHIF/012/579/2021-SAK	National Hospital Insurance Fund	Delay	Complainant, was an employee of the Ministry of Agriculture, alleges that on 5th February 2020 he was involved in a road accident. Work injury claim was conducted and assessed and forwarded to the Ministry vide letter dated 23rd February 2021 for onward transmission to NHIF for assistance.	Inquiry ongoing
831.	Benson Khwatenge CAJ/NSSF/017/835/2021-SAK	Pension's Department	Delay	A complaint regarding payment of dues for the complainant's late husband. Complainant alleges that Morris K. Murere was a contributing member of the Fund until his demise. Complainant now seeks survivor benefits.	Inquiry ongoing
832.	Emmanuel Kipkirong Rono CAJ/TSC/013/2238/2021-SAK	Teachers Service Commission	Unfair official conduct	A complaint regarding Widows and Children's Pension Scheme benefits. The complainant was a teacher employed by TSC, TSC No. 416345. He was a contributing member of WCPS. He resigned in September 2012. Upon *his resignation, he was entitled to*	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				concluded and the matter dispensed with.	
827.	Mutua Mboya and Nzisii Advocates for Pamela Kageni CAJ/M.LAN/022/2224/2021-SAK	County Government of Tharaka Nithi	Unresponsive Official Conduct	A complaint regarding land ownership. On 20th May 2021, the complainant applied for a search of Plot No. 78 in Kaare Market at the Couty Government and she has not been able to receive the same. The complainant now seeks to have the results of the search availed to her.	Complainant to provide supporting documents
828.	Jane Njeri Kinuthia CAJ/PPRA/000/1402/2021-SAK	Public Procurement Regulatory Authority	Manifest Injustice	Complainant alleges that the internal auditor recommended that disciplinary action be taken against her following some audit queries; the complainant alleges that the recommendation is malicious and was made in bad faith.	Matter held in abeyance as the same does not constitute administrative injustice at this juncture as no disciplinary action has been taken
829.	Benard Afwande Makhulu CAJ/HUD/KAJ/M.IGC/062/236/2021-SAK	Department of Civil Registration Services	Delay	The complainant's child was born on 12th February 2021, and he applied for her birth certificate on 22nd September 2021 at Huduma Centre in Kajiado. However, to date he is yet to receive the same and no explanation has been given.	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				pursued her benefits until her death in 2013. Finally, the benefits were allegedly paid in July 2021, but to a closed account in Cooperative Bank account eventhough the Pension's department was furnished with a new account number.	
826.	Salim Waichuhi Mucheru CAJ/CG/NAIROBI/060/336/2021-SAK	County Government of Nairobi City	Unresponsive Official Conduct	A complaint regarding payment for services. The complainant was a medical officer who was deployed to the County from the Intergovernmental Relations Technical Committee on 21st March 2018. He reported and began work as a medical officer at Pumwani Maternity Hospital. However, on 25th September 2021 they were advised to stop working pending an investigation into the validity of the deployment. However, they were not paid for the period June-September 2018. He seeks to be reinstated as the investigation has been	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				Authority has failed to investigate the claims with a view of restoring the complainant's finances.	
824.	Fredrick Wanjala Wanyama CAJ/EACC/026/230/21-SAK	Ethics and Anti-Corruption Commission	Unresponsive Official Conduct	A complaint against EACC for failing to provide information. In 2014, a matter regarding corruption at Sony Sugar was investigated. The complainant was a witness in the same, but on 18th January 2016, he was consequently dismissed by Sony Sugar based on alleged adverse reports against him by EACC. In this regard, he wrote to EACC on 6th October 2021 requesting for a copy of whatever reports were forwarded to Sony Sugar leading to his dismissal.	Inquiry ongoing
825.	Esther Muthoni CAJ/PEN/000/1398/2021-SAK	Pensions Department	Delay	A complaint regarding retirement benefits. The complaint is made on behalf of Ruth Wanjiru Muriuki (deceased). The deceased was a teacher with TSC under TSC No. 53246, who retired in 2000. She was allocated Pension No. 102641 and	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
822.	Moses Maina Wangonya CAJ/TSC/013/2197/2021-SAK	Teachers Service Commission	Unfair official conduct	A complaint regarding employment. The complainant is an employee of the Teacher Service Commission with TSC No. 522978 whose last station was Maria'ini secondary School which is located in Gatundu North (Kiambu County). Complainant was interdicted w.e.f 18th March 2020 and his salary stopped in October 2019, but he continued working till October 2020. Secondly, the disciplinary case was heard on 4th December 2020, but he is yet to receive an outcome thereon.	Inquiry ongoing
823.	Martin Mswaili CAJ/HUD/GPO/M.COOP/025/15/2021-SAK	Sacco Societies Regulatory Authority (*SASRA*)	Delay	Complainant alleged that the Authority has delayed in investigating the conduct of African Pooling Resource Together SACCO. The complainant alleges that he visited the offices of the SACCO and noted that the same had benn shut down unexpectedly. He reported the same to SASRA but to date the	Awaiting better particulars from the complainant.

