

THE COMMISSION ON ADMINISTRATIVE JUSTICE
"Office of The Ombudsman"



Hata Mnyonge ana Haki

BI-ANNUAL REPORT FOR THE PERIOD JULY - DECEMBER 2023

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/80/2024	
 THE NATIONAL ASSEMBLY PAPERS LAID	
DATE:	09 OCT 2024
	DAY: Wednesday
TABLED BY:	The Deputy Speaker (Hon. Owen Baya)
CLERK-AT THE TABLE:	

FOREWORD

I am pleased to submit the Commission on Administrative Justice's Bi-Annual report for the period July -December, 2023.

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

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

During this reporting period, the Commission received one thousand five hundred and ninety-three **(1,593)** complaints against public officers. Out of these complaints, five hundred and sixteen (516) were resolved, four hundred and fifty-one complaints outside the Commission's mandate were referred to the relevant institutions for resolution, while the remaining eight hundred and eighty-three (883) are at different resolution stages.

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

HON. FLORENCE KAJUJU, MBS
CHAIRPERSON OF THE COMMISSION

EXECUTIVE SUMMARY

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

The Mandate of the Commission is two-fold and extends to both National and County Governments. The first, and traditional role of the Commission is to address maladministration within the public service. In this regard, the Commission is empowered to investigate any conduct in State affairs, or any act or omission in public administration by any State organ, State or Public Officer in National and County Governments that is alleged or suspected to be prejudicial or improper or is likely to result in any impropriety or prejudice. Secondly the Commission has a mandate of overseeing and enforcing the implementation of the Access to Information Act, 2016 so as to give effect to Article 35 of the Constitution. Further impetus to the Commission's mandate is given by the Fair Administrative Action Act of 2015 which gives effect to Article 47 of the Constitution, the right to Fair Administrative Action.

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

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

The report further 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.

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

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



MERCY K. WAMBUA, OGW
COMMISSION SECRETARY/CEO

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3. DEFINITION OF TERMS:

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

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

cruel, malicious, inhuman, burdensome
unjust or unreasonable treatment.

x. Prejudicial conduct

An act or omission in the course of public duty which is biased, harmful and/or causes injury.

xi. Unfair treatment

An act or omission in the conduct of public duty which is not conforming to approved standards of justice, equity, equality, honesty and ethics. It includes unfair official conduct.

**xii. Unlawful Official
Conduct**

An act or omission by a public officer that is inconsistent with legislation.

INTRODUCTION:

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

Mandate

The Mandate of the Commission is two-fold and extends to both National and County Governments. The first, and traditional role of the Commission is to address maladministration within the public service. In this regard, the Commission is empowered to investigate any conduct in state affairs, or any act or omission in public administration by any State organ, State or public officer in National and County Governments that is alleged or suspected to be prejudicial or improper or is likely to result in any impropriety or prejudice. Secondly the Commission has the mandate of overseeing and enforcing the implementation of the Access to Information Act, 2016 so as to give effect to Article 35 of the Constitution and implement the Fair Administrative Action Act, 2015 so as to give effect to Article 47 of the Constitution.

The nature of complaints received during the period July to December 2023 touched on the following areas of maladministration: - Inefficiency, Oppressive Official Conduct, Incompetence, Manifest Injustice, Delay, Abuse of power, Administrative injustice, Unfair treatment, Prejudicial conduct, Discourtesy, Misbehaviour, Unresponsive official conduct and Unlawful Official Conduct.

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

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

During the period, July - December 2023, the Commission received a total of one thousand five hundred and ninety-three **(1,593)** complaints, out of which **1,399** files were opened.

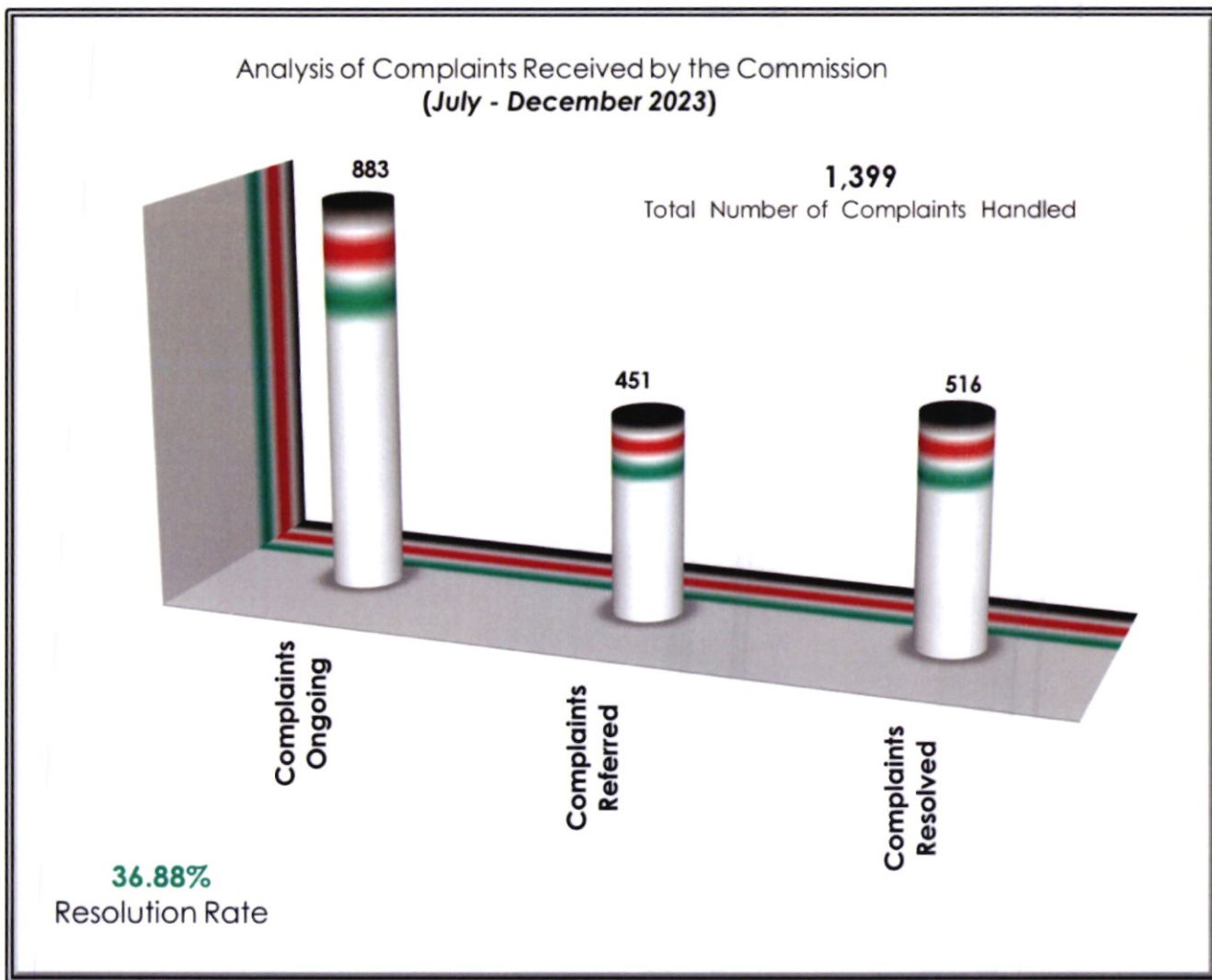
The Commission referred four hundred and fifty-one (451) complaints to public institutions which were better placed to process the complaints to resolution.

The total number of complaints received in this period signifies a decrease compared to the previous reporting period. During the previous reporting period, January - June 2023, the Commission received and reported 2,030 complaints. The decrease in number of complaints reported can be attributed to the intensive capacity building in public institutions and Counties, coupled with outreach activities in the Counties. The Commission further trained on institutions on setting up complaints management frameworks, thus a number of complaints were resolved internally without reaching the Commission.

Breakdown of the 1,399 complaints received by the Commission:

- i. Five Hundred and Sixteen **(516)** cases were resolved and the files in respect of the same closed.
- ii. Eight Hundred and Eighty-three **(883)** cases are ongoing and at different action stages within the Commission i.e., inquiries, investigations, summons, notice to show cause, Alternative Dispute Resolution mechanisms and issuance of Determinations.

Figure1: Analysis of complaints received by the Commission



Distribution of Complaints:

The distribution of the 1,399 Complaints in respect of which files were opened by the Commission, was as follows:

- i. Eight Hundred and Eighty-two (882) complainants were male.
- ii. Two Hundred and Eight-five (285) complainants were female.
- iii. One Hundred and Ninety-one (191) complaints were from institutions/organizations.
- iv. Forty-one (41) complaints were from unclear/anonymous sources.

Figure 2: Analysis of complaints received based on Gender

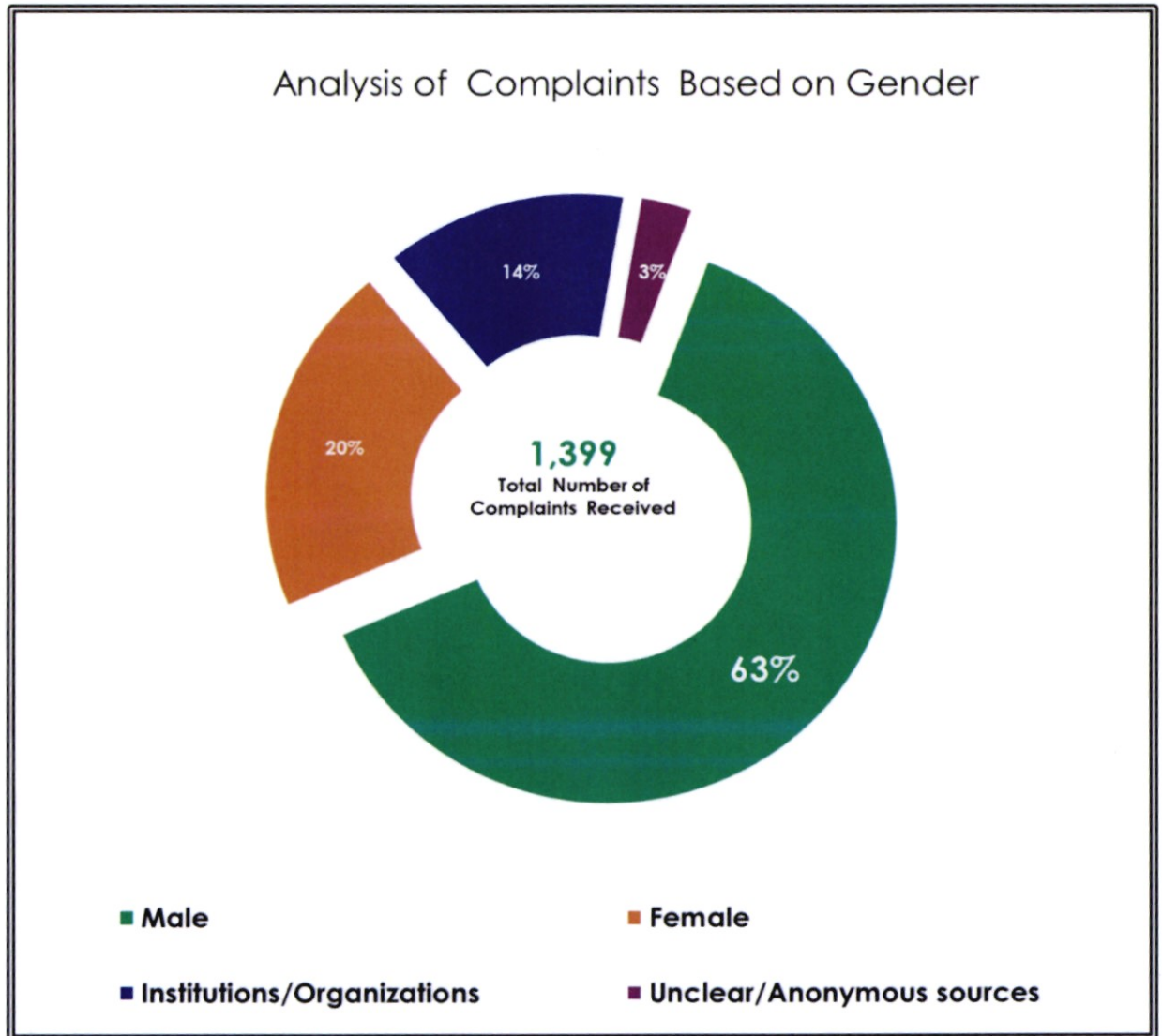


Figure 3: Analysis of complaints based on Service Issues

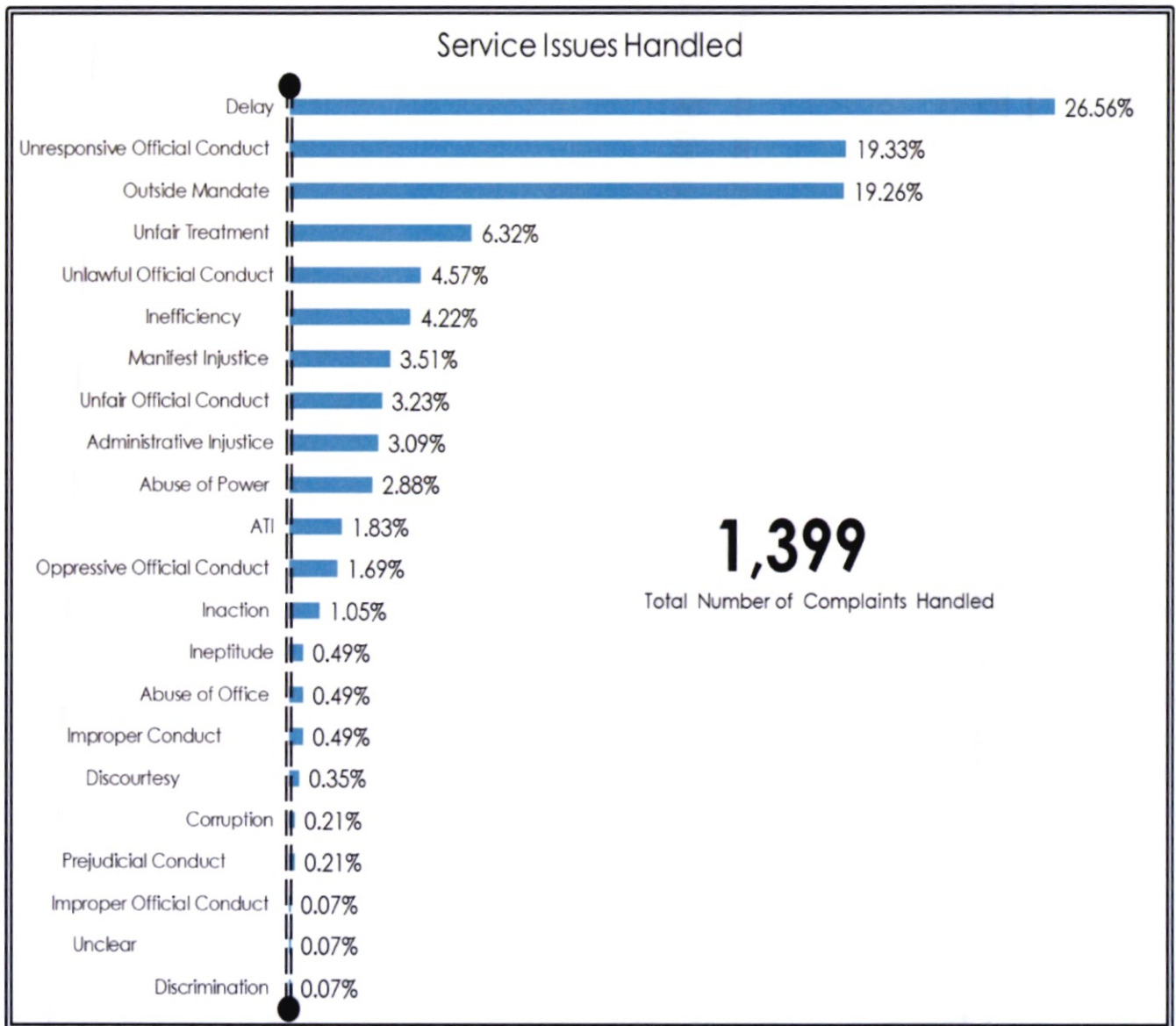
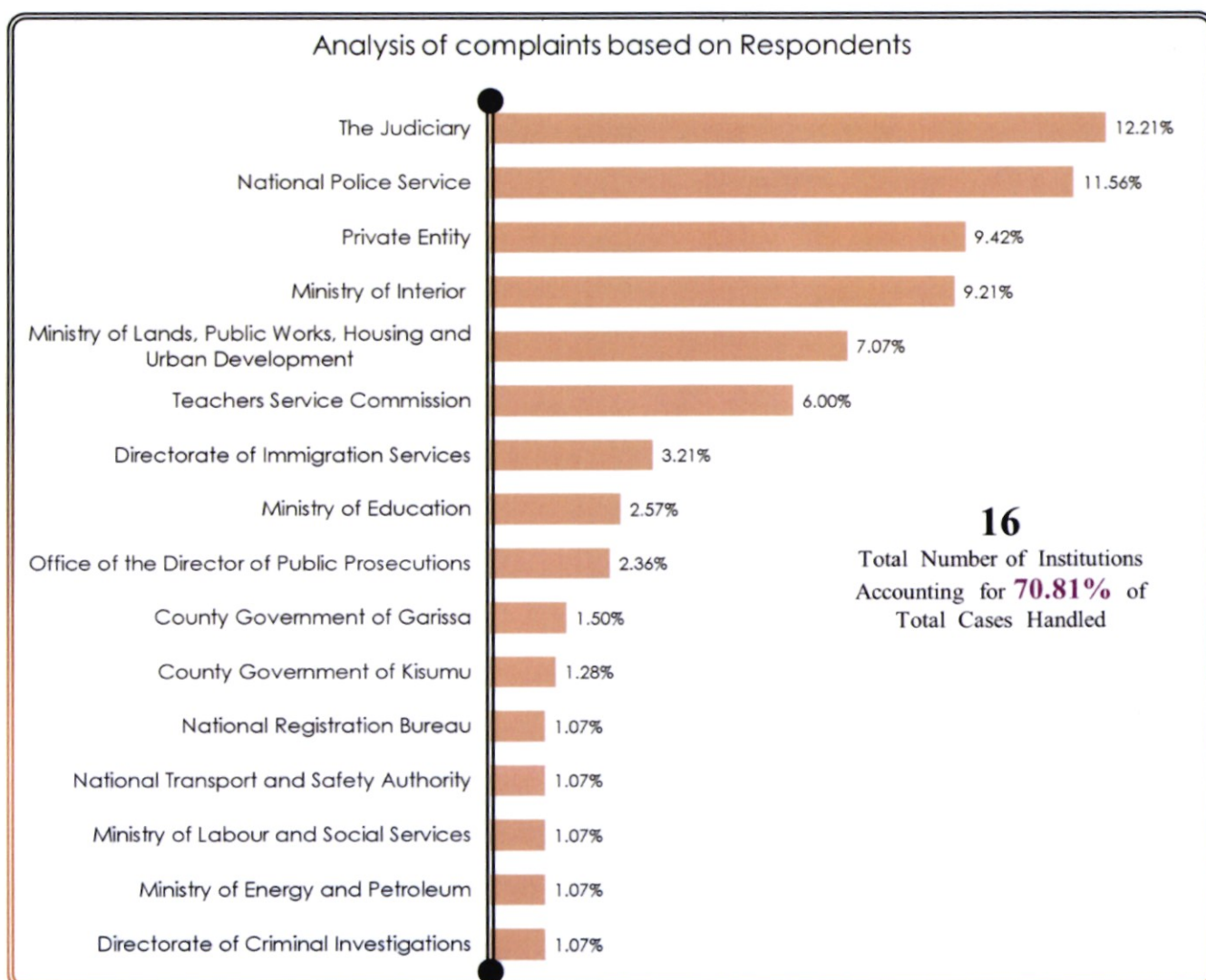


Figure 4: Analysis of complaints based on Respondents



Procedures undertaken by the Commission

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

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

i.	Screening	Undertakes a screening of the complaint and the supporting documents provided by the Complainant to ascertain eligibility of the complaint and application of the Commission's mandate	
ii.	Intake	A Complaint file is opened in the Commission and the complaint is allocated a reference number and legal officer to undertake an inquiry	
iii.	Inquiry/ Referral	Referral:	where the complaint is addressed to another public institution that is directly mandated to resolve the complaint, or there exists an institution mandated to look into the complaint, the Commission refers the complaint to that institution better placed to handle it. Example of this is on complaints of police misconduct the Commission refers the matter to Internal Affairs Unit or Independent Policing Oversight Authority; and on matters corruption, the Commission refers to the Ethics and Anti-Corruption Commission.
		Inquiry	Where the complaint is addressed to the Commission and the complainant has supporting documents pointing towards maladministration, the Commission initiates an inquiry to the institution complained against (the Respondent) raising the issues complained about and gives the Respondent fourteen (14) days to respond to the Commission.
iv.	1 st Reminder	Where a Respondent has not replied to the Inquiry upon lapse of 14 days, the Commission issues a reminder giving the institution seven (7) days to respond.	
v.	Notice to Show Cause	Where a Respondent fails to respond to the 1 st Reminder, the Commission proceeds to issue a Notice to the unresponsive public officer to Show Cause why he/she, usually an officer in the Respondent institution, should not be entered into the Register of Malfeasant Public Officers as an unresponsive Public Officer and unfit to serve in the Public Service, and for the Commission to further cite him/her as such in its Statutory Report. This Notice is personally served on the public officer and usually gives the Respondent seven (7) days to respond.	
vi.	Summons	Where the Respondent fails to respond to the Notice, the Commission issues summons to the public officer to appear before the Commission to provide the required responses to address the	

		complaint. Failure to attend the summons attracts penal consequences, in addition to being cited as an unresponsive officer unfit to hold public office.
vii.	Alternative Dispute Resolution	In some cases, the Respondents respond to the Commission's inquiries and provide their position on the issues raised in the complaint. Some of the responses essentially provide the required feedback and resolve the complaint, hence the matter is resolved and closed. In other matters, the position of the Respondent attracts a rejoinder from a dissatisfied complainant. This may necessitate the Commission inviting both parties for a mediation session to agree on a compromise position to resolve the complaint.
viii.	Determinations	In some matters the response from the Respondent on the issues raised in the complaint raise matters amounting to maladministration on their part, and the Respondent is not indicating their intention to remedy the situation. In such cases, the Commission issues a determination outlining the issues in the complaint, and recommendations that the Respondent needs to implement to remedy the concerns of the complainant. This determination is then served on the Respondent for their implementation.

a) Unresponsive Public Institutions/Officers:

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

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

5. 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 requested Parliament to look into the issue, with proposals to amend the Commission on Administrative Justice Act, 2011, so as to make the Commission's recommendations binding. The Commission's recommendations are not binding.
- ii. **Turnaround time in complaints resolution-**: This was affected by the following-:
 - a) **Unresponsive Public Offices and officers-**: A number of public officers and institutions were unresponsive making it a challenge to resolve complaints. This has been aggravated by poor records management and the manual systems in the public service. To remedy the same, innovative approaches in

complaints resolution were adopted by the Commission, such as a corporate complaints resolution mechanism which bore positive results. The Commission requests Parliament to take appropriate action against the listed unresponsive institutions and or officers to enhance public service delivery.