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				Ndumberi/Riabai/725. The complainant contends that part of LR No. Ndumberi/Riabai/3166 was for one brother, but was allegedly fraudulently transferred to a third party, namely Margaret Wanjiuku Njarah.	
820.	Kamau Njuguna CAJ/M.ENE/021/550/2021-SAK	Kenya Power	Inefficiency	A complaint regarding power outages in Githunguri. Complainant alleges that Kenya Power has been unresponsive in handling the complaint and that the Githunguri office telephone lines go unanswered.	Inquiry ongoing
821.	Ephantus Kibugi CAJ/M.ENE/021/552/2021-SAK	National Oil Corporation of Kenya	Delay	A complaint regarding unfair termination. The complainant was dismissed by the Corporation vide letter dated 21st June 2021 and appealed against the same on 14th July 2021. Despite an acknowledgement letter dated 26th July 2021, the Corporation is yet to favour him with a response thereon.	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
	CAJ/M.FIN/000/1388/2021-SAK			Complainant retired from the Teachers Service Commission in July 2020 and despite filling all requisite documents and being allocated Pension number 349733, he is yet to be paid any monies thereon.	
818.	Benedict M. Kitavi CAJ/M.IGC/062/1326/2021-SAK	Ministry for Interior and Coordination of National Government	Unlawful Official Conduct	A complaint against the Assistant Chief for Kaani Sublocation. Complaint alleges that the said officer instigated villagers against him causing him to be assaulted. He reported the assault to Kaani Police Post under OB no. 04/05/09/2020, but to date no action has been taken thereon.	Inquiry ongoing
819.	J. K. Kangethe CAJ/PE/040/2584/2021-SAK	Private Entity	Land Dispute	A complaint regarding ownership and transfer of LR No. Ndumberi/Riabai/3166. Complainant alleges that the said parcel, which belonged to his father, was registered in his deceased brother's name. As such, the complainant contends that the same is ancestral land. The said parcel was a subdivision of LR No.	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				ensure the insurer pays the claim.	
816.	Annie Gatara CAJ/M.FIN/000/1383/2021-SAK	Kenya Power Authority	Unresponsive Official Conduct	A complaint regarding tax refunds. Complainant is an employee of the judiciary; her tax payer pin number is A001513757V. In 2019, she filled her tax returns in 2018 which was acknowledged under REF: KRA201905677167 search code 216221054657LCV. The complainant was owed Kshs 24,644.20 as a refund, which was not done. Upon inquiring into the same, she noted a further over deduction in 2015 Refund Ref 201911167735 of Kshs 124,034. Lastly on 10/3/2021. Further, on 18th March 2021, she received a rejection letter reason being the amount (Kshs.124,034/-) differ with credit in the return after she had uploaded her duly filled P9 form. She made several queries regarding the same to no avail.	Inquiry ongoing
817.	Joel Kiplangat Ngetich	Pensions Department	Delay	A complaint regarding delay in payment of pensions.	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				charging him VAT penalties and interests. In this regard, in August 2020, the complainant applied for a waiver which was acknowledged under REF: KRA201813020221. However, to date he is yet to receive any feedback thereon	
815.	Seth Odhiambo Musa CAJ/PEN/000/1381/2021-SAK	Insurance Regulatory Authority	Delay	A complaint regarding compensation by Trident Insurance Company. On 19th September 2020, the complainant's car was hijacked and recovered with damage and missing parts. Consequently, a claim form was filled on 23rd September 2020. In response Trident issued 6 postdated cheques spread over two years, despite the fact that the complainant ought to be paid within 90 days. Further the cheques that matured, bounced. In this regard, the complainant contacted the Authority in August 2021 for assistance, but they have been unable to	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				worked for Central Electrical International. During that period, he contributed Kshs 141,760. However, upon receiving his benefits, he was paid only Kshs 108,000 on 15th February 2020 which is less than the principal and does not include the interest amount	
813.	Chege Kibathi for Joseph Muiru CAJ/POL/015/4018/2021 -SAK	National Police Service	Oppressive Official Conduct	A complaint against Makutano Police Station. Mr. Joseph Muiru's daughter was involved in a road accident on 23rd March 2021 which was reported to Makutano Police Station under OB no (awaiting further details). However, the officers have refused to issue the police abstract regarding the accident and no explanation has been rendered thereon	Awaiting better particulars from the complainant
814.	Peter Ndirangu CAJ/KRA/000/1376/2021 -SAK	Kenya Revenue Authority	Unresponsive Official Conduct	A complaint regarding VAT penalties. In 2011 the complainant applied for a PIN and erroneously registered for VAT during the application period. The effect of this was that the Respondent began	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
					section 77 of the County Governments Act.
809.	George Ombewa CAJ/PEN/000/1406/21-SK	Pensions Department	Delay	A complaint alleging delay by the Pensions Department to pay pension dues for the complainant's mother	Inquiry ongoing
810.	Anonymous vs Teachers Service Commission CAJ/TSC/013/2229/21-SK	Teachers' Service Commission	Unlawful Official Conduct	A complaint alleging unlawful conduct by the Headteacher and teachers of Nairobi South Primary School for administering corporal punishment on pupils and coercing parents into paying Kshs. 800 as remedial fees and Kshs.150 per child on Saturday contrary to Ministry of Education rules	Inquiry ongoing
811.	Ramniklal Bhimji Malde CAJ/M.IGC/062/1350-SK	Department of Immigration	Delay	A complaint alleging delay by the Department of Immigration to process the complainant's application for E-Passport which he applied for vide the Kenya High Commission in London	Inquiry ongoing
812.	Dominic Mwanga CAJ/NSSF/017/829/2021-SAK	National Social Security Fund	Incompetence	A complaint regarding withdrawal benefits. The complainant alleges that between 2008 and 2020, he	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				Kalombo who was accused of using prohibited fishing gear & vessel to fish. He was arrested in April 2021 but to-date no action had been taken to commence criminal proceedings.	
935.	Casper Wambogo & Others CAJ/MSA/CG/MSA/068/126/2021-KC	County Government of Mombasa	Delay	Complainants alleging delay by the County Government of Mombasa to implement the Public Service Commission's circular of 5.7.2017 (Ref: PSC/8/1/111(36) on promotion of staff seconded to the county government from JG 'J' to 'K' Efforts to follow up on the matter through the parent ministry- Ministry of Public Works have been in vain.	Inquiry ongoing
936.	Salim Mohamed CAJ/MSA/KPLC/021/71/2021-KC	Kenya Power	Delay	Complainant alleges delay at KPLC Mombasa to replace an electricity (pre-paid) Meter No. 14245444204 which was stolen on 14.7.2021. He reported the incident at Makupa Police station vide OB No. 29/14/7/2021.	Inquiry ongoing
937.	Salim Mohamed	National Transport	Delay	Complainant alleges delay at NTSA Mombasa to issue him	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				Mombasa & NLC but no assistance was given.	
931.	Maluki Mutuku CAJ/MSA/NSSFF/017/179 /2021-KC	National Social Security Fund (NSSF)	Delay	Complainant alleges delay by NSSF, Mombasa, in processing her late wife's benefits since 2018. Applied for the benefits vide Ref. 20101-2018-3478.	Inquiry ongoing
932.	Alfred Kinani Mzera CAJ/MSA/JUD/001/399/ 2021-KC	Judiciary	Inefficiency	Complainant alleges missing court file in *Mombasa Civil Case No. 490 of 2001* which has occasioned delay in determination of the matter. He also claims that his advocate on record declined to update him on the matter.	Inquiry ongoing
933.	Okoth Ochieng' & Others CAJ/MSA/M.COOP/025/ 2/2021-KC	Ministry of Industrializati on, Trade & Cooperative Societies	Delay	Complainants allege delay at Cooperative department to address their grievances against officials of KenKazi Sacco Mombasa since 2019. Grievances range from mismanagement, embezzlement of funds to being illegally in office after terms had lapsed.	Inquiry ongoing
934.	Phylis Omido o/b/o Raabia Hawa CAJ/MSA/POL/015/443/ 2021-EM	National Police Service	Unresponsive official conduct	Complainant alleges lack of feedback from Kipini police station, Tana River County, on action taken against Salim	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
		Department of Justice		his late father's estate (Abdalla Omar). Efforts to follow up on payment of benefits have been hampered given that the file has been missing since 2020.	
928.	Matano Mwinyifaki Mwijaka CAJ/MSA/NLC/022/294/2021-EM	National Land Commission	Unresponsiveness	Complainant alleges delay by National Land Commission in resolving a land ownership dispute over land parcel no. MN/VII/4805 in Mombasa.	Inquiry ongoing
929.	Salima Mohamed Yunus CAJ/MSA/M.LAN/022/295/2021-KC	Ministry of Lands & Physical Planning	Delay	Complainant alleges delay in the processing of her title deed in respect of land parcel no. 3755 situated in Ngala Phase III, Malindi in Kilifi county.	Inquiry ongoing
930.	Fulgence Mwanyalo Kisomba CAJ/MSA/M.LAN/022/296/2021-KC	Ministry of Lands & Physical Planning	Delay	Complainant alleges unresponsiveness at the County Land Adjudication & Settlement office (CLASO) on his complaint of dispossession of Plot No. 317 in Miritini, Mombasa. Claimed that his children had been assigned the plot during allotment but eventually it was assigned to a stranger. Claimed that he reported the matter to CLASO,	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				insecurities to his children and himself by the adverse party who kept on invading the suit land and attacking the complainant's family. The matter was discussed in court and the Complainant was advised to report to the police but despite reporting severally, the police at Tseikuru police station in Kitui had refused to take action.	
925.	Hamisi Musafiri Mwasaru CAJ/MSA/M.LAN/022/293/2021-EM	Ministry of Land and Physical Planning	Outside mandate (Land Dispute)	Complainant alleges that he is the owner of plot no. 208 lake Kenyatta in Mpeketoni Lamu but the said plot was subdivided and given new plot numbers without his knowledge, by the Respondent.	Inquiry ongoing
926.	Fauzia Mohamed CAJ/MSA/POL/015/441/2021-KC	National Police Service	Delay	Complainant alleges police delay in investigating a fraud case reported at Makupa police station in Mombasa vide OB No. 67/01/7/2021.	Inquiry ongoing
927.	Kanao Abdalla Omar CAJ/MSA/JUD/001/397/2021-KC	Office of Attorney General &	Inefficiency	Complainant alleges inefficiency at the Department of Public Trustee, Mombasa, occasioned by missing file of	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
922.	Renson Adoyo CAJ/MSA/AG/001/394/2021-EM	Registrar of Marriages	Unfair official conduct	Complainant alleges that there has been an unfair increase of rates and treatment of tourists who get married in Kenya. That the Mombasa office did not have a special license and certified copies of entry of marriage and so the marriages take too long and the requirements are too complicated before they are solemnized.	Inquiry ongoing
923.	Mohsin Ahmed Omar CAJ/MSA/JUD/001/395/2021-EM	Judiciary	Delay	Complainant alleges that he had a succession case at the Kadhi's court Mombasa which was heard and finalized in January 2019. That the Kadhi's court has delayed in transfering the file to the High court following an appeal that was lodged to the High Court by his opponent. That he had suffered for two years because of the negligence at the Kadhis court.	Inquiry ongoing
924.	Peter Mati Mwangangi CAJ/MSA/POL/015/440/2021-EM	National Police Service	Unresponsive official conduct	Complainant alleges that a land matter which is a subject of court proceedings had brought about a lot of	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
918.	William Athuman Juma CAJ/MSA/JUD/001/392/2021-EM	Judiciary	Unresponsive official conduct	Complainant alleges unresponsiveness by the Kilifi Law Courts to supply him with copies of proceedings in *Kilifi SRMCC No. 618 of 2019* between Mariam Kadzo Kazungu and Mariam Dama Kazungu.	Inquiry ongoing
919.	Jengo and Associates CAJ/MSA/POL/015/437/2021-EM	National Police Service	Unresponsive official conduct	Complainant alleges that his clients reported a criminal case at Ndonya Police Station in Kilifi County on 1st May 2021 but the police refused to record the matter in the occurrence book and issue the clients with an OB Number.	Inquiry ongoing
920.	Oduor Siminyu & Co. Advocates CAJ/MSA/POL/015/438/2021-EM	National Police Service	Unfair official conduct	Complainant alleges that its client continues to face harassment and intimidation from police officers from Tononoka Police Station, Mombasa, while there was an active children's case pending at Tononoka children's court	Inquiry ongoing
921.	Said Omar Mwatindi CAJ/MSA/POL/015/439/2021-EM	National Police Service	Unresponsive official conduct	Complainant alleges that Timbwani Police Station had been unresponsive after he reported a case of harassment against one Mwabungale.	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				President's issuing title deeds for Kasidi Ruruma location where the land is situated. Claims he was informed the title deed is missing	
916.	Dancun Odhiambo Mwangi CAJ/MSA/M.LAB/017/182/2021-KC	Ministry of Labour & Social Security	Unresponsive official conduct	Complainant alleges lack of feedback by the County Occupational Safety & Health officer, Kwale, in his labour complaint against former employer. Claims he was injured at workplace & reported incident to the Labour office for assistance. The said officer, however, declined or has delayed to give him a copy of his decision on the matter.	Inquiry ongoing
917.	Zeddy O. Hadieda CAJ/MSA/M.LAN/022/300/2021-KC	Ministry of Lands & Physical Planning	Delay	Complainant alleges delay by County Land Adjudication & Settlement office to issue him with a discharge letter on Plot No. 1489 at Mwembelegeza Settlement Scheme, which he was allocated in May 2021 & paid the requisite fee of Kshs. 6,272.	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				at Land Registry but claims they have no records	
913.	Johnson Manane Lovowa CAJ/MSA/CG/MSA/068/130/2021-KC	County Government of Mombasa	Unresponsive official conduct	A complainant alleging lack of feedback and/or delay at Department of Forestry & Natural Resources to undertake assessment/valuation of crop damage to faciliate conclusion of police investigations in an incident of malicious damage to proerty reported at Mikindani police station vide OB No. 53/1/2/2021.	Inquiry ongoing
914.	Hassan Ali Wario CAJ/MSA/POL/015/451/2021-KC	National Police Service	Inefficiency	Complainant alleges refusal by OCS, Kiunga police station to return his national ID card & military ID despite his acquittal in *Criminal Case No. 16 of 2019*. Claims he was arraigned on unfounded charges but upon trial, he was acquitted	Inquiry ongoing
915.	Twaha Farah Mwikaa CAJ/MSA/M.LAN/022/305/2021-KC	Ministry of Lands & Physical Planning	Inefficiency	Complainant alleges refusal by Land Registrar, Kilifi, to issue him with a title deed for land parcel number Kilifi/Mikahani/Mawemabomu/Chonyi/456 despite the	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				and the case has never been heard.	
910.	Rebecca Adhiambo Odoro CAJ/KSM/IRA/000/103/21-WT	Insurance Regulatory Authority	Unresponsive official conduct	Complainant alleges that on 7th October 2021, she lodged a complaint with the Insurance Regulatory Authority regarding the failure by Madison Insurance to pay her first premature benefits in August 2019 under policy number MMM/05399/2015 (Maxiplan policy). That despite several follow ups, she has not received any assistance from the Authority.	Inquiry ongoing
911.	Tobias Obongo Gari CAJ/KSM/M.AGR/014/74/21-FL	Chemelil Sugar Company Ltd	Delay	Complainant alleges failure by Chemelil Sugar Company to pay him retirement dues after he retired in March 2020.	Complainant requested to provide further particulars of his complaint.
912.	Festus Kithaka Mauru CAJ/MSA/M.LAN/022/304/2021-KC	Ministry of Lands & Physical Planning	Delay	Complainant alleges delay by the Ministry of Lands, Mombasa office to process and issue him with a title deed over Plot No. 118 at Ujamaa Shonda settlement scheme. Claims survey exercise was undertaken in 2002 but titles not issued to date. Followed up	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				underpayment of her dues. Further, they have deployed a head teacher to the institution without addressing her complaint.	
907.	Tom Obonyo Mikera HUD/KSI/MOICNG/062/50/21-FL	Ministry of Interior & Coordination of National Government	Abuse of Power	Complainant alleges that the Deputy County Commissioner, Ndhiwa sub county - Homabay county, unlawfully used his power to confiscate their Public Address system on allegations that they contravened covid 19 protocols. He is directing that he will release the same upon payment of Kshs. 20,000.	Inquiry ongoing
908.	Peterlis Kungu CAJ/KSM/JUD/001/452/21-WT	Judiciary	Delay	Complainant alleges that he lodged Kisumu COA *Criminal Appeal Number 131 of 2020* but has not been issued with a hearing date.	Inquiry ongoing
909.	Hillary Sindiji Chukunsia CAJ/KSM/JUD/001/458/21-WT	Judiciary	Delay	Complainant alleges that he lodged his appeal in 2017 at the Kisumu Court of Appeal against the decisions of Kakamega High Court in *Criminal Appeal Nos. 187 & 188 of 2013*. However, he was not issued with the COA number	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
903.	Residents of Kondele Ward CAJ/KSM/CG/KISUMU/051/128/21-FL	County Government of Kisumu	Inefficiency	Complainants allege that the County Government of Kisumu proceeded to settle dues owed for various development projects in the ward despite poor workmanship on the same by the contractors	Inquiry ongoing
904.	Residents of Manyatta "B" Ward CAJ/KSM/CG/KISUMU/051/127/21-FL	County Government of Kisumu	Inefficiency	A complaint on allegations that the County Government of Kisumu proceeded to settle dues owed for various development projects in the ward despite poor workmanship on the same by the contractors	Inquiry ongoing
905.	Mike Odote CAJ/KSM/M.EDU/013/359/21-FL	Ministry of Education, Science & Technology	Delay	Complainant alleges that the management of Rachuonyo North DICECE Training College, Homabay County, has failed to settle dues owed to him for supervision of research projects for students pursuing Diploma at the Institution.	Inquiry ongoing
906.	Linet Makungu Omari CAJ/KSM/TSC/013/358/21-FL	Teachers Service Commission (TSC)	Administrative Injustice	Complainant alleges that TSC has failed to regularize her appointment and promotion to Head teacher Chekombero Special School, Vihiga county which has led to	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				robbery with violence and is serving his sentence at the Naivasha Maximum Prison.	
900.	Joseph Fred Mwebi HUD/KSI/CDF/008/9/21-FL	Constituency Development Fund	Unresponsive official conduct	Complainant alleges that the CDF Management, Kitutu Masaba Constituency - Kisii County, has failed to settle gratuity dues owed to him following the termination of his services as a Clerical Officer	Inquiry ongoing
901.	Josephine Melody Odhiambo & 19 Others CAJ/KSM/M.AGR/014/75/121-WT	Ministry of Agriculture	Delay	Complainants allege that the Ministry of Agriculture has delayed to address their complaint on unpaid dues following their contracting at the Kisumu ASK Show Grounds as Casual workers in 2019.	Inquiry ongoing
902.	Tom Obonyo Mikera HUD/KSI/MOICNG/062/50/21-FL	Minisry of Interior & Coordination of National Government	Abuse of power	Complainant alleges that the Deputy County Commissioner, Ndhiwa Sub county - Homabay County, has unlawfully used his power to confiscate a public address system belonging to their group on grounds that they were flouting COVID 19 protocols set by the Government	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
897.	Arcadius Anene Okechi HUD/KAK/CDF/008/8/21-FL	Ministry of Finance	Abuse of power	A complaint on allegations that NG-CDF Board of Bondo Constituency, Siaya County, has used its power unlawfully leading to misappropriation of funds meant for renovation of classrooms in the constituency.	Complainant requested to furnish further and better particulars
898.	Hussein Marengo Magoiga CAJ/KSM/JUD/001/472/21-FL	Judiciary	Delay	Complainant alleges that the Kisumu Court of Appeal has delayed to update him on the progress of his *Criminal Appeal Number 166 of 2017* which he lodged against the ruling in *Migori High Court Criminal Appeal Number 1 of 2015.* Complainant was convicted with the offence of robbery with violence and is serving his sentence at the Naivasha Maximum Prison.	Inquiry ongoing
899.	Abdalla Loteyon CAJ/KSM/JUD/001/473/21-FL	Judiciary	Delay	Complainant alleges that the Kisumu Court of Appeal has delayed to update him on the progress of his Criminal Appeal which he lodged against the ruling in *Kapenguria High Court Criminal Appeal Number 5 of 2018.* Complainant was convicted with the offence of	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
	HUD/BGM/M.LAN/022/69/21-FL	Physical Planning		boundary dispute complaint that he lodged on 30/8/2020. The dispute relates to land parcel numbers Marach/Bujumba/395, 519 and 520	
895.	Jason Achochi Bonuke HUD/KSI/ODPP/027/9/21-FL	Office of the Director of Public Prosecutions (ODPP)	Delay	A complaint on allegations that ODPP, Kisii county, has delayed to prosecute a threat to life compliant that she lodged at Nyanturango Police Station vide OB Number 13/25/01/2021 which upon investigations forwarded their police investigation file to the ODPP, Kisii County.	Inquiry ongoing
896.	George Omwenga HUD/KSI/MOICNG/062/49/21-FL	Ministry of Interior & Coordination of national Government	Delay	A complaint on allegations that the Deputy County Commissioner Masaba South sub county, Kisii County, has delayed to address complaints on misconduct of the Assistant chief, Amabuko Sub Location, on allegations of providing misinformation in the beneficiary letter for the estate of Kerubo Gisemba.	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
		Physical Planning		subdivision and transfer of a portion of land parcel number Kisumu/Konya/9019 which she had sold to Judith Ocharo.	
892.	Joel Ogolla Lutta CAJ/KSM/JUD/001/462/21-FL	Judiciary	Delay	Complainant alleges that the Kisumu court of Appeal has delayed to update him on his appeal case number and status of the same, which was filed against conviction by the Siaya High Court in *Criminal Case number 18 of 2019*. He is serving his sentence at the Kisumu Maximum Security Prison.	Inquiry ongoing
893.	Peter Waiharo CAJ/KSM/JUD/001/463/21-FL	Judiciary	Delay	Complainant alleges that the Kisumu court of Appeal has delayed to update him on his appeal case number and status of the same, which was filed against conviction by the Bungoma High Court in *Criminal Case number 53 of 2012*. He is serving his sentence at the Kisumu Maximum Security Prison.	Inquiry ongoing
894.	Humphrey Oduya Kwena	Ministry of Lands &	Delay	Complainant alleges that the Busia County Lands Office has delayed in addressing a	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
888.	Stephen Omukoto Achwanga CAJ/KSM/M.MIN/021/56/21-FL	Ministry of Petroleum & Mining	Delay	Complainant alleges that the Principal Secretary, Ministry of Petroleum & Mining, has delayed to address complaints on unfair deductions and unpaid salary dues owed to casual employees of the Kisumu Regional Office.	Inquiry ongoing
889.	Gordon Omondi Oluoch CAJ/KSM/M.MIN/021/57/21-FL	Ministry of Petroleum & Mining	Delay	Complainant alleges that the Principal Secretary, Ministry of Petroleum & Mining, has delayed to address complaints on unfair deductions and unpaid salary dues owed to casual employees of the Kisumu Regional Office.	Inquiry ongoing
890.	Mabel Jalenga Lihanda CAJ/KSM/TSC/013/346/21-FL	Teachers Service Commission (TSC)	Delay	Complainant alleges that TSC has failed to address her complaint on refund of Kshs.11,600 which was deducted from her October 2017 pay for the Widows & Children's Pension Scheme (WCPS) to which she was not a contributor.	Inquiry ongoing
891.	Doris Auma Ambato CAJ/KSM/M.LAN/022/437/21-FL	Ministry of Lands and	Delay	A complaint on allegations that the Kisumu East/West Lands Registrar, Kisumu County has delayed to effect the	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				Technicians and Technologists Board (KMLTTB) with the Cabinet Secretary of Health's office but the same had not been addressed despite the letter being received and stamped on 10th September, 2021.	
886.	Staussi, Asunah & Oluoch Advocates CAJ/KKSM/ATI/M.HEA/012/2/21-WT	Jaramogi Oginga Odinga University Hospital	Unresponsive official conduct	Complaint alleging failure by Jaramogi Oginga Odinga University Hospital to correct inaccurate information for the late Owiyo Renice Auma, a patient who was admitted in the Hospital on 6th May 2021 and passed on on 7th May 2021. The Hospital had captured the date of death as 6th May 2021 and the family had unsuccessfully requested the Hospital to rectify the same to reflect the correct date of death.	Inquiry ongoing
887.	Kennedy Odhiambo Oduka CAJ/KSM/ATI/NSSF/017/1/21-WT	National Social Security Fund	Unresponsive official conduct	Complainant alleges failure by NSSF to supply his family with information on payment of the benefits belonging to the late Lukas Oduka (their father), member number 3778196611.	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				not intend to register the same as an NGO.	
883.	Tobias Chimba Muoso CAJ/KSM/MOICNG/062/147/21-MA/WT	Ministry of Interior and Co-ordination of National Government (MOICNG)	Abuse of power	An allegation that land parcel Kisumu/Othany/2296 belonging to Peter Oluoch Chimba (deceased), who is the complainant's brother, was fraudulently acquired. This was made possible by the issued consent, dated 4/12/2015, of the then District Officer, Kombewa in Seme Sub-County, Kisumu County whilst chairing the Kombewa Land Control Board to transfer the land to Hongo David Adiyo.	Inquiry ongoing
884.	Kennedy Otieno Anuko CAJ/KSM/JUD/001/478/21-MA/FL	Judiciary	Delay	Complainant alleges that he was charged in *Oyugis SRMCRC No. 734/19*. He appealed vide *Homabay HCCRA No. 24 of 2020*. The High Court cannot proceed with the matter since lower court proceedings have not been availed.	Inquiry ongoing
885.	Magnam Environmental Network CAJ/KSM/M.HEA/012/61/21-MA/WT	Ministry of Health	Unresponsive official conduct	A complaint on allegation that several issues were raised against the defunct Kenya Medical Laboratory	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				the decision of Eldoret Magistrates' Court *Cr. Case No. 7690 of 2014.*	
880.	Musa Ndubi HUD/KSI/JUD/001/86/21-WT	Judiciary	Inefficiency	Complainant alleges that the Nyamira Law Courts had failed to supply him with court proceedings in *Nyamira Criminal case number 21 of 2020*. He applied for the proceedings and paid for the same on 30th June 2020, but he was told that the file could not be traced.	Inquiry ongoing
881.	Seline Akoth CAJ/KSM/POL/015/632/21-WT	National Police Service	Inefficiency	Complainant alleges that the police officers attached to Koru Police Station had been negligent in investigating a case reported vide OB No. 16/13/61/2021, thereby failing to arrest and bring the suspects to justice.	Inquiry ongoing
882.	Nixon Otieno CAJ/KSM/AG/001/493/21-WT	Registrar of Societies	Administrative injustice	Complainant alleges failure by the Registrar of Societies to effect registration of Secular Kenya, a name proposed for registration. Instead, the Registrar of Societies referred them to the NGO Board without reasons, yet they do	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				Eldoret COA CRA No. 232 of 2011.	
876.	Kennedy Toili Baraza CAJ/KSM/JUD/001/489/21-WT	Judiciary	Unresponsive official conduct	Complainant alleges failure by the Court of Appeal in Kisumu to issue him with an appeal number and a hearing date after he appealed in 2018 against the decision of the High Court in *Bungoma HCCRA No. 90 of 2016.*	Inquiry ongoing
877.	Joseph Yatich Korir CAJ/KSM/JUD/001/490/21-WT	Judiciary	Unresponsive official conduct	Complainant alleges failure by the Court of Appeal in Eldoret to issue him with an appeal number and a hearing date after he appealed in 2013 against the decision of the High Court Eldoret HCCRA No. 173 of 2011.	Inquiry ongoing
878.	Paul Chimwani Andore CAJ/KSM/JUD/001/491/21-WT	Judiciary	Unresponsive official conduct	Complainant alleges failure by the Court of Appeal in Eldoret to issue him with an appeal number and a hearing date after he appealed in 2010 against the decision in Eldoret HCCRA No. 105 of 2009.	Inquiry ongoing
879.	Vincent Nyongesa CAJ/KSM/JUD/001/492/21-WT	Judiciary	Delay	Complaint alleging delay in the hearing and determination of *Eldoret HCCRA No. 12 of 2016,* an appeal arising from	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				his appeal which he filed in 2016. This was after he was convicted in *Kitale HCCR case No. 2 of 2013.*	
873.	Protus Simiyu Shikuku CAJ/KSM/JUD/001/486/21-WT	Judiciary	Inefficiency	Complainant alleges that his court records in *Bungoma Petition No. 93 of 2019* were missing, thus derailing the hearing and determination of his resentencing petition. Furthermore, that he appealed in 2005 to the Eldoret Court of appeal from the decision of *Bungoma HCCRA No. 94 of 2004* and he has not been issued with an appeal number and a hearing date.	Inquiry ongoing
874.	Erick Ochieng Omondi CAJ/KSM/JUD/001/487/21-WT	Judiciary	Unresponsive official conduct	Complainant alleges failure by the Court of Appeal in Kisumu to issue him with an appeal number and a hearing date after he appealed in 2017 against the decision of the trial Court in *Kisumu HCCR case No. 37 of 2011.*	Inquiry ongoing
875.	Andrew Kiprotich & Another CAJ/KSM/JUD/001/488/21-WT	Judiciary	Unresponsive official conduct	Complainants allege failure by the Court of Appeal in Eldoret to issue them with the judgment of the court in	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				criminal case number *1087 of 2015.*	
869.	Tom Ontonyi Omoke CAJ/KSM/JUD/001/483/21-WT	Judiciary	Unresponsive official conduct	Complainant alleges failure by Kisumu Court of Appeal to issue him with an appeal number and a hearing date in his appeal which he filed in 2018. This was after his first appeal in Kisii HCCRA 109 of 2018 was dismissed.	Inquiry ongoing
870.	Kelvin Wekesa Wabwile CAJ/KSM/JUD/001/482/21-WT	Judiciary	Delay	Complainant alleges delay in hearing and determination of *Bungoma HCCRA No. 123 of 2018,* an appeal arising from the decision of Bungoma Magistrates' Court in criminal case number 288 of 2015.	Inquiry ongoing
871.	Jacob Odero Opiyo CAJ/KSM/JUD/001/484/21-WT	Judiciary	Unresponsive official conduct	Complainant alleges failure by the Kisumu Court of Appeal to issue him with an appeal number and a hearing date in his appeal which he filed in 2017. This was after he was convicted in *Kisumu HCCR case No. 19 of 2015.*	Inquiry ongoing
872.	Philip Oketi CAJ/KSM/JUD/001/485/21-WT	Judiciary	Unresponsive official conduct	Complainant alleges failure by the Eldoret Court of Appeal to issue him with an appeal number and a hearing date in	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				investigated well leading to acquittals. That the officer also uses abusive words towards the members of the public.	
866.	Thomas Mang'are Nyatiko CAJ/KSM/JUD/001/479/21-WT	Judiciary	Unresponsive official conduct	Complainant alleges failure by Nyamira High Court to issue him with an appeal number and a hearing date in an appeal which he lodged with the court in 2019. This was an appeal against the decision of Nyamira Magistrate's Court *Criminal case number 85 of 2007.*	Inquiry ongoing
867.	Grapton Olutwati CAJ/KSM/JUD/001/480/21-WT	Judiciary	Unresponsive official conduct	Complainant alleges failure by the Eldoret Court of Appeal to issue him with an appeal number and a hearing date in an appeal which he filed in 2018. This was after his appeal to the High Court was dismissed in Eldoret HCCRA No. 135 of 2005.	Inquiry ongoing
868.	Elijah Orina Aruru CAJ/KSM/JUD/001/481/21-WT	Judiciary	Delay	Complaint alleging delay in the hearing and determination of *Eldoret HCCRA No. 28 of 2016,* an appeal arising from the decision of Kapsabet PM's	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
863.	Titus Mutitu Kioko CAJ/KSM/M.EDU/013/355/21-WT	Maseno University	Unfair treatment	Complainant alleges that he worked for Maseno University as a part time lecturer from 2018, but the University failed to pay him salary amounting to Kshs. 1,058,400.	Complainant requested to provide further particulars of and supporting documents to his complaint.
864.	Agnes Akinyi Ogumbe CAJ/KSM/M.EDU/013/357/21-WT	Ministry of Education	Unresponsive official conduct	Complainant alleges that on 12th August 2021 he paid Kshs. 20,317, being school fees for Marion Atwengino, ADM No. 13212 who had been invited to join Form One at St. Theresa's Eregi Girls High School. However, the said student did not join the school and she requested to be refunded the money, but the school did not do so.	Inquiry ongoing
865.	Nyando Social Justice Centre CAJ/KSM/POL/015/631/2021-WT	National Police Service	Improper official conduct	Complaint alleging inefficiency and improper conduct by the OC Crime at Ahero Police Station. That the officer has refused to cooperate with the community to deal with cases reported especially of sexual and gender based violence. That as a result, many cases are not	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
		Culture and Heritage		and Heritage. He retired on age grounds in June 2019 but has never received his pension benefits as his documents had not been forwarded to the Pensions Department.	
861.	John Simiyu CAJ/KSM/JUD/001/477/21-WT	Judiciary	Unresponsive official conduct	Complaint alleges failure by the Eldoret Court of Appeal to issue him with an appeal number and a hearing date for his appeal which he filed in 2009. He was convicted in *Eldoret PMC No.3143 of 2002* which decision was confirmed in *Eldoret HCCRA No. 33 of 2005.*	Inquiry ongoing
862.	George Ochieng Ng'omo and others CAJ/KSM/ODPP/027/49/21-MA/WT	Office of the Director of Public Prosecutions	Delay	A complaint on allegation that the office of the Director of Public Prosecutions, Nyanza region is delaying in prosecuting a matter without a valid reason yet investigations by the police officers attached to Kombewa Police Station had already been done vide *PCR No. 62B/158/2021* and forwarded to the ODPP for prosecution of the same.	Complaint held in abeyance since it has already been raised with ODPP for resolution.