- b) Inadequate funding-:** Budgetary constraints negatively affected programmatic work, staffing and decentralisation to counties. During the financial year July 2023-June 2024, in which this Biannual Report falls in, the Commission requested for Kshs 1.7 Billion however, Kshs 772 million was the remittance by the National Treasury. The inadequate funding affected the Commission's ability to raise awareness on its mandate to members of the public and to build capacity of public institutions to improve their grievance redress mechanisms. The Commission also has gaps in staffing and equipment in its offices both in Nairobi and the regional offices to facilitate the process of complaints resolution. The Commission therefore requests Parliament to increase budgetary allocations so as to remedy the situation.
- c) Alternative Dispute Resolution (ADR)** has not yet been widely accepted as an effective means of resolving complaints. Some parties to a dispute including non-justiciable disputes, still resort to seeking judicial interventions even when ADR is readily available. Increased advocacy on promotion of ADR with Parliament passing the relevant legislations on promotion of ADR would provide the necessary impetus to complaints resolution.

APPENDIX 1: UNRESPONSIVE PUBLIC ENTITIES/OFFICERS

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

No.	Public Institution/Officer	Particulars of unresponsiveness
		ICG/049/2016/17 to construct a dispensary at Lafe in Merti Sub county at a cost of Kshs 4,194,148 during the financial 2016/2017 the construction of the said dispensary was completed in February 2017; That despite the completion of the project, the County Government is yet to pay him to date. The Commission initiated an inquiry vide letter referenced CAJ/ISL/CG/ISIOLO/049/118/2023 –KWK dated on 10th February 2023; 1st, 2nd and 3rd reminders were issued thereafter. The matter is unresolved and the Public Officer is unresponsive.
4.	Chief Officer, Health- County Government of Isiolo	The Complainants allege that they were Casual Employees of Isiolo County Government on Contract. Their Services Were Terminated On 13/03/2018 Without Notice. Their wages of February and 12 Days of March were not paid and efforts to seek redress from labour offices did not materialize. The Commission initiated an inquiry vide letter referenced: CAJ/ISL/CG/ISIOLO/049/027/18-SG dated 20th March 2018. Further, 1st, 2nd and 3rd reminders were issued, wherein there have been extensive correspondences on the same without substantive response or commitment by the Respondent to resolve this long standing matter. Consequently, the Commission was forced to summon the then Acting Chief Officer, health Department for a hearing on the 1st August 2022. In light of the foregoing, the Commission has issued a determination; the recommendations have not been implemented

APPENDIX 2: COMPLAINTS RECEIVED

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
CLOSED - RESOLVED						
1.	Margaret Achieng Odera HUD/KSI/JUD/001/92/23-AO	Female	The Judiciary	Delay	The Complainant alleged delay against Migori law Courts in delivering judgement in Migori ELC No. 54 of 2017 having concluded the matter on 22/11/2022. Following an inquiry dated 23/8/2023 a response was received dated 2/10/2023 to the effect that the judgment would be delivered on 6/10/2023. The same was confirmed by the Complainant.	File closed
2.	Ali Abdala Wekesa CAJ/KSM/JUD/001/593/23-AO	Male	The Judiciary	Delay	The Complainant alleged delay by Kakamega High Court in forwarding Kakamega HCCRA no. 74 of 2015, to facilitate appeal at Kisumu Court of Appeal Criminal Appeal No. 168 of 2019. Following the intervention of the Commission, the Deputy Registrar vide letter dated 17/10/2023 confirmed that the record of appeal was forwarded to the Court of Appeal, Kisumu.	File closed
3.	James Okinda Ombalo CAJ/KSM/JUD/001/591/23-AO	Male	The Judiciary	Manifest Injustice	The Complainant alleged files were missing in Siaya PMC Misc Application No. E004 of 2021, Siaya PMC Case No 17 of 2011 and 109 of 2012 and failure to be issued with rulings/judgment therein.	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					Response dated 27/7/2023 received to the effect that the files were available and the Complainant had been issued with the proceedings required.	
4.	Maurice Akuku Abudha CAJ/KSM/JUD/001/592/23-WT	Male	The Judiciary	Inefficiency	The Complainant alleged delay in the issuance of proceedings in Nyando Criminal Case No. 241 of 2020. He had requested to be issued with proceedings, but the file could not be traced. Upon the intervention of the Commission, the proceedings were issued to the Complainant	File closed
5.	Annet Nyambura CAJ/TSC/013/2455/23-RA	Female	Teachers Service Commission	Delay	The Complainant alleged that she had been recently employed by the Teachers Service Commission (TSC) as TSC No.841480 and was appointed on 2nd February 2023 but had not received her salary for the months of February, March and April 2023 despite making numerous calls to the TSC Human Resource office. Upon intervention, the TSC responded and advised the Complainant on the reason for the delays and the dues were paid.	File closed
6.	Milka K. Bikundo CAJ/TSC/013/2507/23-EMN	Female	Teachers Service Commission	Unfair Official Conduct	The Complainant alleged that she applied for and was shortlisted for a position of a P1 Teacher. She attended interview and was contacted and informed that she was successful. She visited the Nyamira county education offices and was issued with forms to fill	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					and conditions to comply with. On returning the forms, she was informed that there was an error and that she was not successful. The Complaint was resolved on the Commission's intervention.	
7.	Charles Mutwiri Limingi CAJ/TSC/013/2547/3-EMN	Male	Teachers Service Commission	Delay	The Complainant alleged that he had been suspended from duty by the Respondent and that his suspension was lifted and he reported back to duty in February, 2023 but that his salary has never been processed and paid. The Complaint was resolved on the Commission's intervention.	File closed
8.	Samwel Kipkosgei Bett CAJ/TSC/013/2560/23 – EF	Male	Teachers Service Commission	Delay	Complainant alleged delay in effecting a tax exemption granted to him due to being a person with disability. He was advised to first await the end of the month as advised by the Teachers Service Commission, and provide an update. A month later he reported that the exemption had been effected.	File closed
9.	ABDILAH ABDI CAJ/GSA/TSC/013/001/23-AH	Male	Teachers Service Commission	Unfair Official Conduct	The complainant alleged that he was due for promotion and that his colleagues were all promoted except him. The claim lacked any evidentiary material to proceed with.	File closed
10.	Peterson Mwatata Mwadime CAJ/HUD/WND/TSC/013/6/2023	Male	Teachers Service Commission	Unlawful Official Conduct	A complaint by Peterson Mwatata Mwadime TSC No. 034314 APN/No. 162959, who left TSC in 2004 on retirement on age grounds. The retiree sought to be paid in line with the Civil	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					case no 65 of 2006 and Civil appeal no 300 of 2009 case that revised pensions. However, Mr. Peterson Mwata Mwadime was yet to receive payments. He has visited the Pensions office and was yet to receive any payments. Upon inquiry, the complainant was advised on the applicability of the judgement to his case.	
11.	Vivian Chebet CAJ/TSC/013/2496/2023 -SAK	Female	Teachers Service Commission	Delay	The complainant alleged delay at TSC since August 2022 to avail payroll data and issue her with clearance certificate to facilitate her full deployment to the County Government of Bomet, Department of Education and Vocational Technical Studies. As such, the County had allegedly not processed her salary since August 2022. The complaint was resolved upon intervention of the Commission.	File closed
12.	Danson Mwangi CAJ/TSC/013/2501/2023 -SAK	Male	Teachers Service Commission	Delay	The complainant alleged delay at TSC to effect the transfer of his wife- Carol Tabitha Gathoni of TSC No. 640115 from Kericho to Kiambu County despite there being a vacancy and having satisfied all conditions necessary for transfer. The matter was resolved by TSC prior to Commission's intervention.	File closed
13.	Charles Gilbert Otieno CAJ/KSM/TSC/013/406/ 23-WT	Male	Teachers Service Commission	Unresponsive Official Conduct	The Complainant alleged failure by the Teachers Service Commission to respond and provide the Complainant with a schedule of his NSSF contributions for the	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					period 1/9/1984 to 1988 that he contributed when he was employed as an untrained teacher (TSC no. 209334). He requested for the schedule of contributions in January 2023 and had not received any response. Upon the intervention of the Commission, the TSC issued the schedule of contributions	
14.	Josephine Anyango Oriambo CAJ/KSM/TSC/013/414/23-WT	Female	Teachers Service Commission	Unresponsive Official Conduct	The Complainant alleged failure by Teachers Service Commission to process her personal file and forward the same to the Pensions Department for payment of pension. She alleged that she submitted all the required documents prior to her retirement on 4th March 2023. She was subsequently cleared by the Sabatia Sub-County Director of Education vide a clearance letter dated 12th June 2023. Her personal file number, TSC No. 18985. The Commission took up the issue with the TSC who responded and stated that they had processed the file and forwarded to the Pension's Department.	File closed
15.	Philis Maximillian Akisa HUD/GPO/M.EDU/013/245/23	Female	Teachers Service Commission	Delay	The Complainant alleged delay by Teachers Service Commission in forwarding the complainant's personal file to the Pensions Department to facilitate processing of her pension dues	File Closed
16.	Choke Kose Chunfe	Male	Teachers Service	Unfair Treatment	The Complainant alleged that he is employed by the TSC, No.485655. That pursuant to a collective agreement	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
	CAJ/TSC/013/2434/2023-RA		Commission (TSC)		between TSC and teachers in 2017, the Complainant was deployed as deputy principal on 21st May 2015 but was demoted to job group C3 whilst other deputy principals and principals were promoted to job group D2 and above. The Complainant laments that TSC has not remunerated him in his position as a deputy principal since 1st July 2017.	
17.	Dulluh Jilloh CAJ/TSC/013/2528/23-RA	Male	Teachers Service Commission (TSC)	Unresponsive Official Conduct	The Complainant alleged inter alia, non-payment of his salary arrears	File closed
18.	Anonymous CAJ/TSC/013/2555/23-FN	Anonymous	Teachers Service Commission	Unlawful official conduct	This is an anonymous complaint regarding the allegedly irregular recruitment of a staff member TSC No. 770276 raises allegations of breach of proper procedures. The Complaint referred to Teachers Service Commission for resolution.	File closed
19.	Laurine Jumba CAJ/ELD/M.IGC/062/141/23-EK	Female	National Police Service	Delay	A complaint on allegations of delay by the Directorate of Criminal Investigations to issue her with her certificate of good conduct which she applied for in February, 2023. The Complainant was issued with the Certificate of Good Conduct.	File closed
20.	Wilson Yego CAJ/ELD/DCI/015/203/23-FL	Male	National Police Service	Delay	A complaint on allegations of delay by the Directorate of Criminal investigations to issue him with a Certificate of Good Conduct which he applied for in May,	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					2023. The Complainant was issued with the certificate of good conduct.	
21.	KULMIYE MOHAMED CAJ/GSA/NPS/015/002/ 23-AH	Male	National Police Service	Discrimination	The complainant claimed that he visited Ifitin police station for a service and was astonished to realize that the officers at the station were conversing in their mother tongue. He said he felt discriminated by the office he went to seek for service. He also alleged that he was asked to pay a bribe for the service. The allegations could not be substantiated and the matter was closed	File closed
22.	William Kaume CAJ/ISI/POL/015/205/23 – KWK	Male	National Police Service	Inaction	The Complainant alleged that his brother who was a boda boda rider was involved in a fatal accident on 18 th September 2023. He was hit by motor vehicle registration number KCN 981 N. He further alleged that the scene of accident was processed by Subuiga Police Station. However, to date, no arrests have been made in connection with the accident, the said motor vehicle was released under unclear circumstances they were referred to the base commander Subuiga Police post.	File closed
23.	ABDI JIMAL CAJ/GSA/NPS/015/001/ 23-AH	Male	National Police Service	Oppressive official conduct	The complainant alleged that his motor cycle was impounded by a police officer because his insurance expired. The complainant was asked to furnish supporting documents for purposes of inquiry. The office contacted the	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					complainant and he informed the Commission that his motor cycle was given back to him.	
24.	ABASS ABDULLAHI CAJ/GSA/NPS/015/004/ 22-AH	Male	National Police Service	Prejudicial conduct	The complainant alleged that he was unfairly dismissed from the police strength even though he was on sick leave owing to mental health. An intensive scrutiny of all correspondence involved revealed that the complainant was absent from duty for a period of 10 years. Moreover, despite numerous signals sent regarding his whereabouts, none was answered either by him or his relatives. We made an inquiry into the matter and were told that it is under internal investigation. We asked the complainant to keep the office informed on the outcome but he never did	File closed
25.	Julius Kyalo Makovu HUD/EMBU/NPS/015/209 /23-SCK	Male	National Police Service	Unresponsive Official Conduct	The complainant alleged that he reported a case of assault to Embu Police station but Police are yet to pick up the matter. The complainant was advised.	File closed
26.	Sabina M. Kombo CAJ/MSA/POL/015/503/ 2023-sak	Female	National Police Service	Delay	A complaint regarding delaying issuance of the Certificate of Good Conduct. On 19th April 2023, the complainant applied for a certificate of good conduct at Mombasa Huduma Centre and complied with all the requirements. Upon inquiry, the complainant received the Certificate.	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
27.	Moses S. Kamau CAJ/MSA/POL/015/507/ 2023-SAK	Male	National Police Service [Directorate of Criminal Investigations]	Delay	A complaint alleging that on 16th May 2023, he applied for a police clearance certificate and complied with all the requirements. He was issued with Ref Number VDB49KN and application number is PCC-PPTM2V5W. his Certificate was issued	File closed
28.	Joshua Syengo CAJ/NPS/015/4306/202 3-KC	Male	National Police Service	Delay	The complainant alleged delay at the Directorate of Criminal Investigation Headquarters to process his application for a Certificate of Good Conduct since May 2023. The complainant was issued with his Certificate	File closed
29.	Phlorence Akoth Otieno HUD/KSI/POL/015/114/2 3-AO	Female	National Police Service	Unresponsive official conduct	A complaint against the Officer Commanding Awendo Police Station on allegations of failure to investigate a case of assault reported at Ranen Police Post, OB NO. 05/10/1/2022 and have the suspect arraigned before a court of law. Following an inquiry, a response dated 29/9/2023 was received to the effect that the Complainant misrepresented facts. The OB entry was for creating disturbance and not assault as alleged. Contention was sharing of payments from mining prospectus. Parties were advised to settle their dispute amicably as it was a family matter.	File closed
30.	Naibartuni Ene Kaikai HUD/KSI/POL/015/116/2 3-AO	Female	National Police Service	Unresponsive official conduct	A complaint against the Officer Commanding Kilgoris Police Station on allegations of failure to act on a case of assault reported under OB NO.	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					22/24/24/7/2023 and have those found culpable arraigned before a court of law. Office of Director of Public Prosecutions (ODPP) vide letter dated 6/9/2023 determined that in the absence of further evidence to support the charges, the file to be closed without further police action.	
31.	Peterlis Ochieng on behalf of Sarah Awuor Odera CAJ/KSM/NPS/015/661/23 -AO	Male	National Police Service	Delay	The Complainant alleged the Officer Commanding Ahero Police Station failed to investigate a case of assault reported under OB/ NO 13/11/06/2023. Following the intervention of the Commission, a response dated 1/8/2023 was received to the effect that the file was forwarded to the DPP and suspects subsequently arraigned before court.	File closed
32.	Shem David Ochieng Ndolo CAJ/KSM/POL/015/677/23-WT	Male	National Police Service	Unresponsive official conduct	The Complainant alleged failure by Siaya Police Station to investigate OB NO. 28/9/11/2023 for the offence of stealing. That no action had been taken to arraign the suspect in court. Complaint resolved upon the intervention of the Commission as the suspect was arraigned in court.	File closed
33.	Gatura Waweru & Advocates CAJ/NPS/015/4373/23-SCK	Organization	National Police Service	Unfair Treatment	The complainant alleged that Officers from Central Police Station have detained their clients' passports, which were recovered from a suspect of a criminal offence and that no good	File closed