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				Kakamega HCCRA No. 45 of 2013. The appeal was dismissed. She petitioned for a resentencing in Kakamega High Court petition no. 22 of 2020. She has not been issued with a hearing date.	
858.	Martha Nyagol CAJ/KSM/JUD/001/469/21-MA/WT	Judiciary	Delay	Complainant alleges that she was charged and sentenced in *Kisumu High Court HCCRC 44/2014*. She appealed vide *Kisumu Criminal Appeal no. 111 of 2018*. To date she does not know the status of her appeal.	Inquiry ongoing
859.	Edward Kanga Ouma CAJ/KSM/TSC/013/356/21-WT	Teachers Service Commission	Unresponsive official conduct	Complainant alleges failure by the Teachers Service Commission to reinstate him to employment and pay his salary after a decision was made to that effect. He was accused of disserting duty in 2017 and disciplinary proceedings held whereby he was given an oral verdict of reinstatement, but the same has not been acted upon.	Complainant requested to provide further details of and supporting documents to his complaint.
860.	Joshua Munala Nanzaba CAJ/KSM/M.YOU/031/9/21-MA/WT	Ministry of Sports,	Delay	Complainant alleges that he was a principal driver attached to the Ministry of Sports, Culture	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				statement but he was then accused of having assaulted the suspect and the police assaulted him in his house on 12/12/2021.	
983.	Kaula Musuvi Kyatu CAJ/MSA/M.LAN/022/310/2021-EM	Ministry of Lands and Physical Planning	Manifest Injustice	A Complainant alleging that he was dispossessed of his land - plot no. 437 in Mwingi, Kitui County - by the Land Adjudication and Settlement Officer Mwingi without his consent and the same was given to another person.	Inquiry ongoing
984.	Abdurahman Omar Hamadi CAJ/MSA/KPA/004/121/2021-EM	Kenya Ports Authority	Delay	A Complainant alleging that he was awarded a tender to supply a gear box by KPA on 18th September 2020 but to date, he has not received the LPO. He complained to the Ethics and Integrity department at KPA which investigated the matter but are yet to release the report.	Inquiry ongoing
985.	Alfred Chamongoni For Amani Mikoko Group CAJ/MSA/KFS/010/17/2021-EM	Kenya Forest Service	Unfair Treatment	A Complainant alleging that his group known as Amani Mikoko Group entered into an agreement with KFS and KRA on 8th October 2021 to supply 20,000 seedlings at 50 shillings	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
		of National Government		been acting unprofessionally in dealing with various issues brought to her attention. That efforts to report the matter to the County Commissioner have been futile.	
980.	Livingstone Mghenyi CAJ/MSA/CG/TAITA TAVETA/057/5/21-EM	County Government of Taita Taveta	Delay	A Complainant alleging delay in payment of sums due to his company, Mlilo Community Tours and Safaris, after rendering services to the county government of Taita Taveta during a function held in 2015.	Inquiry ongoing
981.	Rajabu Juma CAJ/MSA/M.EDU/013/132/2021-EM	Ministry of Education	Unfair treatment	A Complainant alleges that he was unfairly terminated from Magongo primary school Mombasa on 30th November 2021 after working for over 20 years as the school caretaker.	Inquiry ongoing
982.	Humphrey Omenda CAJ/MSA/POL/015/458/2021-EM	National Police Service	Manifest Injustice	A Complainant alleging that he was attacked by a police officer and KDF officers at his house in Madiriba village, Odiado Location, Busia County. That he had initially reported the matter at Funyula Police Station, OB number 23/11/12/2021 and recorded a	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				2021 & Civil Case No. 65 of 2013. Claims all cases are pending in court & do not know the status thereof.	
976.	Wandai Matheka & Co. Advocates CAJ/MSA/JUD/001/430/2021-KC	Judiciary	Inefficiency	A complainant alleging missing court file in *CMCC No. 1466 of 2021* at Mombasa law court which has occasioned delay in determination of the matter.	Inquiry ongoing
977.	Richard Tuva Konde for Charo Kazungu Shoo CAJ/MSA/M.ICG/062/304/2021-EM	Ministry of Interior	Discourtesy	A Complainant alleging that the Chief of Kaloleni location has been treating him with discourtesy in dealing with land matters that didn't even fall within his mandate.	Inquiry ongoing
978.	Daisy Nyaboke Nyamari CAJ/MSA/KPLC/021/73/2021-EM	Kenya Power	Unresponsive official conduct	A Complainant alleging that she applied for electricity installation at Kenya Power and after paying the required charges she was issued with a meter number E22712018080023 but the electricity was later disconnected without any reasonable explanation.	Inquiry ongoing
979.	Residents of Mikindani, Mombasa CAJ/MSA/M.ICG/062/305/2021-EM	Ministry Of Interior & Coordination	Abuse of power	Complainants alleging that the area chief and assistant chief of Mikindani location has been abusing her powers and has	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
973.	Peter Mnazi & Others CAJ/MSA/CG/KLF/103/17/2021-KC	County Government of Kilifi	Administrative Injustice	A complainant alleging unfair treatment at County Government of Kilifi by refusing/failing to convert their 1-year contracts into permanent contracts despite having worked since 2016. Further alleges favoritism since only 4 employees were granted permanent terms while 8 of them are still on contractual terms. Claims their salaries were revised downwards too.	Inquiry ongoing
974.	James Kibuna Kitaka CAJ/MSA/JUD/001/427/2021-KC	Judiciary	Delay	A complainant alleging inordinate delay in the criminal trial Case at Kwale Law court where he is charged with manslaughter. Trial started in 2017 but only 4 witnesses have testified to date. 5 more prosecution witnesses yet to testify. Claims the case has been adjourned more than 50 times.	Inquiry ongoing
975.	Johnson Manane Lovowa & Others CAJ/MSA/JUD/001/429/2021-KC	Judiciary	Delay	Complainants allege inordinate delay by Mombasa law court to hear & determine 2 cases- *Civil Case No. 226 of*	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				Nyeri. He alleges that since 2019, he has received no feedback on the outcome of KRA investigations and/or action taken to clear his name depsite submitting all required documents.	
971.	Rukia Omar Nyekombo CAJ/MSA/NEMA/038/12/2021-KC	National Environmental Management Authority	Delay	Complainant alleges delay in processing pension and other benefits in respect of her deceased husband Mohamed Omar a former employee of NEMA. Her husband passed on in 2017 and since then, the benefits have not been processed.	Inquiry ongoing
972.	Babelynn Kalumu Mukila CAJ/MSA/M.EDU/013/130/2021-KC	Technical University of Mombasa	Unfair Treatment	Complainant, a student at Technical University of Mombasa (TUM) Adm. No. CCDC/0152/2021 alleges that TUM has failed to hire a Sign language Interpreter for students with special needs (PWDs) which has hampered their smooth learning despite admission and payment of fees.	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				despite the fact that the case was dismissed and he was acquitted.	
967.	Dr. Amani Y. Komora o/b Praise Chapel Ministries, Mombasa CAJ/MSA/M.LAN/022/308/2021-KC	Ministry of Lands & Physical Planning	Unresponsive official conduct	Complainant alleges lack of feedback & inordinate delay by the Respondent's Mombasa office in issuing a certificate of lease in respect of Plot No. Mombasa Block 26/1186 despite complying with all requirements & submitting requisite supporting documents.	Inquiry ongoing
968.	Mohamed Essa Mohamed CAJ/MSA/JUD/001/426/2021-KC	Judiciary	Inefficiency	Complainant alleges missing court file in Kadhi's court Succession Cause *No. 58 of 2005,* Mombasa	Inquiry ongoing
969.	Agnes Yawa Maya CAJ/MSA/POL/015/452/2021-KC	National Police Service	Delay	Complainant alleges that she reported a case of assault to Mikindini police station vide OB No. 45/20/3/2021 but the suspect has not been arrested and charged.	Inquiry ongoing
970.	Peter Maina Theuri CAJ/MSA/KRA/000/120/2021-KC	Kenya Revenue Authority	Delay	Complainant alleges delay by KRA in resolving a dispute in which he was accused of not filing his returns following alleged business transactions with County Government of	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				or 50,000 cash bail in the alternative. Claims he was informed there is a government directive that prohibited use of motorbike logbooks as security on matters bond.	
965.	Hadija Mohamed Ivuti CAJ/MSA/M.LAB/017/185/2021-KC	Ministry of Labour & Social Protection	Unfair Treatment	Complainant alleges unfairness by Social Services, Mombasa office, for refusing to pay her stipend arrears of Kshs. 48,000 which was stopped without any reasonable cause. She is registered under the Inua Jamii programmes vide OPCT No. 113210. Claims to have not received stipend since December 2019 due to systems upgrade & upon follow up, she was informed her issue had been rectified & she'll receive her stipend effective November 2021 but arrears will not be paid.	Inquiry ongoing
966.	Jaffar Ibrahim Tsali CAJ/MSA/JUD/001/425/2021-KC	Judiciary	Delay	Complainant alleges delay by the Court to refund his cash bail of Kshs. 50,000 paid as bond in *Criminal Case No. 1 of 2021* at Kwale law courts	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
961.	Bora Chirima Bora CAJ/MSA/JUD/001/420/ 2021-KC	Judiciary	Inefficiency	Complainant alleges missing court file in a case of stealing Kshs. 185,000. Claims matter has not been heard due to unavailability of court file.	Inquiry ongoing
962.	Peter Karani Gichira CAJ/MSA/JUD/001/421/ 2021-KC	Judiciary	Unfair Treatment	Complainant alleges unfairness by Kwale law court in *Criminal Case No. E061 of 2021* by declining to take logbook of motorcycle presented by his uncle as bond. Granted bond of Kshs. 50,000 & option of cash bail 30,000.	Inquiry ongoing
963.	Athuman Salim Mwandaro CAJ/MSA/JUD/001/422/ 2021-KC	Judiciary	Delay	Complainant alleges delay in *Criminal Case No. 50 of 2019* at Kwale law courts. Claims matter did not proceed during last hearing on 11.10.2021 & the next date has not been communicated.	Inquiry ongoing
964.	Bakari Mwachondo Tsungu CAJ/MSA/JUD/001/423/ 2021-KC	Judiciary	Unfair Treatment	Complainant alleges unfair treatment at Kwale law court in *Criminal Case No. E060 of 2021* by declining to release him despite his father presenting 2 motorcycle logbooks. Charged with defilement & granted bond of Kshs. 100,000	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				Babu Rashid Silaha, which were erroneously taken & sent to DCI on unfounded allegations of stealing, which was reported at Makupa Police station. Upon investigations, the brother was exonerated & charges dropped without arraignment in court. OCS, Makupa in a letter dated 1.11.2021 confirms the same yet DCI declined to rectify records.	
958.	Eldad Wadoyi Wagara CAJ/MSA/POL/015/450/ 2021-KC	National Police Service	Delay	Complainant alleges that Mikindani police station has failed to take action in an assault incident reported vide OB No. 13/27/1/2021.	Inquiry ongoing
959.	Emmanuel Nyawa Mtenzi CAJ/MSA/JUD/001/417/ 2021-KC	Judiciary	Delay	Complainant alleges delay in determining *Criminal Case No. 145 of 2018* at Kwale law courts.	Inquiry ongoing
960.	Juma Said Matumizi CAJ/MSA/JUD/001/418/ 2021-KC	Judiciary	Inefficiency	Complainant alleges missing court file in *Criminal Case No. 561 of 2019* at Kwale law court. Claims matter has been adjourned twice due to missing court file & police file has also not been availed in court	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				at Serena Resort & Spa, Mombasa.	
954.	Thomas Simiyu CAJ/MSA/KRA/000/118/2021-EM	Kenya Revenue Authority	Unfair Treatment	Complainant alleges unfair treatment by KRA for refusing to grant him a waiver on account of disability (he is Deaf & is registered with the NCPWDs). KRA demanding payment of Kshs. 156,292 for failure to file VAT returns	Inquiry ongoing
955.	Samuel Kumbu Mandale CAJ/MSA/CBK/000/119/2021-KC	Central Bank of Kenya	Unresponsive official conduct	Complainant alleges lack of feedback and inaction at CBK on his complaint against National Bank of Kenya for declining to furnish him with information on CRB records & his request for the same to be corrected. Claims he lodged the complaint at CBK in March 2021, but no response to date.	Inquiry ongoing
956.	Jared Mogaka Tirimba CAJ/MSA/POL/015/448/2021-KC	National Police Service	Delay	Complainant alleges delay by Kongowea police station to arrest the culprit in an assault incident reported vide OB No. 42/13/10/2021	Inquiry ongoing
957.	Tumu Ali Nzaro CAJ/MSA/POL/015/449/2021-KC	National Police Service	Unresponsive official conduct	Complainant alleges lack of feedback & refusal by DCI Headquarters to expunge fingerprints of her brother,	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				claims he bought the phone from Pius Karani & pleaded with the police to arrest the seller but they declined. He claims the police officer forced him to sign an agreement to pay Kshs. 40,000 by 15.12.2021 or else be charged in court.	
952.	George Siengo Otieno CAJ/MSA/M.LAN/022/307/2021-KC	Ministry of Lands & Physical Planning	Unresponsive official conduct	Complainant alleges lack of feedback & inaction at Siaya Land Registry regarding a complaint in which 2 separate title deeds were issued for land parcels South Gem/Wagai/42, South Gem/Wagai/43 & South Gem/Wagai/387. He has reported the matter to the police (CCIO) & County Commissioner's Office, Siaya County but despite correspondence, no action taken.	Inquiry ongoing
953.	Jackson Jullo Bengowa CAJ/MSA/M.LAB/017/184/2021-KC	Ministry of Labour & Social Protection	Delay	Complainant alleges delay at Occupational Safety & Health office, Mombasa, in resolving a complaint of workman injury sustained on 17.1.2021 while working as a kitchen steward	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
948.	Ahmed Omar CAJ/MSA/JUD/001/411/2021-KC	Judiciary	Delay	A complainant alleging delay in determining a Court of Appeal case *No. 42 of 2019* at Mombasa law courts. Claims matter has not kicked off to date.	Inquiry ongoing
949.	Rishad Abdulrehman CAJ/MSA/JUD/001/412/2021-KC	Judiciary	Inefficiency	A complainant alleging missing court file in *Civil Suit No. 5571 of 1998* at Mombasa law court. Claims this has frustrated efforts to obtain copies of court proceedings	Inquiry ongoing
950.	Ndoro Mrisa Ndoro CAJ/MSA/JUD/001/413/2021-KC	Judiciary	Manifest injustice	A complainant alleging unfair decision rendered in *Criminal Case No. 62 of 2019* at Msambweni law court whereupon the 3 accused persons were sentenced to non-custodial sentence despite the fact that complainant's wife was assaulted & sustained injuries that occasioned stillbirth.	Inquiry ongoing
951.	Fadhili Kitau CAJ/MSA/POL/015/447/2021-EM	National Police Service	Administrative Injustice	Complainant alleges that he was arrested on 10.9.2021 for being in possession of a mobile phone that was allegedly used to commit an offence of robbery with violence. He	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				location where the land is situated. Claims he was informed the title deed is missing	
946.	Mwaka Tsimba Magulu CAJ/MSA/M.LAN/022/306/2021-KC	Ministry of Lands & Physical Planning	Manifest Injustice	A complainant alleging unlawful & fraudulent dealings at Kwale Lands Registry on land parcel no. Kwale/Mrima/714 which has been sub-divided to 2 plots- Kwale/Mrima/849 & 850. Search indicates land now belongs to Samuel Mwangi Mburu & title deeds issued on 9.7.2021 despite the Complainant having bought the land & being in occupation since 1980s.	Inquiry ongoing
947.	Ndoro Mrisa Ndoro CAJ/MSA/ACC/001/410/2021-KC	Advocates Complaints Commission	Delay	A complainant alleging delay at Advocates Complaints Commission to resolve a complaint of professional misconduct against M/s Ojode Udoto & Co. Advocates, Mombasa, on withholding clients' money worth Kshs. 1,796,885/ awarded in *Mombasa CMCC No. 840 of 2018.*	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
943.	Simeon Jefwa Thotho o/b/o Augostino Baya Thotho CAJ/MSA/M.LAN/022/298/2021-KC	Ministry of Lands and Physical Planning	Abuse of Power	Complainant alleges that Land Registrar, Kilifi, disregarded a land tribunal award that was adopted as Court order in Case No. 22 of 2008 at Kaloleni law court. Award made in favour of his brother-Augostino Baya Thotho against Onesmus Daniel Masumbuko. Records show that Onesmus appealed vide *ELC No. 2 of 2017* at Malindi law court but appeal was dismissed. However, Land Registrar issued title deed irrespective of the court order.	Inquiry ongoing
944.	Amos Mugambi Kirimi CAJ/MSA/JUD/001/403/2021-KC	Judiciary	Inefficiency	Complainant alleges missing court file at Meru law courts in *Civil Suit No. 183 of 2017* through which he seeks compensation for a fatal road traffic accident that claimed the life of his brother.	Inquiry ongoing
945.	Twaha Farah Mwikaa CAJ/MSA/M.LAN/022/305/2021-KC	Ministry of Lands & Physical Planning	Inefficiency	Complainant alleges refusal by Land Registrar, Kilifi, to issue him with a title deed of parcel Kilifi/Mikahani/Mawemabomu /Chonyi/456 despite the President'sdirective on issuing title deeds for Kasidi Ruruma	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
		of National Government		paid ostensibly to assist her resolve a family dispute over failure by her estranged husband to pay bride price in full as initially agreed before marriage. Claims husband neglected children by failing to provide support	
941.	Albert Maisiba Obino CAJ/MSA/M.LAB/017/181/2021-KC	Ministry of Labour and Social Protection	Delay	Complainant alleges delay at Labour office, Kwale to resolve a labour dispute on unpaid dues by Chekero security firm, former employer. He claimed that he reported the matter to the Labour office in April but was not assisted.	Inquiry ongoing
942.	Omar Abderehman Gurachu CAJ/MSA/M.AGR/014/17/2021-KC	Ministry of Agriculture	Delay	A complaint alleging delay at Agriculture office, Garsen following a report of crop damage by Complainant's neighbor's livestock. He reported the incident vide OB No. 07/13/7/2021 & to Agriculture office where assessment of the damage was done. However, he has not been compensated to date.	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
	CAJ/MSA/M.TRA/004/119/2021-KC	and Safety Authority (NTSA)		with a smart driving license which he applied for in March 2021. Alleged to have made several follow ups at NTSA Mombasa but in vain.	
938.	Abdulkadir Mohamed Abubakar CAJ/MSA/CG/MSA/068/127/2021-KC	County Government of Mombasa	Delay	Complainant alleges delay to enforce an order by the Department of Lands, Planning & Housing against his neighbor (Abdalla Ahmed) who had encroached on his plot parcel no. 200/XIII/MI Mombasa. Order issued on 20.8.2015 vide PPA 7 but not implemented to date.	Inquiry ongoing
939.	Kassim Hamisi Juma Nyuni CAJ/MSA/M.LAN/022/297/2021-KC	Ministry of Lands & Physical Planning	Delay	Complainant alleges delay by the Lands Surveyor, Kwale, to undertake a boundary identification exercise on land parcel no. Kwale/Msambweni 'A'/2164 for purposes of sub-division following the conclusion of *Succession Cause No. 337 of 2013 at Kadhi's Court, Kwale.*	Inquiry ongoing
940.	Nadzua Chamutu Ngazi CAJ/MSA/M.ICG/062/297/2021-KC	Ministry of Interior and Coordination	Abuse of power	Complainant alleges that the Chief, Matope location in Samburu, Kwale County solicited Kshs. 13,000 which she	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				concluded recruitment does not possess the qualifications listed on the advert, was not the best candidate and was only favored due to her tribe.	
1022	John K. Muli HUD/KWL/M.LAN/022/11/2021-KC	Ministry of Lands & Physical Planning	Delay	A complainant alleging delay at Kinango lands office to hear & determine a land *Appeal Case No. 55 of 2017* lodged following a land adjudication dispute on Plot No. 401.	Inquiry ongoing
1023	Anna Mwakisakenyi HUD/WND/POL/015/1/2021-KC	National Police Service	Delay	A complainant alleging delay by Wundanyi police station to effect the arrest of a suspect in an assault incident vide OB No. 38/29/5/2021	Inquiry ongoing
1024	Morris Gray Msowa HUD/WND/POL/015/3/2021-KC	National Police Service	Delay	A complainant alleging delay to effect the arrest of a teacher at Bungule primary school who assaulted his child. Claims he reported the incident at Rukanga police station where he was referred to Voi Police station but no action taken to date.	Inquiry ongoing
1025	Pascal Mwasaru HUD/WND/KWS/010/2/2021-KC	Kenya Wildlife Service	Delay	A complainant alleging delay by KWS to process compensation for loss of	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
	HUD/WND/M.LAB/017/2/2021-KC	Social Security		disburse stipend to Shalom Wali, a beneficiary enlisted under the Inua Jamii social programme. Indicates stipend not paid since August 2018 despite making several inquiries and follow ups	
1020	Bernadeta Malemba Nyangala HUD/WND/M.LAB/017/3/2021-KC	Ministry of Labour and Social Security	Delay	A Complainant alleging delay at Social Services office to disburse stipend to her as a beneficiary enlisted under the Inua Jamii social programme. Indicates stipend not paid since August 2018 despite making several inquiries and follow ups	Inquiry ongoing
1021	Anonymous HUD/KWL/CG/KWL/114/4/2021-KC	County Government of Kwale	Unfair official conduct	A complainant alleging bias & unfairness at Kwale County Public Service Board in the recruitment process of the Ward Administrator, Vanga Ward, in Lunga Lunga Constituency. Claims the post has always been filled by persons from the Digo community to the exclusion of other communities. Further, claims that the person who was appointed in the recently	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
1015	Jane Wambua Wangeci HUD/KWL/PEN/000/2/2021-KC	Pensions Department	Delay	A complainant alleging delay in processing of her pension dues since 2016 upon retiring from public service in the Ministry of Health.	Inquiry ongoing
1016	Debora Mwanose HUD/WND/M.LAN/022/4/2021-KC	Ministry of Lands & Physical Planning	Unlawful official conduct	A complainant alleging fraudulent dealings at the Kwale lands office on Plot No. Kwale/MacKinnon Rd Phase I S.S/62 through issuance of title deed to different persons. Claims she was issued with a title deed on 8.8.2013 by Land Registrar, Kwale but in August 2021, she was summoned by DCIO, Taru police station & informed of 2 other people claiming same plot.	Inquiry ongoing
1017	Mwadosho Ali Mwakinalo HUD/KWL/M.WILD/010/2/2021-KC	Kenya Wildlife Service	Delay	A complainant alleging delay in processing terminal benefits since December 2018	Inquiry ongoing
1018	Mariam Zani HUD/KWL/M.LAB/017/6/2021-KC	National Social Security Fund	Delay	A complainant alleging delay in processing of her late husband's benefits at NSSF, Kwale branch.	Inquiry ongoing
1019	Philisia Faith Mwamburi	Ministry of Labour and	Delay	A Complainant alleging delay at Social Services office to	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				Taveta county. Due to this unresponsiveness & inaction, complainant escalated the matter to the Senate through a petition dated 23.10.2019 & NLC vide a letter dated 1.3.2018 but claims no assistance to date	
1012	Julius Amir HUD/WND/KWS/010/1/2021-KC	Kenya Wildlife Service	Unfair official conduct	A complainant alleging unfairness by KWS in issuing permits for mining & grazing selectively to the exclusion of locals at Kasigau, Taita Taveta County.	Legal advice offered
1013	Mwawuganga Mvingo Kambu HUD/WND/M.LAB/017/1/2021-EM	Ministry of Labour and Social Security	Delay	A Complainant alleging that the older persons funds had been inordinately delayed without any sufficient explanation at the offices of social security in Wundanyi and he is suffering as a result	Inquiry ongoing
1014	Richard Mwambacha Mwangano HUD/WND/M.LAN/022/2/2021-EM	Ministry of Land and Physical Planning	Delay	A Complainant alleging delay by the Deputy County Commissioner in furnishing him with a decision of an appeal against the District Land Adjudication Officer, Wundanyi following a land dispute on land.	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
	HUD/KWL/PE/040/39/2021-KC			Pollman's Co. Limited. He filed a suit, *Mombasa ELRC No. 681 of 2021* which is pending hearing and determination.	
1009	Rodah Chao Mwangemi HUD/WND/POL/015/5/2021-KC	National Police Service	Delay	Complainant alleges failure by Wundanyi police station to charge her brother-Japheth Kisaka - who was arrested on 29.11.2021 & detained at Wundanyi police station. Claims he has not been informed of the reasons for the arrest and has been denied police bond.	Legal advice offered
1010	Valery Kadadi HUD/WND/M.LAN/022/3/2021-KC	Ministry of Lands & Physical Planning	Delay	A complainant alleging delay in resolving land dispute over Plot No. 1152 at Chawia/Wumari Adjudication section in Taita Taveta county. Matter eventaully filed in Voi law court vide *ELCC No. 6 of 2020.*	Legal advice offered
1011	Patrick Mwavula o/b/o Mgeno Grazers CBO HUD/WND/CG/T.TVT/093/3/2021-KC	County Government of Taita Taveta	Delay	A complainant alleging lack of feedback from the County Government of Taita Taveta on a complaint of alleged fraudulent allocation of land parcel no. 3880/3 at Mgeno Reserve land in Mwatate, Taita	Legal advice offered

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
1004	Mwendwa Kitili Mwelu HUD/KWL/JUD/001/9/2021-KC	Judiciary	Unfair Treatment	A complainant alleging bias by the Hon. Joe Omido, RM Kwale law courts in hearing of a land case *No. 3 of 2020.* Claims his application & requests for the case to be heard in open court as opposed to the Magistrate's chambers has been declined	Legal advice offered
1005	Kasighau Council of Elders, Taita Taveta HUD/WND/NLC/022/13/2021-KC	National Land Commission	Unresponsive official conduct	Complainants alleging dispossession from their community land in Kasighau location, Voi Sub County in Taita Taveta county.	Legal advice offered
1006	Michael Mwalugha HUD/WND/PE/040/3/2021-KC	Private Entity	Outside Mandate	A complainant alleging dispossession from his plot by his cousin, Rophus Mraga. Claims he bought 1 acre from his cousin in 1993 but the cousin colluded with land officials to issue title deed to another person.	Legal advice offered
1007	Mwanamkuu Suleiman Mdini HUD/KWL/PE/040/38/2021-KC	Private Entity	Outside Mandate	A complainant alleging air pollution by China Civic Construction Co. through dust that has affected learning at Mkumbi primary school and surrounding neighborhoods.	Legal advice offered
1008	Iddi Mwayanga	Private Entity	Outside Mandate	A complainant alleging unpaid dues by his former employer-	Legal advice offered