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					reason was given for detaining the same, as their clients are not suspects. The Complaint was advised to report to the OCS Central Police Station	
34.	Sophie Sanaipei Odupoi CAJ/ M/PLA/008/273/23-EMN	Female	Vision 2030 Delivery Board	Delay	The Complainant alleged that she resigned from the Respondent's employment in 2017 but that the respondent had failed to process and pay her gratuity. The complaint was resolved on the Commission's intervention	Closed
35.	Claudia Mueni Mutungi CAJ/ODPP/027/309/2023-KC	Female	Office of Director of Public Prosecutions	Delay	The complainant alleged delay at the Office of Director of Public Prosecutions (ODPP) to institute criminal proceedings against the Director of FEP SACCO for the offence of fraud which occurred in December 2019. The complainant alleged that she was lured to transfer Kshs. 29,000 from her bank account to Kenya Women Finance Trust to the Sacco and ostensibly in a fixed deposit account that attracted 16.5% interest rate. She was supposed to recover amount plus interest in 3 months. However, no refund had been effected. Upon CAJ intervention, the matter was subsequently filed in court.	Closed
36.	John Dodo Okumu CAJ/KSM/ODPP/027/56/23-AO	Male	Office of Director of Prosecutions	Unresponsive Official conduct	The Complainant alleged failure on the part of the Office of Director of Public Prosecutions to furnish the Complainant with grounds of withdrawal of a case of assault, Busia CMC CR No. E868/20, to	File closed

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					enable the Complainant determine the way forward and or get closure. Response dated 15/11/2023 to the effect that the matter was withdrawn under section 87(a) of the Criminal Procedure Code due to failure on the part of witnesses to attend court despite issuance of last adjournment.	
37.	Peter Achar CAJ/KSM/ODPP/027/55/23-WT	Male	Office of the Director of Public Prosecutions	Administrative injustice	The Complainant alleged that the hearing of Siaya Magistrate's Court Criminal Case No. 24 of 2023 & E159 of 2023 had failed to proceed on several occasions due to failure by the Prosecution to avail the case files to court, leading to several adjournments. That he resided in Mombasa and it had been costly and time consuming for him to attend court in Siaya with his witnesses, only for the case to be adjourned for failure by the office of the Director of Public Prosecutions (DPP) not to produce the relevant files. An inquiry was issued to the DPP who gave reasons for the adjournments and indicated that the case had proceeded to hearing.	File closed
38.	Ezekiel Okongo Agangu CAJ/KSM/NSSF/017/163/23-WT	Male	National Social Security Fund (NSSF)	Unresponsive Official Conduct	The Complainant alleged unresponsiveness by the National Social Security Fund (NSSF) Kisumu branch in remitting the benefits owed to the Complainant who made contributions since he was employed in 1988 to 2022 –	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					NSSF No. 734052626. The Commission initiated an inquiry with the NSSF, which processed and paid the Complainant's dues.	
39.	Samuel Chege Waigwa CAJ/M.IGC/062/1486/23-EMN	Male	Ministry of Interior and National Administration (National Registration Bureau)	Delay	The Complainant alleged that his daughter applied for her national Identity card at the Ngong offices but that her application had not been sent to the National Registration Bureau for processing. He said that his daughter urgently needed the Identify Card to enable her apply for Higher Education Financing. The complaint was resolved on the Commission's intervention.	File closed
40.	Sammy Kabingwa CAJ/ELD/M.IGC/062/144/23-EK	Male	Ministry of Interior & National Administration [National Registration Bureau]	Delay	A complaint on allegations that the National Registration Bureau Uasin Gishu county had delayed to furnish his daughter- Tabitha Emmah Emari with a national identification card which she applied for in 2020. the complainant confirmed that the daughter was issued with an identification card.	File closed
41.	Mary Nduta Mbugua CAJ/ELD/M.IMM/003/21/23-EK	Female	Ministry of Interior and National Administration [Department of Immigration]	Delay	A complaint on allegations of delay by the State Department of Immigration and Citizen Services to issue her with a passport which she applied for in November, 2022. The complainant was issued with her passport.	File closed
42.	Eunice Wambui on behalf of Briton Gitau	Female	Ministry of Interior and	Delay	A complaint on allegations of delay by the State Department of Immigration	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
	CAJ/ELD/M.IMM/003/24/23-EK		National Administration [Department of Immigration]		and Citizen Services to issue her with a passport which she applied for in January, 2023. The complainant was issued with her passport.	
43.	Ruth Wangari Muchori CAJ/ELD/M.IMM/003/22/23-EK	Female	Ministry of Interior and National Administration [Department of Immigration]	Delay	A complaint on allegations of delay by the State Department of Immigration and Citizen Services to issue her with a passport which she applied for in March, 2023. The complainant was issued with her passport.	File closed
44.	Sheila Njambi Obed CAJ/ELD/M.IMM/003/19/23-EK	Female	Ministry of Interior and National Administration [Department of Immigration]	Delay	A complaint on allegations of delay by the State Department of Immigration and Citizen Services to issue her with a passport which she applied for in February, 2023. The complainant was issued with her passport.	File closed
45.	Georgina Jepkosgei Kandie CAJ/ELD/M.IMM/003/20/23-EK	Female	Ministry of Interior and National Administration [Department of Immigration]	Delay	A complaint on allegations of delay by the State Department of Immigration and Citizen Services to issue her with a passport which she applied for in September, 2022. The complainant was issued with her passport.	File closed
46.	Judith Jeruto CAJ/ELD/M.IMM/003/23/23-EK	Female	Ministry of Interior and National Administration [Department of Immigration]	Delay	A complaint on allegations of delay by the State Department of Immigration and Citizen Services to issue her with a passport which she applied for in January, 2023. The complainant was issued with her passport.	File closed
47.	Cynthia Muniyite Teracha	Female	Ministry of Interior and	Delay	A complaint on allegations of delay by the State Department of Immigration and Citizen Services to issue her with a	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
	CAJ/ELD/M.IMM/003/23/23-EK		National Administration [Department of Immigration]		passport which she applied for in December, 2022. The complainant was issued with her passport.	
48.	Caroline Chepoo CAJ/ELD/M.IGC/062/1240/23-MM	Female	Ministry of Interior & National Administration [Civil Registration Services]	Delay	A complaint on allegations of delay by the Civil Registration Department, West Pokot County to issue her with birth certificates for her daughters, which she applied in February 2023. The Complainant was issued with the birth certificates.	File closed
49.	Research Proposal and Project CAJ/ELD/M.IGC/062/154/23-MM	Organization	Ministry of Interior & National Administration [National Registration Bureau]	Inefficiency	A complaint on allegations that the National Registration Bureau, Ainabkoi Sub County failed to open their offices on time on 14/11/2023 to serve the public. As at 8.56 am, the offices were closed hampering access of service to those who had sought for the same at the time. The Complainant was furnished with the reason for the delay in opening the office which was necessitated due to a staff meeting. Nonetheless, complainant confirmed that he was satisfactorily assisted on the service that he had sought.	File closed
50.	Julia Nungari Kangethe CAJ/ELD/M.IMM/003/18/23- EK	Female	Ministry of Interior and National Administration [Department for Immigrations]	Delay	A complaint on allegations of delay by the State Department of Immigration and Citizen Services to issue her with a passport which she applied for in April, 2023. Complainant was issued with her passport.	File closed