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				Rukanga for enforcement of payment. However, he claims the Assistant chief did not take action & the neighbour is now deceased.	
1002	Juma Mbunyi HUD/WND/PARL/045/1/2021-KC	NG-CDF Taveta Constituency	Unfair Treatment	A complainant alleging unfairness & bias in the bursary allocation in Taveta Constituency. Claims he has applied for bursary for his 2 school going children (Njoro Secondary & Bishop Njenga Girls High school) but not been considered. He works as a security guard though earns meagre salary	Legal advice offered
1003	Mary Wambugha Kidanga HUD/WND/CG/T.TVT/057/1/2021-KC	County Government of Taita Taveta	Unfair Treatment	A complainant alleging unfairness by the Department of Health- County Government of Taita Taveta at Kasighau Dispensary. Claims she works as a Community Health Volunteer together with 18 others based in Rukanga community but the management of Kasighau Dispensary has neglected them & does not recognize their services	Legal advice offered

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				selling business for personal gain	
999.	Regina Ngusye Maweu HUD/KWL/M.ICG/062/3/ 2021-KC	Ministry of Interior & Coordination of National Government	Unfair Treatment	A complainant alleging unfairness by the DCC Lunga Lunga in ordering that she be evicted for a land parcel she has been in occupation of since 2000 following a family land dispute.	Advised to avail sufficient particulars to inform further action
1000	Ronald Nyiro HUD/WND/M.ICG/062/3/ 2021-KC	Ministry of Interior & Coordination of National Government	Unfair official conduct	A complainant alleging unfairness by Assistant Chief, Makwasinyi, in resolving land dispute in favour of his neighbour accusing him of biasness on grounds of being related to the neighbour.	Legal advice offered
1001	Morris Gray Msowa HUD/WND/M.ICG/062/4/ 2021-KC	Ministry of Interior & Coordination of National Government	Inefficiency	A complainant alleging delay by Assistant Chief to enforce payment of Kshs. 12,000 being compensation for crop damage caused by his neighbour's goats. Claims his crops were damaged by goats belonging to Dalton Mghanga (now deceased) & upon reporting to the Agriculture Officer, the damage was assessed at Kshs. 12,000 and referred to the Assistant Chief,	Legal advice offered

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
		Physical Planning		land surveyor to tamper with map to hive off a section of his plot no. Wusi/Kaya/3433 in his absence.	
996.	Richard Mwambacha Mwangano HUD/WND/M.ICG/062/1/2021-KC	Ministry Of Interior & Coordination of National Government	Abuse of power	A complainant alleging the Area Chief, Mwatate location has refused to sign on applications for burial permits for residents of Kipusi village, Mwatate on claims that the land where the locals live belong to the government (public land). There exists a land dispute on the same.	Legal advice offered
997.	Juma Bakari Kichucha HUD/WND/M.LAB/017/4/2021-KC	Ministry Of Labour & Social Security	Delay	A complainant alleging delay at Labour office, Wundanyi to enroll him in the Inua Jamii social programme despite him attaining the required age of 70 years & submitting his details as proof of his indigent state.	Legal advice offered
998.	Andrew Kirembwe Mwarigha HUD/WND/M.ICG/062/2/2021-KC	Ministry of Interior & Coordination of National Government	Unlawful official Conduct	A complainant alleging chronic absenteeism & abscondment of official duties by the Chief & Assistant Chief, Kasighau, over a period of time. Further claims that the Assistant Chief misuses official vehicle by engaging in water	Advised to raise concerns through the Ministry of Interior for redress through internal channels

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
992.	Philton Lundi Jefwa HUD/WND/KWS/010/3/2021-KC	Kenya Wildlife Service	Delay	A complainant alleging delay at Kenya Wildlife Service to effect a pay rise despite his promotion from Artisan (MasonII) to rank of an Assistant Director.	Advised to avail sufficient particulars to inform further action
993.	Prudence Mchongo Mdulo & Another HUD/WND/M.LAN/022/5/2021-KC	Ministry of Lands & Physical Planning	Unlawful Conduct	A complainant alleging unlawful transactions at Mwatate Land Adjudication office that has occasioned a land ownership dispute on Plot No. 1263 Kishushe, Taita Taveta between her family and the Mwasi Mwawughanga's family. Matter filed in Voi law court vide ELC No. 7 of 2021	Legal advice offered
994.	Wilmot Mwawasi Muembavala HUD/WND/JUD/001/1/2021-KC	Judiciary	Delay	A complainant alleging delay by Taita Taveta law court to refund him Kshs. 4000 paid as bond in Criminal Case No. 209 of 2012 on a count of forcible detainer of property. Court records show that upon hearing, the complainant/accused was found guilty & fined Kshs. 4000.	Legal advice offered
995.	Anthony Mswali Mchane HUD/WND/M.LAN/022/6/2021-KC	Ministry Of Lands &	Abuse Of Power	A complainant alleging his neighbor, owner of Plot No. Wusi/Kaya/3434 colluded with	Legal advice offered

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				dispute. Claims only 2 suspects have been arrested to date.	inform further action
988.	Stephen Ndegwa HUD/KWL/M.EDU/013/2/2021-KC	Teachers Service Commission	Delay	A complainant alleging delay in processing retirement benefits of his wife, a retired teacher who retired effective 2017.	Advised to avail sufficient particulars to inform further action
989.	Florence Atieno Anditi HUD/KWL/KPLC/021/1/2021-KC	Kenya Power	Delay	A complainant alleging delay by Kenya Power to replace an electricity pole that fell down in 2016.	Advised to avail sufficient particulars to inform further action
990.	Violet Naharu Mayani HUD/WND/ODPP/027/1/2021-KC	Office of Director of Public Prosecutions	Delay	A complainant alleging delay in hearing of a murder case filed at Voi law court. Claims trial began in 2019 but ODPP has not produced exhibits & availed other witnesses & sought adjournments which has delayed the case	Advised to avail case particulars for follow up
991.	Elina Wakesho & 2 Others HUD/WND/ODPP/027/3/2021-KC	Office of Director of Public Prosecutions	Delay	Complainants alleging delay in trial of the murder case leveled against them. Claims Office of Director of Public Prosecution, Wundanyi failed to avail witnesses & has resorted to seeking adjournments.	Advised to avail case particulars for follow up

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				each but they were paid 80,000/= instead of 1,000,000/=.	
986.	Gichana Bw'omwando & Co. Advocates CAJ/MSA/JUD/001/432/2021	Judiciary	Administrative Injustice	A Complainant alleging that his client's case being *Mombasa CMCC NO. E862 of 2021 between Jackson Muyesi Ndarawe and Momentum Credit Limited & another* was due for inter parties hearing on 8th December 2021 before Hon. Nyariki but the same was not heard as it was prompted by a certificate of urgency filed by the adverse party, which was to be heard on 20th December 2021. However, the same was not cause listed and upon inquiry, the Complainant was informed that the case would be heard by Hon. Nabibya and when they logged in, they found out that it had been given another date in 2022 by Hon. Nyariki.	Inquiry ongoing
987.	Pascal Mwasaru HUD/WND/POL/015/2/2021-KC	National Police Service	Delay	A complainant alleging delay at Rukanga police station to effect arrest of all 6 suspects who assaulted him over a land	Advised to avail sufficient particulars to

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				Landi area, Mwatate, which is a residential area. Claims dumpsite has caused environmental hazards to locals & hence, seeking its closure.	
1081	Samuel Kumbu Mandale CAJ/MSA/ATI/PE/040/3/2021-KC	Private Entity	Access To Information	A complainant seeking deletion and correction of allegedly untrue & misleading information submitted by National Bank of Kenya (NBK) to CRB that listed him as a loan defaulter.	Inquiry ongoing
1082	Mohamed Hakim Esmail CAJ/MSA/JUD/001/393/2021-EM	Judiciary	Unfair official conduct	A Complainant alleging that the court was unfair in delivering a judgement on a matter that he filed.	Complainant advised to avail sufficient particulars for further assessment.
1083	John Mwangi CAJ/MSA/PE/040/593/2021-KC	Private Entity	Outside Mandate	A Complainant alleging professional misconduct by his lawyer who withheld his money awarded in a court case.	Complainant advised to avail sufficient particulars of the matter before advice.
1084	Newton Sangalia Mjomba CAJ/MSA/PE/040/598/2021-KC	Private Entity	Outside Mandate	A Complainant alleging a land ownership dispute on a plot in Mwachabo Settlement scheme in Taita Taveta. He	Complainant advised to avail supporting documents to

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
	CAJ/MSA/ATI/CG/MSA/068/7/2021-KC			Scheme, Mombasa which were reserved for construction of a Nursery school & community borehole respectively but currently all plots are occupied by private developers.	
1078	Ainea Ragen o/b Mwembelegeza Community Residents, Mombasa CAJ/MSA/ATI/M.LAN/022/6/2021-KC	Ministry of Lands & Physical Planning	Access To Information	A complainant seeking information on the proof of change of user on Plot No. 1473, Mwembelegeza Scheme, Mombasa which was reserved for construction of a Post Office but has now been converted into private use & plot number changed to 1691.	Legal advice offered
1079	Ainea Ragen CAJ/MSA/ATI/NEMA/038/3/2021-KC	National Environmental Management Authority	Access To Information	A Complainant alleging that he visited NEMA offices in Mombasa and requested to be furnished with copies of the Environmental Impact Assessment Report of Mwakirunge dumpsite but the same was refused.	Inquiry ongoing
1080	Richard Mwambacha Mwanyao HUD/WND/ATI/M.ENV/038/2/2021-KC	National Environmental & Management Authority	Access To Information	A complainant alleging denial of access to an EIA report by NEMA Mwatate office following a complaint of relocation of a dumpsite to	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
	HUD/WND/M.LAB/017/7/2021-EM			from the NCPWD despite being fully registered	
1074	Benter Auma Nyakure o/b/o Matopeni Residents, Mombasa CAJ/MSA/ATI/CG/MSA/068/6/2021-KC	County Government of Mombasa	Access To Information	A complainant alleging denial of information concerning the ownership particulars on Plot No.s 1409, 6033, 11224, 167 & 11651 and copies of physical plan thereof	Legal advice offered
1075	Muslims for Human Rights (MUHURI) CAJ/MSA/ATI/CG/TVT/057/1/2021-KC	County Government of Taita Taveta	Access To Information	A complainant seeking information on the no. of staff who represented the County Assembly of Taita Taveta during the County Assembly Sports Association games in Mombasa in November 2021	Legal advice offered
1076	Ainea Ragen o/b/o Mwembelegeza Community Residents, Mombasa CAJ/MSA/ATI/M.INF/023/1/2021-KC	Postal Corporation of Kenya	Access To Information	A complainant seeking information on the proof of change of user on Plot No. 1473 Mwembelegeza Scheme, Mombasa which was reserved for construction of a Post Office but has now been converted into private use & Plot No. changed to 1691.	Legal advice offered
1077	Ainea Ragen o/b/o Mwembelegeza Community Residents, Mombasa	County Government of Mombasa	Access To Information	A complainant seeking information on the proof of change of user on Plot No.s 487 & 1583 Mwembelegeza	Legal advice offered