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51.	Kipkoech Rotich CAJ/DCI/015/4346/23 – EF	Male	Ministry of Interior and National Administration (Civil Registration Services)	Unlawful official conduct	Complainant alleged that he lodged a complaint with the District Registrar Bureti, indicating his estranged wife's intention to obtain a subsequent birth certificate for their daughter so as to omit his name. That despite prior information, the Registrar went ahead to irregularly issue another birth certificate. The Commission initiated an inquiry, upon which the Director of Civil Registration Services investigated the matter and revoked the subsequent birth certificate. Further, the Director issued a disciplinary warning to the Registrar.	Closed
52.	Michael G Chege CAJ/M.IGC/062/1475/23-SCK	Male	Ministry of Interior and National Administration [Department Of Immigration]	Delay	The complainant sought to have his passport application processed which he applied on 8th December 2022 and that despite follow up at the immigration office in Nairobi, the same is yet to be processed. The tracking number is 1111048344. The Complainant was issued with his passport.	Closed
53.	WAMBUI MARTHA CAJ/NHRR/LKP/104/16/23-MK	Female	Ministry Of Interior and National Administration	Unresponsive Official Conduct	The Claimant alleged that the Chief Karandi had refused to issue her with an introduction letter so she can file a succession cause in court. Upon enquiry, the Deputy County Commissioner summoned the family for a meeting to chart a way forward. The family resolved to withdraw the court cases to allow for a filing of a succession. We advised the	Closed

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					complainant of the response from the Deputy County Commissioner and she resolved to withdraw the complaint.	
54.	Eric Juma CAJ/KSM/MOICNG/062/172/23-AO	Male	Ministry of Interior & National Administration	Unresponsive official conduct	The Complainant alleged the Chief Kanam B Location, Homabay County convened members of the public, collected signatures and names without informing the community of the intention and failed to respond to queries raised by some members of the community. Response received from the Chief dated 16/8/2023 clarified issues and it was clear that the Chief had responded to the Complainant's and also invited them to a meeting which invitation they refused to honor.	Closed
55.	David Karisa Nyonyo CAJ/MSA/M.IGC/062/351/2023 -SAK	Male	Ministry of Interior and National Administration	Oppressive Official Conduct	The Complainant alleged that the Area Chief for Kanagoni Location has been partisan in handling a boundary dispute between four clans in the area in Kanagoni Location. A decision was made vide the report dated 7 th August 2023 and they were advised any aggrieved party should seek legal advice and judicial intervention.	File closed
56.	Kadiri H. Mohamed CAJ/MSA/IMM/003/126/2023-SAK	Male	Directorate of Immigration Services	Delay	A complaint regarding delay in issuance of a passport. The complainant applied at the immigration office in Mombasa on Nov 2022 and his biometrics were captured on March 17 2023. However, at the time of lodging his complaint, the same had not been issued. The	Closed

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					complainant was issued with his passport.	
57.	Oganda Mogire Dennis CAJ/KSM/IMM/062/190/23-AO	Male	Immigration Department	Delay	The Complainant delay in issuance of a passport despite payment of requisite fees and issuance of tracking number 1910289260, application number EPP1-AKT7MALE. following the intervention of the Commission, the Complainant confirmed as at 22/1/2024 that he had been issued with his passport.	File closed
58.	Mark Seifert CAJ/M.IMM/003/407/23-RA	Male	Department of Immigration	Unresponsive official conduct	The Complainant alleges that he submitted his application to regain his citizenship (ref. No.473732) and passport application (Ref.EPP1-7ATKJMA) in March 2020 but despite receiving several assurances that his citizenship application was accepted and that a letter would be delivered to him in London, he was yet to receive the same. He had been waiting for the vetting of his passport application to be completed since March 2020. Upon intervention, the Immigration Department responded and resolved his complaint.	File closed
59.	Esha M. Mohamed CAJ/MSA/NRB/003/123/2023-SAK	Female	National Registration Bureau	Delay	A complaint regarding issuance of a replacement Identity Card. On 23rd September 2022, the complainant applied for a new generation ID Card for card number being 24886455 at the Mombasa NRB offices. After processing	Closed

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					and paying the required fee, she was issued with an acknowledgement serial number 200170230- 1663916677. However, she was yet to be issued with my ID despite having made numerous inquiries with the Mombasa NRB offices. The complainant was issued with her ID card.	
60.	Esther Adhiambo Amwayi HUD/KAK/CRS/062/63/23-AO	Female	National Registration Bureau	Delay	The Complainant alleged delay by the Registrar of Persons, Kakamega in issuance of the birth certificate of a minor. Following the intervention of the Commission, the Complainant was issued with the birth certificate.	File closed
61.	Abuya Abunga CAJ/AG/001/1552/23-SCK	Male	Registrar Of Marriages	Delay	The complainant alleged that they applied for a Certified Copy of a marriage certificate; through E-citizen [ID No: 24118237] and the application was allocated a Ref No: CV6-66IOQRA and after payment of the required fees; that the applications has not been approved despite attachment of supporting documents. he has traveled to Nairobi several times to make a follow-up on the application. Upon inquiry, the matter was resolved.	Closed
62.	Maimuna Adan Sheikh CAJ/AG/001/2620/23-JMM	Male	Registrar of Companies	Unfair Treatment	The Complainant alleged that he was unlawfully removed as director and shareholder of Tupesh Energy Ltd. The complainant was duly advised.	Closed.

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
63.	Mbugua Bernard CAJ/BRS/001/2610/23-RA	Male	Business Registration Services	Delay	The complainant alleged that he applied for Business Registration Service on July 2023 and despite frequent follow up, the same was yet to be approved. Upon intervention, the BRS responded to the complainant.	CLOSED
64.	Peninah Namusya & Others CAJ/M.EDU/013/2525/23-EMN	Female	Ministry of Education (Sacred Heart Ng'araria Girls' Secondary School.)	Unresponsive official Conduct	The Complainants alleged that their daughters who are Kenya Certificate of Secondary School Candidates had been suspended from school on grounds of having participated in an Arson attack that burnt down a school. They said that their daughters had been cleared by the DCI and courts but that the Respondent had failed to reinstate them back to school or communicate their fate. The complaint was resolved on the Commission's intervention	Closed
65.	Victorine Kiprono CAJ/ELD/M.EDU/013/135/23- MM	Female	Ministry of Education [University of Eldoret]	Inefficiency	A complaint on allegations that the University of Eldoret has failed to provide her marks since 2021 which has hampered her graduation with a Bachelor of Education in Literature. The Complainant's name was included in the list of graduands and subsequently graduated.	Closed
66.	Hudson Baraza CAJ/HELB/013/2510/2023 – EF	Male	Ministry of Education	Inefficiency	Complainant alleged that he was unable to submit a loan application through the online platform due to a faulty button on the website He further	Closed

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			(Higher Education Loans Board)		alleged that he, and several other applicants who were facing the same problem, had visited the HELB office severally to seek assistance but no resolution was offered. The Commission initiated an inquiry, upon which the Board engaged with the complainant and resolved the matter. The Board also addressed the rest of the claims in line with the Commission's inquiry.	
67.	Cheruiyot Festus CAJ/HELB/013/2551/23 – EF	Male	Ministry of Education (Higher Education Loans Board)	Unfair official conduct	Complainant alleged that he paid Kshs. 3000/= as a processing fee for an application for postgraduate scholarship, but the same was not completed due to a system breakdown. That his efforts to obtain a refund were unsuccessful. Upon inquiry by the Commission, the Board indicated that his application was received and considered alongside the others, and it was declined. The complainant was duly advised.	Closed
68.	Monica Maina Njoki CAJ/HELB/013/2544/23 – EF	Female	Ministry of Education (Higher Education Loans Board)	Delay	Complainant alleged that she received a loan of Kshs. 36,500/= from the Board, which was disbursed to the school but not utilized because she had cleared the fees. The school refunded the funds to the Board but erred in listing the complainant's ID number, thus the refund did not reflect in her account. Despite following up severally, the refund was not processed. The	Closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					Commission initiated an inquiry, following which the refund was processed.	
69.	Wyclife Muliro Wekesa HUD/BGM/M.EDU/013/9 1/23-WT	Male	Ministry of Education	Delay	The Complainant alleged failure by St. Juliana Secondary School to pay ksh 3,562,448, being balance owed to the Complainant after he undertook the construction and repair of 3 classrooms and an office block as per the LSO tender quotation 1/021 dated 27/4/2021. The Complainant is the Director of Wekesa Communication Services LTD who was awarded the tender and was paid a sum of Ksh 667,156 only. Upon intervention by the Commission, the School responded and stated that they had paid the balance to the Complainant.	File closed
70.	Mary Atieno CAJ/KSM/M.EDU/013/4 12/23-WT	Female	Ministry of Education	Administrative injustice	The Complainant alleged failure by the Principal of Ndiru Secondary School in Kisumu County to transfer Kshs. 4,000, being NGCDF bursary award to Ratta Secondary School after her son, a student in Ndiru Secondary School was transferred to Ratta Secondary School in 2022. Despite NGCDF office in Seme writing to the Principal of Ndiru on 4th April 2023, he had not transferred the money leading to the student being sent away for failure to pay school fees. The Commission telephoned the Principal on 22/9/23 and she stated that she was	File closed

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					addressing the issue and the Complainant confirmed on 29/9/23 that the money had been transferred to the new school.	
71.	Wycliffe Otieno CAJ/M.EDU/013/2516/23-EMN	Male	Kenya National examinations Council	Delay	The complainant alleged that he sat for his Kenya Certificate of Secondary Education in 2010 at the Kisumu Boys High School but that his certificate had never been issued on grounds that he never submitted his passport size photo. He complained with the Respondent's requirements in 2019 but that the Respondent is yet to issue the said certificate. The complaint was resolved on the Commission's intervention.	Closed
72.	Solomon Bera Wanja CAJ/HELB/013/2564/23-EMN	Male	Higher Education Loans Board	Unresponsive Official Conduct	The Complainant alleged that he was a beneficiary of the Respondent's Financing and that he took a loan to settle his obligation of the respondent but that he was informed that he still owed the respondent some money. He sought an explanation but it wasn't given. The complaint was resolved on the Commission's intervention.	Closed
73.	Caroline Atieno CAJ/HELB/013/2569/23-MD	Female	Higher Education Loans Board	Delay	The Complainant alleged that the respondent had delayed in processing a loan overpayment refund despite making an application for the refund and following on the matter over one year. Upon inquiry, the complaint was resolved.	Closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
74.	Abraham Kerichi CAJ/KITI/013/2581/23-V.O.K	Male	Kenya Industrial Training Institute	Delay	Complainant alleged that the Respondent delayed in paying his salary for June to October 2023. The same was paid upon intervention of the Commission.	Closed.
75.	George Oria Ojwang CAJ/KUCCPS/013/2545/23-V.O.K	Male	Kenya Universities and Colleges Central Placement Service (KUCCPS)	Unresponsive official conduct	Complainant alleged that the Respondent did not take any action on his request to be placed at Mount Kenya University which had facilities for students with special needs (visual impairment), in place of Masinde Muliro University which did not have the said facilities. Upon inquiry and the response from the respondent, the complainant was advised.	Closed
76.	CAJ vs Lala Secondary School CAJ/OM/7/231/2023-IK	Suo moto [own motion]	Lala secondary school, County Director of education, Homabay And Principal Secretary, State Department for Basic Education	Unfair treatment	Allegations of suspension of KCSE candidates for speaking Dholuo language in school without given a fair hearing. The two students were allowed back in school to sit for their KCSE Examinations.	CLOSED
77.	Lemayian Philip Clement CAJ/KSM/M.EDU/013/411/23-WT	Male	Kenyatta University	Administrative injustice	The Complainant, a student pursuing Masters in Public Policy Administration at Kenyatta University, Registration Number C153/OL/CTY/37917/2016 alleged failure by the University to release the results for one of the units and update it in the	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					unofficial transcript. That he had sat for AMC800 – Research Methods in Social Sciences Paper, but he failed at the first sitting and sat for its Supplementary paper in October 2021. That he made several follow ups with the relevant departments and wrote to the Vice Chancellor on 24th April 2023, but had not been assisted. The complaint resolved upon the intervention of the Commission and the Complainant reported on 15/11/23 that the marks had been uploaded.	
78.	Jeremiah Watah Barasa CAJ/NYS/008/277/2023-KC	Male	National Youth Service	Manifest injustice	The complainant alleged that he had been discriminated against and denied promotion to the position of Senior Sergeant NYS grade 12 by the commanding officer- Nairobi region due to his disability. The complainant further alleged that the said officer chased him from the interview without clear reason while mocking his disability status. The Complaint was resolved on the Commission's intervention	File closed.
79.	Anonymous CAJ/MTIB/013/2568/2023-KC	Anonymous	Machakos Institute for the Blind	Unlawful official conduct	The complainant raised several issues against the management of Machakos Institute for the Blind touching on arbitrary hiking of fees in 2023, lack of training materials despite students paying for the same, selling of items as white canes donated by well-wishers among other welfare issues such	File Closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					inadequate clean water, medical fees not utilized. The Complainant was referred to the Ministry of Education for internal redress.	
80.	Anonymous CAJ/TVET/013/2565/2023-KC	Anonymous	Technical and Vocational Education and Training Curriculum Development, Assessment and Certification Council (TVET CDACC)	Outside mandate	The complainant raised an objection against the interview and recruitment of Prof. Erick Okoth Ogur for the position of CEO TVET CDACC which had been scheduled for 4th October 2023 on grounds of favoritism and non-compliance with the laid down procedures. The complaint was referred to the Principal Secretary, Ministry of Education for internal redress.	File closed
81.	Josephat Nyamari CAJ/ELD/NTSA/004/15/23-FL	Male	Ministry of Roads and Transport [NTSA]	Delay	A complaint on allegations that National Transport and Safety Authority (NTSA), Uasin Gishu County has failed to issue him with log book for his motor vehicle registration number KDB 348S which he had purchased in November 2022. Upon intervention, the complainant was issued with the log book.	Closed
82.	ISSACK HAMDİ ABDİ CAJ/GSA/NTSA/004/001/23-AH	Male	Ministry of Roads and Transport [National Transport and Safety Authority]	Delay	This complaint was about a transfer of motor vehicle registration number. The complainant purchased a second-hand vehicle and after payment, he applied for registration of the vehicle in his name. Two years lapsed and the details came out in the name of the previous owner. He wanted NTSA to explain the cause of	Closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					the delay and inefficiency. An inquiry was done and the matter resolved	
83.	Karuga Njuguna CAJ/NTSA/004/555/2023-SAK	Male	Ministry of Roads and Transport [National Transport and Safety Authority]	Inefficiency	The complainant alleged unnecessary delay at National Transport and Safety Authority (NTSA) to effect the renewal of his driving license. Apparently, it had not been renewed due to a system error. Upon inquiries, the driving license was renewed.	Closed
84.	CAJ vs National Transport & Safety Authority CAJ/OM/7/228/23-IK	Suo moto [own motion]	National Transport & Safety Authority	Inefficiency discourtesy	It was alleged that there was delay in the issuance of the New Generation Driving License caused by system failure. There were also allegations of mistreatment and discourteous behavior by NTSA employees. Authority responded and indicated that they had addressed the technical challenges.	CLOSED
85.	Sharlington Charles CAJ/NTSA/004/534/23-EMN	Male	National Transport and Safety Authority	Delay	The Complainant alleged that he applied for a new Generation Number plate through the Respondent's TIMS platform in March, 2023 but that the same has not been processed and issued. The complaint was resolved on the Commission's intervention.	Closed
86.	Kelvin Nderitu CAJ/NTSA/004/556/23-EMN	Male	National Transport and safety Authority	Unresponsive Official Conduct	The Complainant alleged that he applied for a driving license through the Respondent's TIMS platform in June, 2023 but that the same has not been processed and issued. The Complaint was resolved on the Commission's intervention.	Closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
87.	Kithinji Paniel CAJ/NTSA/004/560/23-V.O.K	Male	National Transport and Safety Authority	Delay	Complainant alleged that he accepted transfer of ownership of motor vehicle registration number KCT 994G and paid for the same on 24 th August 2023 but the transfer was yet to be approved by the Respondent. Resolved upon inquiry by the Commission.	Closed
88.	Willis Asa CAJ/KSM/M.TRA/004/6/23-WT	Male	National Transport Safety Authority	Unresponsive official conduct	The Complainant alleged failure by the National Transport Safety Authority to renew the Driving License for his driving school - Pendo Driving School which operates in Siaya County. He applied for its renewal on 14th August 2023, Ref. DSLR-067HABK. Physical inspection of his premises was done on 20th September 2023, but approval had not been issued for him to make the necessary payment for issuance of the License. An inquiry was issued to NTSA who provided a satisfactory response that the Complainant had not complied with the conditions set for the physical situation of the driving school. The Complainant was advised to comply.	File closed
89.	Mwae & Associates Advocates for Issa Yusuf CAJ/KERRA/006/238/23-SCK	Institution	Kura	Inefficiency	The Complainant alleged corruption and irregularity in the awarding of tenders in Mandera North Constituency. He alleges that several tender proxies are associated with the area MP and the Kenya Roads Board Chairman. The Complaint was referred to the Kenya Urban Roads Authority	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
90.	Lydia Waithera Ngugi CAJ/M.LAB/017/882/23-RA	Female	Ministry of Labour & Social Protection	Delay	The Complainant alleged that she was a beneficiary of Inua Jamii program until 2018 when she ceased receiving Kshs.2000 monthly stipend without any explanation issued. Upon intervention, the Ministry responded and provided an explanation to the complainant.	CLOSED
91.	YUSUF ADAN BULE CAJ/GSA/DEP.S.P/017/01/23-AH	Male	Ministry of Labour and Social Services. [Department of Social Protection]	Delay	The complainant alleged that he had applied for a disability card and was yet to be issued with one. An inquiry revealed that there were inconsistencies in the details given during the application. The complainant was advised to make another application and revert if the issue persisted. He did not resurface.	Closed
92.	ONGERI NYAGAKA BENSON CAJ/NHRR/M.EDU/013/10/2	Male	Ministry of Labour and Social Services	Unfair treatment	The complainant alleged that he was employed by Seculink Limited and later terminated in the year without payment of his terminal dues. He alleged that he reported the matter to the labour officer and no action was taken. Upon enquiry, the labour office indicated that the complainant lodged his complaint on 13 th October 2022 which was contrary to Section 47 (1) of the Employment Act which requires that the complaint be reported within 3 months of termination. Upon explanation to the claimant, he withdrew his complaint.	Closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
93.	Fredrick Kimani Gatonga CAJ/NSSF/017/890/2023-KC	Male	Ministry of Labour and Social Services [National Social Security Fund]	Delay	The complainant alleged delay at NSSF, Kitengela Branch to process his benefits of Kshs. 96,679 since October 2023. He claimed that NSSF had only paid Kshs 58,611.00 leaving a balance of Kshs 38,068 which despite several follow ups, had not been settled. Upon inquiry, the NSSF provided a satisfactory response.	Closed.
94.	Simon Wanjala Makokha HUD/BGM/M.LAB/017/30/23-WT	Male	Ministry of Labour and Social Protection	Unresponsive official conduct	The Complainant alleged failure by Bungoma Labour Office to resolve a labour dispute he reported to the office in July 2023 after he terminated his employment with Mahadev Drapers Company. Upon the inquiry, the Labour office stated that they intervened and the employer agreed to meet the Complainant. However, the Complainant did not attend the meeting with the employer, making it difficult to proceed with the matter further. The Complainant was advised to cooperate with the Labour Officer in addressing the matter.	File closed
95.	Julius Muchunu CAJ/PEN/000/1541/23-EMN	Male	Pensions Department	Oppressive Official Conduct	The complainant alleged that he is a pensioner having retired in 1999. He said that before his retirement, he had been promoted to a higher job group but that the respondent didn't consider his promotion hence his benefits were less by Kshs 181,777. The complaint was resolved on the Commission's intervention.	Closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
96.	Mechtilda Khabele Lisutsa HUD/KAK/PEN/000/20/23-AO	Female	Pensions Department	Unresponsive official conduct	The Complainant who is APN/PC 288296 alleged unilateral stoppage of her monthly pension without any communication and failure to respond to request for reinstatement. Response dated 6/10/2023 was received to the effect that the anomaly was regretted and Complainant had since been reinstated to the payroll. The pensions arrears of Kshs. 792,511 for the period 1/1/2020 to 30/9/2023 was paid through the September 2023 payroll.	File closed
97.	Francis Ngunjiri Wanjohi HUD/NKR/AG/001/81/23- FL	Male	The National Treasury & Economic Planning [Pensions Department]	Delay	A complaint on allegations of delay by the Pensions Department to furnish ABSA Bank with an authorization letter to refund pension dues that had been remitted to his deceased's wife account by the Pensions Department to facilitate the administration of the estate. The authority was issued to ABSA Bank.	Closed
98.	MWAKA MRAMBANI CAJ/GSA/KWS/010/3/23-AH	Male	Kenya Wildlife Service	Inaction	The complainant was seeking compensation from the respondent having reported that her goats were eaten by crocodile while at a drinking point at River Tana. The complainant could not be reached for further details and the matter could not proceed to its logical conclusion.	Closed
99.	MOHAMED MARO HIRIBAYE	Male	Kenya Wildlife Service	Delay	The complainant alleged that he was attacked and severely injured by an elephant. A medical assessment was done and he sought for compensation	Closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
	CAJ/GSA/KWS/010/001/22-AH				from the respondent who did not act on it. An inquiry was done and the respondent requested for the complainant to visit the office in Garsen. The office could not reach the complainant through his contact on several attempts.	
100.	Eric Gikunda Mutwiri CAJ/KFS/010/164/2023-SCK	Male	Kenya Forest Service	Unfair Treatment	The complainant alleged unfair treatment by Kenya Forest Service following an invitation to an interview on 20th September 2023. He claims that He attended the interview as per the letter from KFS. As the process was under way, one of the officers ordered him to leave the compound for no clear reason. A follow up was done and no assistance has been given to date. The complaint was referred to the Kenya Forest Service for resolution.	File closed
101.	Micro & Small Enterprises Authority CAJ/M.COOP/025/190/23-SK	Institution	Ministry of Cooperatives	Outside mandate	The complainants raised a myriad of corrupt activities within the Micro and Small Enterprises Authority, inter alia, misappropriation of funds, poor governance and discrimination in project identification and implementation. The Complaint was referred to the Ethics And Anti-Corruption Commission for resolution.	File closed.
102.	Katso Masinde CAJ/ELD/M.ENE/021/026/23-FL	Male	Ministry of Energy and Petroleum [Kenya Power]	Delay	A complaint on allegations that the Kenya Power and Lighting Company, Trans Nzoia County have failed to address his complaint on replacement	Closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					of a damaged concrete post belonging to the company adjacent to his house in Namanjala Location, Trans Nzoia County. Complainant advised and the damaged pole was replaced.	
103.	Lucas Adwera CAJ/ELD/KPLC/021/27/23-EK	Male	Ministry of Energy and Petroleum [Kenya Power]	Delay	A complaint on allegations that Kenya Power company had delayed to address his complaint on refund of Kshs.3000 which he had purchased tokens following an anomaly occasioned by Kenya Power. The Complainant was refunded the Kshs.3000 tokens.	File closed
104.	ABDULLAHI JUBAT CAJ/GSA/KPLC/021/001/23-AH	Male	Ministry of Energy and Petroleum [Kenya Power]	Unfair treatment	The complainant alleged that the KPLC had charged him exorbitantly for electricity consumption at his home. He further claimed that his bill never exceeded KES 500 but in the month of March and April, his bill read KES 4,000. When he complained his power was disconnected. Upon our letter of inquiry, the complainant called to inform us that the matter was resolved amicably	Closed
105.	PIUS ARON KIET CAJ/GSA/KPLC/021/002/23-AH	Male	Ministry of Energy and Petroleum [Kenya Power]	Inaction	The complainant resides in Kitui County and alleged that his County had an occasional blackout due to a faulty transformer. Numerous complaints were raised and yet the respondent failed to act on them. He wanted KPLC to explain the cause of the power outages. There was lack of any evidentiary material for the matter to proceed.	closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
106.	MBURU SAMUEL CAJ/NHRR/M.ENE/021/4/23-MK	Male	Ministry of Energy	Unfair treatment	The complainant alleged that Kenya Power had disconnected power for his premises despite having no power bill. Upon our intervention, power was reconnected.	Closed
107.	ALI ABDI DAGANE CAJ/GSA/M.DEF/037/001/23-AH	Male	Ministry of Defence	Unfair official conduct	The complainant alleged that he was an employee of KDF (service man) from 1986 to 2009. He was dismissed from employment as a result of a complaint lodged by his colleagues about inflated loans. He alleged that he was victimized by the disciplinary committee who dismissed him without a fair hearing. The complainant failed to provide supporting documents to enable inquiry or further advice.	Closed
108.	Beatrice Kaburo CAJ/PT/000/154/23-SCK	Female	Public Trustee	Delay	The complainant alleged of delay in remittance of funds to beneficiary Mrs. Beatrice Kaburo M'Kirigia, ID No. 4481208 aged 90 years who had been following up on the payment with the Public Trustee since 2022 to enable her to access medical services. Upon inquiry the complainant received advice and response from the Public Trustee.	Closed
109.	Meboh Atieno CAJ/KSM/AG/001/595/23-WT	Female	Office of the Public Trustee	Delay	The Complainant alleged delay by the Public Trustee in Kisumu to undertake administration and release funds paid to them by the Pensions Department to the beneficiaries in the estate of Maurice Ochieng Omungu - File No. 167/2023. The funds were released to the Public	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					Trustee in December 2022. Complaint resolved upon the intervention of the Commission as the funds were released to the beneficiaries.	
110.	EKURAU ELMAU CAJ/NHRR/M.LAN/022/36/23-MK	Male	Ministry of Lands	Unfair treatment	The complainant alleged that the Nyandarua Land registrar had refused to adjudicate over a land boundary dispute that was scheduled for 23 rd May 2023. Upon enquiry, the registrar, indicated that the complainants neighbour was deceased and the succession had to be filed first before a determination can be made. The Land Registrar sent a copy of the death certificate for our records.	closed.
111.	Edmund Kiprono Rutto CAJ/M.LAN/022/2447/2023-KC	Male	Ministry of Lands & Physical Planning	Delay	The complainant alleged delay at the Ministry of Lands- Ardhi House to act on his application for a Certificate of Lease since February 2023. The Land Registrar had referred him to the HQ given that there are two other people with (fake) certificates of lease for the same plot but there had been no subsequent communication. The complaint was referred to the Principal Secretary, Ministry of Lands for internal redress.	File closed
112.	Amos Wainaina Kahora CAJ/M.LAN/022/2340/2023-KC	Male	Ministry of Lands & Physical Planning	Inefficiency	The complainant alleged that he had lodged a land boundary dispute at Muranga Lands Office through the land registrar in March 2023 and that despite making several inquiries and follow up at Ardhi house, Nairobi, the dispute had	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					not yet been settled. He claimed that he had been tossed between the Muranga lands office to Survey of Kenya and Ardhi House, all in vain. The complaint was referred to the Principal Secretary, Ministry of Lands for internal redress..	
113.	Ephantus Muthee Njeru HUD/EMBU/NLC/022/26 6/2023-KC	Male	Ministry of Lands & Physical Planning	Unlawful official conduct	The complainant alleged malpractices at Embu & Siakago Land offices ranging from levying of excessive fees for valuation, consent at Land Board and maps without issuance of official receipts, soliciting of an extra Kshs. 5,000 for processing of title deed and further, delays occasioned by the malfunctioning of the Franking machine at Embu Lands Office since January 2023. The complaint was referred to the Principal Secretary, Ministry of Lands for internal redress.	File closed
114.	Anonymous CAJ/M.LAN/022/2432/2 023-KC	Anonymous	Ministry of Lands & Physical Planning	Outside mandate	The complainant sought investigation to be undertaken at Ministry of Lands, Ardhi House on claims of double payment of per diem by some land officials, payment of extraneous allowances and forgery of documents alleging travel to attend foreign trainings despite non-attendance. The Complaint was referred to the Principal Secretary, Ministry of Lands for internal redress.	File Closed
115.	Susan Kathei	Female	District Land Adjudication	Outside mandate	The Complainant alleged that she has been involved in a long-standing land dispute regarding Plot Numbers 3340	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
	CAJ/ISI/REF/001/021/23 – KWK		and Settlement Officer		and 13422 both situated in Amungenti Adjudication Section. The dispute was reported to the District Land Adjudication Office (DLASO) for deliberation and placement of caution on the said parcels. A caution was placed on the said parcels but later lifted under unclear circumstances. The Complainant was dissatisfied by the decision of the DLASO on lifting the said caution and filed a case before the said office but her case was dismissed and has since been evicted from the said land by unknown individuals. The Complainant was referred to the National Legal Aid Service for further action	
116.	Jamal Nassir CAJ/M.LAN/022/2452/23-V.O.K	Male	Ministry of Lands, Public Works, Housing and Urban Development	Ineptitude	The Complainant alleged ineptitude and inefficiency at the County Land Registry in Kilifi. The complaint was referred to the Principal Secretary, State Department for Lands & Physical Planning for resolution.	File closed
117.	Emmanuel Kayala CAJ/M.LAN/022/2435/23_MD	Male	Ministry of Lands, Public Works, Housing, and Urban Development	Unlawful official conduct/ Unfair treatment	The complainant alleged that the Kakamega Deputy Lands Registrar was taking bribes and making biased decisions in relation to land matters. That he works in cahoots with District surveyors. The Complaint was referred to the acting chief Lands Registrar to deal through internal redress mechanism.	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
118.	Anonymous CAJ/NGAAF/048/62/23-EF	Unclear	Ministry of Public Service, Gender and Affirmative Action(National Government Affirmative Action Fund (NGAAF))	Outside mandate	Complainant alleged corruption, impunity and other illegal activities in the recruitment of officers for positions advertised on 28 th February 2023. He had applied for the position of the Machakos County Coordinator, and he alleged that the selected candidate had bribed the Chief Executive Officer and the Principal secretary. Referred to the Ethics and Anti-Corruption Commission	File closed
119.	Adan Abdullahi CAJ/ISL/REF/001/21-KWK	Male	Kenya Forestry Research Institute	Outside mandate	The Complainant alleged that he was an employee of KEFRI since 1996. He alleged that the Respondent has failed to remit his NSSF contributions. The complaint was referred to KEFRI, Kitui to enable the complainant get requisite information regarding his employment	File closed
120.	Staussi Asunah & Oluoch CAJ/KSM/M.HEA/012/5/23	Organization	Sigowet Sub County Hospital	Unresponsive official conduct	The Complainant alleged failure by the Medical Superintendent Sigowet Hospital to forward records relating to one Shem Odhiambo Onyango(deceased) to the Registrar of Births and Deaths in Kericho to facilitate issuance of the certificate death. Response dated 22/12/2023 to the effect that the documents were forwarded to the Department of Civil Registration Kericho.	File closed
121.	Odhiambo Daniel	Male	Jaramogi Oginga Odinga	Delay	The Complainant alleged delay at the Jaramogi Oginga Odinga Teaching & Referral Hospital in attending to patients.	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
	CAJ/KSM/M.HEA/012/6 9/23-WT		Teaching & Referral Hospital		That they presented a patient by the name Pamela Oyuga to the Hospital on 29th June 2023 who was scheduled to undergo a CT scan, but the CT scan procedure was not undertaken until 5th July 2023 and the release of the results further delayed until 12th July 2023. That as a result of the delays, the patient missed critical milestones in her cancer treatment journey. The Complainant had requested the Commission to raise the issue as a feedback to the Hospital. Complaint brought to the attention of the CEO of the Hospital for action to avert such delays in future. The Hospital acknowledged the complaint.	
122.	Alex Musungu CAJ/KSM/M.WAT/009/5 1/23-WT	Male	Kakamega Water & Sanitation Company	Manifest injustice	The Complainant alleged that the Kakamega Water & Sanitation Company had been issued with an incorrect meter reading for his account No. 11011087. Complaint resolved upon the intervention of the Commission where the Company issued the Complainant with the correct bill for the period.	File closed
123.	Derick Nyangilo T/A Central Kamagambo Social Justice Centre CAJ/KSM/ATI/LVSWWD A/009/6/23-AO	Group	Lake Victoria South Water Works Development Agency	Unresponsive Official Conduct	The Complainant alleged failure by the Lake Victoria South Water Works Development Agency to provide information in relation to Rongo Water Supply Project.	Satisfactory response received. File closed in accordance with S.22(3) (a) (ii) of ATI Act