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				relating to teachers who retired between 1997 to 2007.	
1069	Robert Njumwa Mwakilenge HUD/WND/PEN/000/34/2021-EM	Pensions Department	Delay	A Complainant alleging delay by the pensions department in processing pension benefits arising from a court judgement relating to teachers who retired between 1997 to 2007.	Inquiry ongoing
1070	Catherine Chao on Behalf of Mourice Kileta HUD/WND/PEN/000/35/2021-EM	Pensions Department	Delay	A Complainant alleging delay by the pensions department in processing pension benefits arising from a court judgement relating to teachers who retired between 1997 to 2007.	Inquiry ongoing
1071	Lucia Manga Kirangu HUD/WND/PEN/000/36/2021-EM	Pensions Department	Delay	A Complainant alleging delay by the pensions department in processing pension benefits arising from a court judgement relating to teachers who retired between 1997 to 2007.	Inquiry ongoing
1072	Grace Wanyika Mzera HUD/WND/PEN/000/37/2021-EM	Pensions Department	Delay	A Complainant alleging delay by the pensions department in processing pension benefits arising from a court judgement relating to teachers who retired between 1997 to 2007.	Inquiry ongoing
1073	Caroline Wanjala Sikahala	National Council for PWDs	Manifest Injustice	A Complainant alleging that she was not getting support	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
1064	Lucas Polycarp Sikahala HUD/WND/PEN/000/29/2021-EM	Pensions Department	Delay	A Complainant alleging delay by the pensions department in processing pension benefits arising from a court judgement relating to teachers who retired between 1997 to 2007.	Inquiry ongoing
1065	Julius Mwanjumwa Mwamburi HUD/WND/PEN/000/30/2021-EM	Pensions Department	Delay	A Complainant alleging delay by the pensions department in processing pension benefits arising from a court judgement relating to teachers who retired between 1997 to 2007.	Inquiry ongoing
1066	Peris Wanjala M. on Behalf of Geoffrey Maganga HUD/WND/PEN/000/31/2021-EM	Pensions Department	Delay	A Complainant alleging delay by the pensions department in processing pension benefits arising from a court judgement relating to teachers who retired between 1997 to 2007.	Inquiry ongoing
1067	Peris Wanjala Maganga HUD/WND/PEN/000/32/2021-EM	Pensions Department	Delay	A Complainant alleging delay by the pensions department in processing pension benefits arising from a court judgement relating to teachers who retired between 1997 to 2007.	Inquiry ongoing
1068	Rashid Juma HUD/WND/PEN/000/33/2021-EM	Pensions Department	Delay	A Complainant alleging delay by the pensions department in processing pension benefits arising from a court judgement	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
	HUD/WND/PEN/000/23/2021-EM			pay his retirement dues despite submitting all the required documents.	
1059	Bonjohn Omondi Magonga HUD/WND/PEN/000/24/2021-EM	Pensions Department	Delay	A Complainant alleging delay by the Pensions Department to pay his retirement dues despite submitting all the required documents	Inquiry ongoing
1060	Francis Mwamburi Ngolo HUD/WND/PEN/000/25/2021-EM	Pensions Department	Delay	A Complainant alleging delay by the Pensions Department to pay his retirement dues despite submitting all the required documents	Inquiry ongoing
1061	Magdalena S. Raphael on Behalf of Raphael Nganyi HUD/WND/PEN/000/26/2021-EM	Pensions Department	Delay	A Complainant alleging delay by the Pensions Department to pay his retirement dues despite submitting all the required documents	Inquiry ongoing
1062	Raphael Remigious Ngura HUD/WND/PEN/000/27/2021-EM	Pensions Department	Delay	A Complainant alleging delay by the Pensions Department to pay his retirement dues despite submitting all the required documents	Inquiry ongoing
1063	Francis Mutuma Ouma on Behalf of Dismas Maulo HUD/WND/PEN/000/28/2021-EM	Pensions Department	Delay	A Complainant alleging delay by the Pensions Department to pay his retirement dues despite submitting all the required documents	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
1053	Vitalis Delvis Kadeghe HUD/WND/PEN/000/18/2021-EM	Pensions Department	Delay	A Complainant alleging delay by the pensions department in processing pension benefits arising from a court judgement relating to teachers who retired between 1997 to 2007.	Inquiry ongoing
1054	Esther M. Mwikamba HUD/WND/PEN/000/19/2021-EM	Pensions Department	Delay	A Complainant alleging delay at the pensions department in processing pension benefits arising from a court judgement relating to teachers who retired between 1997 to 2007.	Inquiry ongoing
1055	Vitalis Nyambu Ernest Makale HUD/WND/PEN/000/20/2021-EM	Pensions Department	Delay	A Complainant alleging delay by the Pensions Department to pay his retirement dues despite submitting all the required documents.	Inquiry ongoing
1056	Alexander Matano Mwadime HUD/WND/PEN/000/21/2021-EM	Pensions Department	Delay	A Complainant alleging delay by the Pensions Department to pay his retirement dues despite submitting all the required documents.	Inquiry ongoing
1057	Eugene Mwanyama Mghanga HUD/WND/PEN/000/22/2021-EM	Pensions Department	Delay	A Complainant alleging delay by the Pensions Department to pay his retirement dues despite submitting all the required documents.	Inquiry ongoing
1058	Duncan Mgosi Kibwanga	Pensions Department	Delay	A Complainant alleging delay by the Pensions Department to	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				a court judgement relating to teachers who retired between 1997 to 2007.	
1049	Benjamin Mzuga HUD/WND/PEN/000/13/2021-EM	Pensions Department	Delay	A Complainant alleging delay by the pensions department in processing benefits arising from a court judgement relating to teachers who retired between 1997 to 2007.	Inquiry ongoing
1050	Priscillah Mtawe Mwangada HUD/WND/PEN/000/14/2021-EM	Pensions Department	Delay	A Complainant alleging delay by the pensions department in processing pension benefits arising from a court judgement relating to teachers who retired between 1997 to 2007.	Inquiry ongoing
1051	Elipina Wakesho Mwangui HUD/WND/PEN/000/16/2021-EM	Pensions Department	Delay	A Complainant alleging delay by the pensions department in processing pension benefits arising from a court judgement relating to teachers who retired between 1997 to 2007.	Inquiry ongoing
1052	Grace Kajumwa Mwangeka on Behalf of Late Samwel Mwanyeka Mwambi HUD/WND/PEN/000/17/2021-EM	Pensions Department	Delay	A Complainant alleging delay by the pensions department in processing pension benefits arising from a court judgement relating to teachers who retired between 1997 to 2007.	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
1044	Apolinary Mnjala Ngoma o/b/o Winnie Wanjala Toki (deceased) HUD/WND/PEN/000/8/2021-KC	Pensions Department	Delay	A complainant alleging delay by Pensions department in processing the terminal benefits of his deceased wife-Winnie Wanjala. His wife passed away in August 2002 while still in teaching service (TSC No. 167685) Claims efforts to follow up and get a clarification have been in vain	Inquiry ongoing
1045	Thomas Mchanah Mwaludindi HUD/WND/PEN/000/9/2021-KC	Pensions Department	Delay	A complainant alleging delay by Pensions department in processing his terminal benefits upon retiring from teaching service. His APN/PC No. 0000133446	Inquiry ongoing
1046	Eleonora Marura Mwalimo HUD/WND/PEN/000/10/2021-EM	Pensions Department	Delay	A Complainant alleging delay by the pensions department in processing benefits on behalf of her late husband since 2013.	Inquiry ongoing
1047	Jackan Mwailogho Mwakelemu HUD/WND/PEN/000/11/2021-EM	Pensions Department	Delay	A Complainant alleging delay by the pensions department in processing benefits arising from a court judgement since 2007.	Inquiry ongoing
1048	Rodgers Saumu HUD/WND/PEN/000/12/2021-EM	Pension Department	Delay	A Complainant alleging delay by the pensions department in processing benefits arising from	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				even paid the requisite fees to the Society.	
1041	Philton Lundi Jefwa HUD/WND/PEN/000/6/2021-KC	Pensions Department	Delay	A Complainant alleging delay at Pensions department in processing his benefits upon retiring from Kenya Wildlife Service effective 2017. His Pension No. is APN/PC 0000291509	Inquiry ongoing
1042	Mwinyi Abdulrahman Bakari o/b Mwanakombo Abdalla HUD/KWL/M.LAN/022/12/2021-KC	Ministry of Lands & Physical Planning	Abuse of power	A complainant alleging abuse of power by Land Registrar, Kwale, for issuing a certificate of title in respect of land parcel no. Kwale/Ngombeni/1270 to a stranger despite an existence of Court order issued vide *Succession Cause No. 171 of 2015* at Kadhi's court which recognized the legal dependants of the estate of Abdalla Mohamed Masai(deceased)	Inquiry ongoing
1043	Apolinary Mnjala Ngoma HUD/WND/PEN/000/7/2021-KC	Pensions Department	Delay	A complainant alleging delay by Pensions department in processing his benefits upon retiring from public service. His Pension No. is APN/PC0000136186	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
1038	Grace Hilldah Ogwari HUD/WND/M.LAB/017/5/2021-KC	Ministry of Labour & Social Security	Unfair Treatment	A complainant alleging unfairness & biasness by Labour officer, Mombasa, in resolving a labour dispute on unfair dismissal by Upendo Children Village (employer). Claims the officer refused to disclose the computation of her award despite requests thereof.	Inquiry ongoing
1039	Grace Hilldah Ogwari HUD/WND/M.LAB/017/6/2021-KC	Ministry of Labour & Social Security	Delay	A complainant alleging delay at Labour office, Mombasa in resolving labour dispute against Kitui Flour Mills Co. Limited (former employer). Claims the labour officer ordered the employer to pay her Kshs. 36,965 but this has not been honored to date.	Inquiry ongoing
1040	Jackline Wakesho Walicha HUD/WND/M.LAN/022/14/2021-KC	Ministry of Lands & Physical Planning	Abuse of power	A complainant alleging fraudulent dealings & collusion between officials of Vindo Multipurpose Co-operative Society & Land Registrar to process & issue title deed to Jared Ndigila Alfanzu on land parcel Voi Municipality Block 1/544 despite fact that her father was allocated the plot &	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
	HUD/WND/PEN/000/4/2021-KC			processing his pension dues upon retirement from Judicial Service Commission- APN/PC No. 9816S	
1035	Josephine Nthamba HUD/WND/ODPP/027/2/2021-KC	Office of Director of Public Prosecutions	Delay	A complainant alleging delay in trial of 2 cases (*CR. No. E132 of 2020*): murder & robbery with violence levelled against her at Makindu & Voi law courts respectively. Claims the delay is attributable to ODPP's delay to produce all exhibits in court	Inquiry ongoing
1036	Salome Nasimiyu Wafula HUD/KWL/M.LAB/017/7/2021-KC	Ministry of Labour & Social Security	Unfair Treatment	A complainant alleging unfairness & bias by Labour officer, Kwale, in resolving a labour dispute on unfair dismissal by her former employer- Children of Africa organization, Ukunda where she was employed as a Hairdressing & Beauty Instructor effective 1.1.2021.	Inquiry ongoing
1037	Hanah A. Wakisha HUD/WND/PEN/000/5/2021-KC	Pension Department	Delay	A complainant alleging delay by Pensions department in processing pension benefits owed to her husband- Relton Chinia Mwanyia of APN/PC No. 0000139877	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
1030	Joseph Mwakio HUD/WND/NLC/022/11/2021-KC	National Land Commission	Delay	A complainant alleging delay by NLC to process compensation for Plot No. 1113 situated in Taveta acquired for construction of Taveta-Holili highway.	Inquiry ongoing
1031	Darius Mwangemi Mwembavala HUD/WND/NLC/022/12/2021-KC	National Land Commission	Delay	A complainant alleging delay by NLC to process compensation for Plot No. 10 situated in Taveta acquired for construction of Taveta-Holili highway.	Inquiry ongoing
1032	Mnyazi Saha Mkuzi HUD/KWL/M.EDU/013/3/2021-KC	Teachers Service Commission	Delay	A complainant alleging non-remittance of NSSF deductions by TSC during his career as an Untrained Teacher between 1980-1985 vide TSC No. 176159. Claims she has followed up at NSSF but informed no remittances were made despite deductions.	Inquiry ongoing
1033	Priscilla Talu Shambi HUD/WND/PEN/000/3/2021-KC	Pension Department	Delay	A complainant alleging delay by Pensions department in processing Widows benefits due to her upon the demise of her husband- Washington Shambi Kubo- APN/PC 258956	Inquiry ongoing
1034	Granton Ndigilla Tumbula	Pension Department	Delay	A complainant alleging delay by Pensions department in	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				livestock attacked by a hyena in 2020	
1026	Katani Mwashinga Wachenje HUD/WND/NLC/022/7/2021-KC	National Land Commission	Delay	A complainant alleging delay by NLC to process compensation of Kshs. 1,572, 280 for land (Plot No.310 acquired for purposes of construction of Taveta-Holili highway since 2014	Inquiry ongoing
1027	Jennifer W. Mwarema HUD/WND/NLC/022/8/2021-KC	National Land Commission	Delay	A complainant alleging delay by NLC to process compensation for Plot No. 182 situated in Taveta acquired for construction of Taveta-Holili highway.	Inquiry ongoing
1028	Ridy Ndoro Lolio HUD/WND/NLC/022/9/2021-KC	National Land Commission	Delay	A complainant alleging delay by NLC to process compensation for Plot No. 1112 situated in Taveta acquired for construction of Taveta-Holili highway.	Inquiry ongoing
1029	Muamba Melanyi HUD/WND/NLC/022/10/2021-KC	National Land Commission	Delay	A complainant alleging delay by NLC to process compensation for Plot No. 441 situated in Taveta acquired for construction of Taveta-Holili highway.	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				and making payment as advised by KNEC	
1129	GOHIL CAJ/NWS/009/295/21-MBA	Nairobi Water & Sewerage Company	Inefficiency	A complaint alleging failure of water supply to Ndandora phase 2 estate from July to September 2021.	An inquiry was intiated and the matter resolved with supply being restored in affected estates.
1130	KIBEBO AND COMPANY ADVOCATES CAJ/POL/015/4006/21-MBA	National Police Service	Unfair treatment	A complaint alleging that the complainant on 24th December 2020 reported an Assault case at the Nakuru Central Police Station in Nakuru County vide Occurrence Book (OB) No. 50/24/12/2020 but no action was taken to arraign the accused in Court.	Inquiry ongoing
1131	JOHN CHEGE GACHUHI CAJ/M.LAN/022/2177/21-MBA	Ministry of lands	Injustice	The complainant lodged a complaint alleging that he was allotted land in Plots Number 4146-4176 Muruaki Settlement Scheme (Scheme 255) together with other person to which they paid the required 10% deposit for beacons to be placed but to date, no beacons have been placed.	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
1124	Concerned Parents of Rubiru Primary School CAJ/TSC/013/2194/21-SNK	Teachers Service Commission	Unfair treatment	A compliant alleging that the Head-teacher, Rubiru Primary school was treating teachers unfairly, that she was mismanaging funds and that her conduct had led to poor performance of the school.	The commission Initiated inquiry with TSC and the matter resolved
1125	Mary Wangeci CAJ/MIGC/062/1371/21-SNK	Ministry of Interior	Manifest injustice	A complaint alleging flawed recruitment process of the Assistant Chief, Kahembe Sublocation, within Nyandarua North Subcounty.	The complaint was reviewed and complainant advised accordingly.
1126	GEORGE JOBUNGA CAJ/M.EDU/013/2139/21-MBA	COMMISSION FOR UNIVERSITY EDUCATION	Delay	A complainant alleging delay in investigation by CEU in investigations on fraudulent degree awards by Mount Kenya University	The commission Initiated inquiry which is ongoing.
1127	MATHEW NKULET KAIPORI CAJ/TSC/013/2142/21-MBA	TSC	Delay	A complaint alleging that Teachers Service Commission who had hired the complainant on contract did not pay her for the three months she worked.	The commission Initiated and the matter resolved
1128	MBILU KYELE BERNARD CAJ/KNEC/013/2141/21-MBA	KNEC	Unfair treatment	A complaint dated 4th August 2021 by Mbilu Kyele Bernard against KNEC alleging failure by KNEC to issue him with a diploma certificate even after meeting all the requirement	The commission Initiated and the matter resolved

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				develop a strategic plan, tender No. KCG/MM/827555-2-2-/2021 for department of lands, housing, energy, physical planning and urban development, but got unofficial information that he won the tender but he suspects that somebody else would get the tender because there has not been official communication to him on the award of tender.	
1122	Douglas Mwashigadi for Hamilton Nyange Mwikamba CAJ/M.HEA/012/578/21-SNK	Ministry of Health	Delay	A compliant alleging the Hamilton Nyange who was working as a subordinate staff in the Ministry of Health was not paid his pension benefits after he retired in 2018	The complainant was advised to supply supporting documents for further advice.
1123	Dismas Kogo CAJ/KWS/010/149/21-SNK	Kenya wildlife Services	Delay	A Complaint alleging delay in payment of wild animal attack injury compensation since 7th January 2019.	An inquiry was initiated and KWS responded that the claim will be settled once funds are received from Treasury.

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				office directed the company to pay the dues amounting to Kshs. 395296 on 24/9/2021	
1118	Bechai Munga Family CA/MSA/M.ICG/062/306/2021-EM	Ministry Of Interior & Coordination of National Government	Land Dispute	Complainants have a longstanding dispute of land which they took to the office of the County Commissioner to be resolved.	Legal advice offered
1119	Nzamsa Sankale And Co. Advocates CAJ/MSA/POL/015/459/2021-EM	National Police Service	Unlawful Conduct	A Complainant alleging that the police at Makupa Police Station have been interfering with the private occupation of his client's property despite that there was a case pending in court being ELC NO. 193 of 2019 in Mombasa	Legal advice offered
1120	Clinton M. Munzaa and Others CAJ/MSA/M.ICG/062/307/2021-EM	Ministry Of Interior and Coordination of National Government	Unofficial Conduct	Complainants alleging that on 12th November 2021 in Changamwe Sub County, one Mr. Farjala Kombo Mzee declared himself as the newly appointed Chief of Changamwe Location and that due process was not followed in recruiting the chief.	Legal advice offered
1121	John Thuva C/O Herem Consultancy Limited CAJ/MSA/CG/KILIFI/103/18/2021	County Government of Kilifi	Administrative Injustice	A Complainant alleging that towards the end of May 2021, his company bid for a consultancy assignment to	Legal advice offered

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				at Mombasa law court seeking compensation for injuries sustained in a road traffic accident.	
1115	Umazi Meri CAJ/MSA/JUD/001/431/2021-KC	Judiciary	Delay	A complainant alleging delay in a children matter filed at Tononoka law courts. Claims matter has been listed for next hearing date on 20.1.2022 which she claims is a tactic to delay determination of the case	Legal advice offered
1116	Geoffrey Kamande Kariuki CAJ/MSA/PE/040/626/2021-KC	Private Entity	Outside Mandate	A complainant alleging that a private individual- Emmanuel Kioli Nzau, an employee of Base Titanium Company, Kwale abused him and used offensive language against him on account of disability. Reported the incident at Inuka police station vide OB No. 28/17/11/2021 but claims, the individual failed to honor summons	Legal advice offered
1117	Peter Kioko & Another CAJ/MSA/PE/040/633/2021-EM	Private Entity	Outside Mandate	A Complainant alleging delay in payment of his dues by his company China Communications Construction Company after the labour	Legal advice offered

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				of teachers by discriminating teachers with special needs.	
1111	Jacob Mwenda CAJ/MSA/PE/040/624/2021-KC	Private Entity	Outside Mandate	A complainant alleging unprofessional conduct by his advocate in Civil Case No. 1485 of 2019 by giving false information on the status of the case.	Legal advice offered
1112	Wilson Safari Charo CAJ/MSA/POL/015/455/2021-KC	National Police Service	Delay	A complainant alleging delay at Kiembeni police station to arrest the suspect in an assault incident reported vide OB No. 32/16/11/2021	Legal advice offered
1113	Captain Seo Hyundo CAJ/MSA/JUD/001/428/2021-KC	Judiciary	Delay	A complainant (South Korean national & Captain of MV FVRA Hokakhty) alleging delay and/or perceived bias by Justice Njeri Mwangi in High Court Admiralty Case No.3 of 2021 at Mombasa law court. Claims the Judge has given the Respondent extension of time despite filing response out of time limit. Matter slated for hearing on 3.12.2021	Legal advice offered
1114	Fredrick Otieno Obura CAJ/MSA/PE/040/625/2021-KC	Private Entity	Outside Mandate	A Complainant alleging unprofessional conduct by M/s Ochieng Vincent & Co. Advocates in a civil case filed	Legal advice offered

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				complainant/victim testifies before entertaining such an application for review.	
1107	Bonface Chege Kaheno CAJ/MSA/JUD/001/419/2021-KC	Judiciary	Delay	A complainant alleging delay at Kwale law court to grant withdrawal of Criminal Case No. E215 of 2021 despite complainant's willingness to drop the charges.	Legal advice offered
1108	Mataza Kilumo o/b Oloitiptip Market Committee, Kilifi CAJ/MSA/POL/015/454/2021-KC	National Police Service	Abuse Of Power	A complainant alleging abuse of power by police officers from Kilifi police station through illegal eviction & demolition of business stalls at Oloitiptip Market, Kilifi. Claims the stalls belonged to PWDs but were evicted & replaced by upcountry people.	Legal advice offered
1109	Jacob Kibwage Mose CAJ/MSA/PE/040/622/2021-KC	Private Entity	Outside Mandate	A complainant alleging professional misconduct against C.K. Mwero & Co. Advocates in ELRC No. 334 of 2020 on alleged withholding part of the award entered in his favour in the case.	Legal advice offered
1110	Hamdi Jimale Diis CAJ/MSA/M.EDU/013/131/2021-KC	Teachers Service Commission	Administrative Injustice	A complainant alleging lack of inclusivity at Teachers Service Commission in the recruitment	Legal advice offered

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				delaying to update him on status of the case	
1103	Raymond Oloo Oduor CAJ/MSA/PE/040/615/2021-KC	Private Entity	Outside Mandate	A complainant alleging unprofessional conduct against M/s Anaya & Co. Advocates, Mombasa in CMCC Case No. 710 of 2019 by refusing to update him on progress of the case.	Legal advice offered
1104	Neema Kimai & Others CAJ/MSA/CG/KWL/114/21/2021-KC	County Government of Kwale	Unfair Treatment	Complainants alleging non-payment of dues despite having been engaged by County Government Kwale at Chilumani dispensary. Claims to have worked from December 2019 to date without pay.	Legal advice offered
1105	Jomvu Residents, Mombasa (c/o Dan Aloo) CAJ/MSA/PARL/045/3/2021-KC	Member Of National Assembly, Jomvu Constituency	Abuse of power	Complainants alleging issues of nepotism, improper conduct & corrupt practices by the MP, Jomvu Constituency	Legal advice offered
1106	Peter Ngali Mwakuwona CAJ/MSA/JUD/001/414/2021-KC	Judiciary	Unfair Treatment	A complainant alleging excessive bond terms i.e. Kshs. 800,000 in a defilement case at Kwale law courts. Claims applied for review but declined. Court indicated should wait until	Legal advice offered

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				High Court in 2018 but not yet determined.	
1100	Gerishon Mataka CAJ/MSA/CG/MSA/068/129/2021-KC	County Government of Mombasa	Improper official Conduct	A complainant alleging that he was discharged from Coast General Hospital, Mombasa by force without authorization by the doctor. Claims to have been admitted on 25.7.2021 for surgery & was at the hospital till 9.9.2021. Claims he did not receive adequate treatment to commensurate with hospital bill of Kshs. 128,205/- Further claims his orthopedic items were confiscated at the hospital.	Legal advice offered
1101	Benson Musiomi CAJ/MSA/PE/040/613/2021-KC	Private Entity	Outside Mandate	A complainant alleging unprofessional conduct by M/s Odoo & Co. Advocates in Mombasa Civil Case No. 1148 of 2019 by failing and/or refusing to update him on the progress of the case in court.	Legal advice offered
1102	Ismael Mohamed Abdul CAJ/MSA/PE/040/614/2021-KC	Private Entity	Outside Mandate	A complainant alleging unprofessional conduct against M/s C. Masinde & Co. Advocates, Mombasa in ELRC Case No. 370 of 2018 by	Legal advice offered

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
1097	Salim Amirali Verjee CAJ/MSA/POL/015/445/2021-KC	National Police Service	Unfair official Conduct	A complainant alleging abuse of power by police officers at Nyali police station in undertaking shoddy investigations in a theft incident reported vide OB No. 39/7/10/2020. Claims that due to this, the Office of Director of Public Prosecutions directed for closure of matter for want of sufficient evidence	Legal advice offered
1098	Jamal Abubakar Nassir CAJ/MSA/KPLC/021/72/2021-KC	Kenya Power	Delay	A complainant alleging delay by KPLC Mtwapa office to process his application for a new meter account ostensibly due to an outstanding bill of Kshs. 32,000 on account registered under his father's name (now deceased). Records indicates he was listed as the next of kin	Legal advice offered
1099	Nixon Kahindi Charo & Another CAJ/MSA/JUD/001/408/2021-KC	Judiciary	Delay	Complainants alleging delay in determining a civil case against Kurawa Company limited in seeking compensation for malicious & unfounded allegations of arson. Matter filed in Malindi	Legal advice offered

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
1094	Mangare Munga Ndegwa CAJ/MSA/NLC/022/303/2021-KC	National Land Commission	Unfair official conduct	A complainant alleging unfair/inadequate compensation of Kshs. 30,650 for loss of business income as a Project Affected Person (PAP) on the Mombasa-Mariakani dualing road project. He claims he should have been compensated 500,000/-	Legal advice offered
1095	Jane Muthoni Maina CAJ/MSA/M.ICG/062/298/2021-KC	Ministry of Interior & Coordination of National Government	Abuse of power	A complainant alleging that the Chief, Chaani location issued a letter omitting her name from a list of beneficiaries of the late Stanley Maina Ngeta which led to her co-wife being deemed the only wife of the deceased and pension benefits being paid to her. Claims she was married to the deceased as a 2nd wife in 1986.	Legal advice offered
1096	Abdillah Awadh Abeid CAJ/MSA/JUD/001/407/2021-KC	Judiciary	Delay	A complainant alleging delay in hearing and determination of *Criminal Case No. 196 of 2019* at Shanzu law courts. Claims matter has not taken of since 2019. Next hearing slated on 2.12.2021	Legal advice offered

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
1091	Nyanje Pili Mwachupa CAJ/MSA/M.LAN/022/309/2021-KC	Ministry of Lands & Physical Planning	Unfair Treatment	A complainant alleging biasness & unfair decision by Ministry of Lands, Kinango in a land ownership dispute between him and Nyundo Mgala Beja. Claims the land officials ruled in favour of Nyundo Mgala & rejected his request to call witness. However, he objected vide Objection proceedings No. 40/2020-2021 & hearing set on 1.12.2021	Advised to await outcome of objection proceedings & give feedback to inform further action.
1092	Mary Ngina Mulelesi CAJ/MSA/NLC/022/301/2021-KC	National Land Commission	Unfair official conduct	A complainant alleging unfair and/or inadequate compensation of Kshs. 30,000 for loss of business income as a Project Affected Person (PAP) on the Mombasa-Mariakani dualing road project.	Legal advice offered
1093	Joseph Njoroge Wambui CAJ/MSA/NLC/022/302/2021-KC	National Land Commission	Unfair official conduct	A complainant alleging unfair/inadequate compensation of Kshs. 30,650 for loss of business income as a Project Affected Person (PAP) on the Mombasa-Mariakani dualing road project. He claims he should have been compensated 400,000/-	Legal advice offered

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
1087	Samuel Kazungu Katana CAJ/MSA/M.EDU/013/129/2021-KC	Ministry of Education	Abuse of power	A Complainant alleging abuse of power against Headteacher, Rima Ra Pera primary school, Bamba in Kilifi county through embezzlement of school funds & lack of accounting for the expenditure.	Complainant advised to avail sufficient particulars to inform action.
1088	Samuel Kazungu Katana CAJ/MSA/M.ICG/062/296/2021-KC	Ministry of Interior and Coordination of National Government	Unfair official conduct	Complainant alleges that the Assistant Chief, Dangarani Sub-location in Bamba, Kilifi County declined to enlist/register elderly persons in the *Inua Jamii* programme without any reasonable cause.	Complainant advised to avail sufficient particulars to inform action.
1089	Bernard Otieno Omondi CAJ/MSA/KPA/004/120/2021-KC	Kenya Ports Authority	Administrative Injustice	A complainant who is a KPA employee alleges that the Human Resource Manager has refused to refund him money expended on tuition fee upon proceeding on studies as prescribed under the HR Manual.	Complainant advised to avail sufficient particulars to inform action.
1090	Maulidi O. Juma & Others CAJ/MSA/M.ICG/062/301/2021-KC	Ministry Of Interior & Coordination of National Government	Abuse of power	Complainants allege abuse of power and excessive use of force by Chief, Kibarani location, Mombasa.	Complainant advised to avail sufficient particulars to inform action.

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				claimed that the plot was invaded by strangers in 2020 which had led to dispossession.	inform further action.
1085	Charles Nzomo & 2 Others CAJ/MSA/PE/040/599/2021-KC	Private Entity	Outside Mandate	Complainants seek legal advice over a land boundary dispute with their neighbor in Kathekakai, Machakos county. Claimed that their deceased father bought the land measuring 3 acres in 1995 but was yet to get a title deed. They called a government surveyor for boundary identification in 2014 but they did not follow up on the matter.	Complainants advised to avail a copy of the Surveyor's report to inform way forward.
1086	Anonymous CAJ/MSA/M.LAB/017/180/2021-KC	Ministry of Labour and Social Security	Unresponsive official conduct	A Complainant alleging lack of feedback and action into complaints of collusion between officials at Social Services office in Kinango and KCB agents to make illegal deductions on monthly stipends disbursed to Persons with Disabilities' beneficiaries under the Inua Jamii social programme. He claimed to have notified the in-charge but no action was taken.	Complainant advised to avail supporting documents to inform further action.