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
124.	Hassan Sidhra Sheikh CAJ/MSA/CG/MSA/068 /156/2023-SAK	Male	County Government of Mombasa	Unresponsive Official Conduct	A complaint against Mombasa Water & Sanitation Co. (MOWASCO) for excessive water bills Mombasa Water Account No's 7401539771 and 8000023708. The complainant alleged that MOWASCO had levied unexplained & excessive water bills amounting to Kshs 10,000 on his meter account Numbers 7401539771 & 8000023708 despite lack of water supply. He claimed that efforts to get an explanation and/or feedback from the Company had been in vain. Upon inquiry, the responded provided feedback and the complaint was resolved.	CLOSED
125.	MOHAMED OSMAN CAJ/GSA/CGG/092/00 2/23-AH	Male	County Government of Garissa	Unfair treatment	The complainant alleged that he was employed in 2004 as a teacher and in 2015, he applied for a position in the County Government as a Director ECDE and was successful. The new county administration terminated his service without any notice. We asked for supporting documents in which he provided but the complainant later communicated that the matter was resolved amicably.	Closed
126.	BOURALGY VS GAWASCO CAJ/GSA/CGG/092/00 6/22-AH	Male	County Government of Garissa	Inaction	The complaint alleged that the respondent had failed to regulate and control a nearby dumpsite causing environmental hazards. The respondent cordoned off the dumping site and the matter was resolved.	Closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
127.	ALI HUSSEIN CAJ/GSA/CGG/092/007/23-AH	Male	County Government of Garissa	Abuse of office	The complainant alleged that the respondent was employing new staff without due process. We asked the complainant to provide any supporting document or information, but he did not. The allegations could not be substantiated	Closed
128.	AWAL ABDIKANI YUNIS CAJ/GSA/ELWACO/009/326/23-AH	Male	County Government of Mandera	Unfair official conduct	The complainant alleged that he was one of the many casual workers in the Mandera County Government who were not paid for a period of seven months. The office did an inquiry into the matter and County Secretary responded that all casual workers were paid and if there any unpaid they willing to intervene. The complainant objected to fronting his name for the purpose and the matter could not proceed any further.	Closed
129.	Omar Hamis Beya CAJ/MSA/CG.KWL/114/26/2023	Male	County Government of Kwale	Inefficiency	A complaint against Kombani Dispensary. On 6 th November 2023, the complainant arrived at the dispensary with his son with severe burns and was not urgently attended to at the Dispensary. He arrived at the facility before noon and was told that the health officers were on lunch break. However, following the Commission's intervention he was duly assisted, his son was treated and discharged.	Closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
130.	Kombani Dispensary Users CAJ/MSA/CG.KWALE/14/27/2023-SAK	Group	County Government of Kwale	Manifest Injustice	The complaint alleges Kombani dispensary in Kwale which treats recovering addicts rarely has medicines available forcing patients to buy it from pharmacies which is expensive. The treatment of recovering addicts by the facilities staff is wanting Further, HIV drugs, condoms and self-test kits are seldom available. The Complaint was referred to the Ministry of health	File closed
131.	Hamisi Dena Mdoe CAJ/MSA/CGKWALE/114/25/2023-SAK	Male	County Government of Kwale	Manifest Injustice	A complaint against the ongoing adjudication at Kuranze ranch. The complainant alleges that ongoing adjudication of Kuranze is unfair as indigenous tribes, especially the Durumas, have been left out of the process in favour of those who are geared towards allocating land to people not from the area. A land committee was appointed but do not receive any dues despite the county having allocated 15million from the County Government for the process. The complainant seeks to have the process stopped and a fresh survey be and Indigenous people lead the exercise to ensure their rights are protected	File closed
132.	Kenneth Kibet Kering CAJ/ELD/CG/NANDI/097/08/23-FL	Male	County Government of Nandi	Unresponsive official conduct	A complaint on allegations that the Chief Officer Finance and Economic Planning, County government of Nandi has failed to assign him duties following his deployment to the Department of	Closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					Economic and Planning on 18/4/2023 from Kaimosi ATC. The complaint was resolved following the Commission's referral to the Nandi County Public Service Board on 30/8/2023.	
133.	CAJ vs. County Government of Nakuru CAJ/OM/7/227/23-IK	Suo moto [own motion]	County Government of Nakuru	Inefficiency negligence	Allegations of deaths of 25 infants every month at Naivasha level IV hospital that there was severe shortage of staff, lack of drugs and more than 60 per cent of medical equipment at the facility had broken down. Respondent provided correct statistics on maternity and newborn outcomes.	CLOSED
134.	Mike Omanyala CAJ/BGM/M.LAN/022/73/23-WT	Male	County Government of Kisumu	Unresponsive official conduct	The Complainant alleged failure by the County Government of Kisumu to refund Kshs. 14,200 that the Complainant erroneously paid to Safaricom Paybill No. 248584 on 11 th September 2021, an account under the name of Kisumu West Seme Land Rates Account. Upon the intervention of the Commission, Kisumu County refunded the money to the Complainant.	File closed
135.	Nyakwerigeria Disabled Self Help Group CAJ/KSM/M.LAN/022/465/23-WT	Group	County Government of Kisii	Unfair treatment	The Complainants alleged that they had been unfairly treated by Bobasi Sub-County Enforcement officers, Kisii County on 18th July 2023. That it is a registered organization carrying on business in Bobasi Sub-County of Kisii County and they possess tax exemption certificate issued by the County Government of Kisii on 3rd April 2023 on account of	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					disability. Despite providing the same to the enforcement officers, they dismissed the same and went ahead and confiscated their tools of trade while demanding that they pay Kshs. 6400 without issuing any invoice, a request which they declined to comply with. An inquiry was issued to the Kisii County Government who responded and stated that the document presented by the Complainants was fake since it was not issued by Kisii County Government. The response was shared with the Complainants upon consideration of their rejoinder, the Commission advised the Complainants to comply with the County Government.	
136.	Kenya National Union of Nurses CAJ/CG/MERU/111/25/23-SCK	Organization	County Government of Meru	Outside Mandate	The complainants alleged that their member's child was detained at Getrudes Hospital over unsettled bill, despite the child being covered by the County Government Scheme, and having membership No. MERU4210-00. The Complaint was referred to the County Government of Meru	File closed
137.	Wanjiru Gikonyo CAJ/CG/NRB/060/391/2023-KC	Female	County Government of Nairobi	Unofficial conduct	The complainant alleged that the County Government of Nairobi irregularly, unlawfully and unprocedurally awarded a tender to a China National Electricity Company to design, finance, build, operate, a waste processing plant at Dandora dumpsite	File Closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					vide Nairobi tender no. NCC/ENV/REP/287/2022-2023. She was referred to the Ethics & Anti-Corruption Commission for redress	
138.	Boniface Mwangi CAJ/.NCC/060/388/23-FN	Male	Nairobi City County Government	Unlawful Official Conduct	The Complainant alleged unfair labour practices and policy in the County Executive Committee Secretariat due to the irregular procedure used in redeployment and promotion of officers. Complainant was advised to follow up with the County Public Service Board who were well seized of the matter and in a position to take concrete action. The Complaint was referred to the Public Service Commission.	File closed
139.	Muchoki Kirobia Kithindi HUD/EMBU/M.INT/062/294/23-RA	Male	Assistant Chief-Itangi and Chief South Ngarima	Unresponsive Official Conduct	The complainant alleged that he is the owner of a parcel of land No. MWEA/MIUU/LR 13963/4393 having bought it from one Mr. John Thiaka Karani on 9th March 2011. He had farmed on the land up to 2016 when one Mrs. Susan Wangethi came to him in company of the Assistant Chief Itangi sub-location and South Ngarima Chief claiming that the land did not belong to the Complainant. Both the Chief and the Ass. Chief allegedly connived to grab the land from him which frustrated his efforts to sell or farm on the land. He therefore lodged complaints with the DCI in Mwea and Kerugoya without avail. The complainant was advised on	CLOSED