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
1132	KENYA COUNTY GOVERNMENT WORKERS UNION CAJ/CG.NRB/060/323/21-MBA	County Government of Nairobi City	Unfair treatment	A complaint alleging that Nairobi Country had not remitted pension contributions to LAPTRUST for employees amounting to over 8 billions	The commission initiated an engagement framework to seek resolution and the matter is ongoing.
1133	JAMES MUGO NJANGA HUD/EMBU/M.ED/013/217/21-MBA	RWIKA INSTITUTE OF TECHNOLOGY	Unfair official conduct	Complaint alleging the unfair revocation of the complainant employment with the Institution without offering him the right to defend himself	Inquiry ongoing
1134	JOSIAH MWALE CAJ/P.O/047/486/21-MBA	Public Officer	Unfair treatment	A complaint alleging that the complainant was being frustrated by his supervisor in the discharge of his official duties through unlawful interference in the discharge of his duties	Inquiry ongoing
1135	RASHID DIKA YUSSUF CAJ/NYS/031/97/21-MBA	NATIONAL YOUTH SERVICE	Unfair official conduct	A complaint alleging non-payment of salary to the complainant for a period of eight months when he was under interdiction.	An inquiry was initiated and the matter was resolved after it emerged that the complainant's termination was effected from the time he was placed on

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
					interdiction. The complainant was advised accordingly.
1136	GEOFFREY BABU CAJ/M.WAT/009/297/21-MBA	BUSIA WATER AND SEWERAGE SERVICES	Unfair official conduct	A complaint alleging that the Busia Water & Sewerage Services Company in Busia County had refused to connect water supply despite payment of the required connection fees of Kshs 7000/=	Inquiry ongoing
1137	KIPCHUMBA ALEXANDER CAJ/HELB/013/2149/21-MBA	HELB	Delay	An inquiry into the matter was initiated by the Commission which is ongoing.	An inquiry into the matter was initiated by the Commission and resolved successfully.
1138	MARY WANGECHI CAJ/M.IGC/062/1317/21-MBA	MIN. OF INTERIOR	Abuse of power	A complaint alleging that the Chief of Nyota Location in Kuresoi Sub-county was harassing a family in the location with a view to have them sell off is land to person whom the Chief preferred.	An inquiry into the matter was initiated by the Commission with The Nakuru County Commissioner's office which is ongoing.
1139	NJUE KIIGO CAJ/NACADA/012/564/21-MBA	NACADA	Unresponsive conduct	A omplaint alleging that NACADA had failed to address a complaint of a bar	An inquiry was initiated and the matter resolved

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				which was operating within Eastleigh section 2 estate without permit and which was a nuisance to the community	
1140	NGOTHO KAHUKI ISAAC CAJ/NLC/022/2180/21-MBA	NLC	delay	A complaint alleging that the complainant was allotted land in Plots Number 4146-4176 Muruaki Settlement Scheme (Scheme 255) together with other person to which they paid the required 10% deposit for beacons to be placed but to date, no beacons have been placed. She alleged that NLC had failed to act on their case.	Inquiry ongoing
1141	LILIAN KWAMBOKA CAJ/POL/015/4012/21-MBA	NPS	Unresponsive conduct	A alleging that on 3rd March 2021, the complainant was hit by motor vehicle registration number KBN 238Q and the matter was reported to Keroka Police Station but the police officer thereof refused to issue OB number and P3 form but later demanded Kshs 20,000/= for them to issue these document.	Inquiry ongoing
1142	LUKE MUNGIRIA	MINISTRY OF PUBLIC	Unfair treatment	The complainant alleged that she was unfairly suspended	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
	CAJ/M.GEN/018/127/21-MBA	SERVICE YOUTH AND GENDER		from employment with the National Government Affirmative Action Fund	
1143	SAMMY NZIOKI CAJ/P.S.C./016/175/21-MBA	PSC	Unfair treatment	A compliant alleging unfair treatment in promotion at the Ministry of Education as the complainant had stagnated	Inquiry ongoing
1144	BETTY N. WANGARI CAJ/POL/015/4016/21-MBA	NPS	Unfair treatment	A complaint that the Kariobangi Police Station in Nairobi County had failed to act on a report which had been lodged with them on an alleged stolen mobile phone vide OB No. 15/12/05/2021 on 12th May 2021.	Inquiry ongoing
1145	MONANKA MWITA FRANCIS CAJ/M.GEN/018/129/21 - MBA	NATIONAL YOUTH SERVICE	Unfair treatment	A complaint alleging non-payment of salary to the complainant for a period of six months when the complainant was under interdiction.	An inquiry was initiated and the matter was resolved after it emerged that the complainant termination was effected from the time he was placed on interdiction. The complainant was

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
					advised accordingly.
1146	JUSTUS MUMO KILONZO CAJ/POL/015/4021/21 -SNK	NPS	Delay	A complaint alleging inaction by police officer at the Mutomo Police Station in a complaint lodged with the station vide OB No. 07/22/03/2021.	The complainant advised to follow-up with Director Internal Affairs as the matter had been lodged with that office.
1147	ISAAC SAITABAU KASHU CAJ/CG/NRB/054/13/21 -SNK	Nairobi City County	Unfair official conduct	A complaint was lodged alleging Nairobi City County Government had interfered with a previous agreed resettlement plan on a land parcel located at Dandora Area Six, Block No. 86 which had been allocated to the complainants' community group known as "Kinyango Squatters" by sub-diving the land and further by allowing solid waste dumping on it.	Inquiry ongoing
1148	DAVID THWERI MAINA CAJ/M.LAN/022/2189/21 -SNK	Ministry of Lands	Unfair official conduct	A complaint was lodged alleging that the Makueni County Land Adjudication Officer consented to the subdivision of a parcel of land being parcel No. 385 in Kiou Adjudication Section without	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				the involvement of the complainant's family who owned that parcel of land since 1971.	
1149	J.M. MWANGI AND CO. ADVOCATES CAJ/AG/001/2401/21-SNK	AG	Delay	A complaint alleging that the Office of the Attorney General had failed to honour a court decree in Nairobi High Court Civil case No. 2681 of 2009 – Margaret Joseph vs. Attorney General & Another whereby a decree of payment of Kshs 400,000/= together with costs was issued in 2013.	Inquiry ongoing
1150	ROBERT MIANO MWANGI CAJ/DOSH/017/830/21-SNK	DOSH (MINISTRY OF LABOUR)	Unresponsive official conduct	A complaint alleging that the Ministry of Laour had failed to assit the complainant get compensation for injuries sutatined in employment depite the claim being filed with DOSH	Inquiry ongoing
1151	ANNIE GATARA CAJ/M.FIN/000/1385/21-SNK	KRA	delay	A complaint alleging that the complainant reported on June 2021 to KRA Station Manager that her pin was being used by a business enterprise which was not associated to her thus making filling of returns impossible.	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
1152	KEVIN MUHANJI CAJ/M.FIN/000/1386/21-SNK	UNCLAIMED FINANCIAL ASSETS AUTHORITY	Unresponsive conduct	A complaint against Unclaimed Financial Assets Authority on alleged delayed response to a query on UFAA services.	An inquiry was done and the complaint resolved.
1153	JOSEPH KIMANI KAMAU CAJ/M.LAN/022/2196/21-SNK	Ministry of Lands	Delay	A complaint alleging that Kiambu Land Registry had failed to issue the complainant with an official search to his land despite payment for the service.	An inquiry was done and the matter resolved.
1154	ANONYMOUS CAJ/NCA/007/68/21-SNK	NATIONAL CONSTRUCTION AUTHORITY	Abuse of power	A complaint against National Construction Authority alleging several service failures and maladministration.	Inquiry ongoing
1155	THOMAS KITHUNZI FOR DORCAS KOLI KITHUNZI CAJ/M.HEA/012/572/21-SNK	KMPDU	Delay	A complaint against KMPDC alleging delay in fixing a Disciplinary Case No 35 of 2020 for hearing.	An inquiry was initiated and the complaint resolved with a hearing date being fixed.
1156	MUHORO & GITONGA ASSOC FOR COCO VITA LIMITED CAJ/AG/001/2415/21-SNK	BUSINESS REGISTRATION SERVICE	delay	A complaint alleging delay in registration of business name by the Business Registration Service	An inquiry was initiated and complaint resolved after compliance issues on the

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
					complainant were discussed and met.
1157	HANNAN ARYA FOR ABDULLAHI GAIA ADAN CAJ/AG/001/2416/21-SNK	BUSINESS REGISTRATION SERVICE	Unlawful official conduct	A complaint against BRS alleging reversal of changes to the directorship of Hannan rya Energy (K) Limited which were affected pursuant to a court order	An inquiry was initiated and the matter resolved.
1158	KENNETH ODHIAMBO CAJ/IRA/000/1391/21-SNK	Insurance Regulatory Authority	Delay	A complaint alleging delay in resolution of a complaint between Mwalimu National Sacco and their Insurance Company lodged with IRA	Inquiry ongoing
1159	Charles Chacha Maroa CAJ/CG/KAJIADO/081/26/21-SNK	Kajiado County Government	Delay	A complaint alleging delay in issuance of lease over Plot No 7(11)/Residential – Noonkopir T. Centre despite all the conditions having been met.	Inquiry ongoing
1160	Douglas W Masaka HUD/KAJ/M.HEA/012/59/21-SNK	Kajiado County Government	Administrative injustice	A complaint alleging that several services at the Isinya Sub-County Hospital had grounded to a halt due to lack of medical personnel, medical equipment and medicine. An inquiry was initiated and the County took measures towards correcting the issues.	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
1161	Collete Ndunge CAJ/TSC/013/2191/21-SNK	Teachers Service Commission	Unfair treatment	A complaint alleging that TSC was forcing teachers to a medical scheme which was unresponsive to teachers' needs and in the instant case, the complainant was being held in hospital due to delayed payment.	Resolved
1162	CHRISTINE NAFULA SIMIYU CAJ/M.IMM/003/384/21-SNK	Registrar of Persons	Delay	A complaint alleging that a request for correction of year of birth in the complainant's Identity Card had delayed since 2019. An inquiry was initiated and the matter resolved.	Resolved
1163	Jane Wanjiku Ndumia CAJ/JUD/001/2424/21-SNK	Judiciary	Delay	A complaint alleging that the Thika Law Courts had failed to allow the filling of a court case by the complainant inistiting on e-filing whereof the complainant did not have the know-how on such system.	An inquiry was initiated and the matter resolved.
1164	College of Human Resource Management CAJ/PO/047/511/21-SNK	Public Officer	Abuse of power	A complaint by College of Human Resource Management alleging that a senior government official who was working with an oversight to the College was exerting pressure on the college	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				leadership to get involved in fraudulent activities including in procurement processes.	
1165	Deborah Achieng CAJ/PEN/000/1397/21-SNK	Pensions Department	Delay	A complaint alleging delay in the processing and payment of dependants' pension for the late Joshua Robertson Palia. An inquiry was initiated and the matter resolved with pension payment being made.	Resolved
1166	Momanyi Milton Sagana CAJ/HELB/013/2204/21-SNK	Higher Education Loans Board	Delay	An inquiry into the matter was initiated by the Commission which is ongoing.	Inquiry ongoing
1167	Julius Oboo CAJ/CG/WAJIR/058/16-SNK	Wajir County	Unfair official conduct	A complaint alleging that some officers serving at the Wajir County in the Department of Agriculture and Livestock were not considered for promotion despite meeting all the requirements for promotion.	Inquiry ongoing
1168	Anonymous CAJ/GOK/048/54/21-SNK	Office of the President, Parliament, EACC, Office of the	Administrative injustice	A complaint alleging the appointment of several officers who had integrity issues to various boards. Inquiry was initiated and appropriate	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
		Attorney General		investigations by EACC and KRA initiated.	
1169	Gatitu Wangoo & Co Advocates CAJ/M.LAN/022/2211/21-SNK	Ministry of Lands & Physical Planning	Unresponsive official conduct	A complaint alleging delay in the constitution of Land Acquisition Tribunal and appointment of its members by the Cabinet Secretary under the Land Act, 2012	The commission Initiated communications with the Cabinet Secretary, Ministry of Land on the matter.
1170	Michael Kidemu CAJ/NIS/029/5/21-SNK	National Intelligence Service	Unfair official conduct	Complainant alleged that he was dismissed from his employment by the Respondent but was never paid his terminal benefits.	Inquiry ongoing
1171	Leonard A Apollo CAJ/KPLC/021/557/21-SNK	Kenya power	Unlawful official conduct	A complaint that the complainant was receiving numerous bills for his Account No. 16824217 in any given month and this has caused overpayment.	Inquiry ongoing
1172	Alice Wangari Kiriro CAJ/PEN/000/1407/21-SNK	Pensions Department	Delay	A complaint alleging that Mr. Milton Kiriro was employed by the National Police Service died on March 2018 while he was still in service but his pension had not been processed as the file was reported to be missing.	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
1173	Brian Osore CAJ/TSC/013/2230/21-SNK	Teachers Service Commission	Delay	A complaint alleging that the Complainant who was a teacher at Buchifi Secondary School, Mumias Sub-County, Kakamega County and who had served in that position for the last 13 years had not been promoted.	Inquiry ongoing
1174	Jimmy Allan Akali CAJ/HELB/013/2233/21-SNK	Higher Education Loans Board	Delay	An inquiry into the matter was initiated by the Commission which is ongoing.	Inquiry ongoing
1175	Jane Wairimu Githuka CAJ/CG/KIAMBU/072/81/21-SNK	Kiambu County Government	Delay	A complaint alleging that Kiambu County Government failed to submit subdivision plans of Nachu Ndeiya to the Director of Surveys.	Inquiry ongoing
1176	James Oketch and Co. Advocates CAJ/RBA/000/1409/21-SNK	Retirement Benefits Authority	Unfair official conduct	A complaint alleging that the CEO, RBA was biased in addressing an appeal which was addressed to his office. An inquiry was initiated and the complaint resolved.	Resolved.
1177	Jackson Nderitu CAJ/DCI/015/4054/21-SNK	Directorate of Criminal Investigations	Unfair treatment	An allegation that promotions, in the Department of Criminal Investigations are not based on merit, professional qualifications or experience on the job but on connections	Inquiry ongoing

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				and through corrupt practices where an officer has to pay for a promotion	
1178	David Ochieng CAJ/NPS/015/4055/21-SNK	National Police Service	Delay	A complaint alleging unresponsiveness by Police at Jua Kali Police Station in Uasin Gishu County for failing to apprehend suspects in complaints reported by the complainant vide OB Numbers 7/21/3/18 and 5/23/5/18	Inquiry ongoing
1179	K. Mwanyoni Sibabu CAJ/PCK/023/204/21-SNK	Postal Corporation of Kenya	Delay	Complaint alleged that Postal Corporation had not remitted his pension contributions from June 2015 to March 2020 and thus making him unable to have his full benefits processed after retirement	Inquiry ongoing
1180	Douglas Mwashigadi Kitawi for Hamilton Nyange Mwikamba CAJ/M.HEA/012/578/21-SNK	Ministry of Health	Delay	A complaint alleging that Mr. Hamilton Nyange who was working with Ministry of Health as support staff and retired in June 2020 had not received his terminal benefits benefits as the Ministry had not forwarded his file to Pensions Dept	The complainant was advised to supply further particulars and supporting documents
1181	Julius Kinuthia Njiraini HUD/KAJIADO/PRI/002/9/21-SNK	Kenya Prisons Service	Administrative injustice	Complainant alleges that he was assaulted on 11.05.2021 by	Letter requesting for more

No.	Name of the Complainant & CAJ File Reference Number	Respondent	Classification of Service Issue	Summary of the Complaint & Action Taken	Remedial Action/Status
				two prison warders in Kajiado Town.	documents and information sent.
1182	Watitu Wangoo & Co. Advocates CAJ/M.LAN/022/2211/21-SNK	Ministry of Lands & Physical Planning	Delay	A complaint alleging delay in the constitution of Land Acquisition Tribunal and appointment of its members by the Cabinet Secretary under the Land Act, 2012	The Commission initiated communications with the Cabinet Secretary, Ministry of Lands & Physical Planning on the matter.