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					the legal avenues to ascertain the land ownership.	
140.	Wycliffe Osukuku Ikwara & 36 Others CAJ/KSM/CG/BSA/052/7/23-AO	Male	Busia County Public Service Board	Unresponsive official conduct	The Complainant alleged the Busia County Public Service Board failed to renew contracts for 36 Health workers under Universal Health Coverage as per Public Service Commission communique dated 17/5/2023. Following the intervention of the Commission, the Complainant's contracts were renewed for a period of three years effective 21/5/2023.	File closed
141.	Joseph Owino Amumi CAJ/KRA/000/1547/2023-SAK	Male	Kenya Revenue Authority	Inefficiency	The complainant alleged unlawful tax deductions by Kenya Revenue Authority despite being a Person with Disability registered vide NCPWD/P/583088. He indicated that despite presenting the PWD member card, monthly deductions still persisted. Upon follow up, KRA attributed the issue to the complainant's failure to avail a tax exemption certificate as required under the PWD Income Tax Deductions & Exemptions Order of 2010. Subsequently, the complainant followed up on the same at NCPWD and availed it.	Closed.
142.	William Analo CAJ/KPLC/021/637/23-RA	Male	Kenya Power	Unresponsive official conduct	The complainant alleged that his prepaid token meter box broke down in September 2022 following an electric hitch. Consequently, he reported the matter to Kenya Power and Lighting Company-Limuru Office for replacement	CLOSED

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					and was informed that a team would be dispatched to address the same but, no replacement had been made. On 6 th June 2023, a KPLC officer by the name Brian visited the complainant's home in Ngecha, Limuru, Ruthui and claimed that that the office lacks prepaid meter boxes, an explanation he found unsatisfactory. Upon intervention, KPLC responded and provided the prepaid meter box.	
143.	Walter Muyera Wumzee CAJ/KSM/KPLC/021/67/23-WT	Male	Kenya Power & Lighting Company	Delay	The Complainant alleged that in 2022, he applied for electricity supply to his house in Maseno Township, Ref: E24142022110021. He paid Kshs. 26,334 for the same on 28th December 2022, but the Kenya Power had not done the power connection. Upon the intervention of the Commission, Kenya Power installed the power connection at the Complainant's premises.	File closed
144.	Stephen Mausah CAJ/KPLC/021/659/23-SK	Male	Kenya Power	Delay	The Complainant alleged delay by Kenya Power to install a Kenya Power Meter in the complainant's premises.	Closed: Complaint Resolved
145.	Robert Mambo on behalf of Remfwed Creativity CAJ/KVVPI/014/413/23-FN	Male	Kenya veterinary Vaccines Production Institute (KEVEVAPI)	Inefficiency	Complainant alleged non-payment of dues after supplying goods to the respondent in July 2023 despite several attempts to follow up. Upon inquiry, the matter was resolved	Closed
146.	Gislar Awuor Olwana	Female	National Council for	Delay	The Complainant alleged delay by the National Council for Persons with	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
	CAJ/KSM/NCPWD/018/18/23-AO		Persons with Disabilities		Disabilities to vet and process the Complainant together with her supporting documents and forward the same to Kenya Revenue Authority to facilitate her application for tax exemption. Response dated 21/11/2023 to the effect that the Complainant was determined to be able bodied and therefore not entitled to benefits due to Persons with Disability.	
147.	Aggrieved Staff, Kenya Film Classification Board CAJ/KCFB/023/225/2023-KC	Group	Kenya Film Classification Board	Administrative injustice	The complainants raised several governance issues against the Chief Executive Officer at the Kenya Film Classification Board touching on utter disregard to the legal provisions, Regulations and policies on recruitment, deployment and promotion of staff, staff remuneration and management of funds over a period of time. They claimed that despite voicing their concerns, the issues persist unabated. The Complaint was referred to the Commission's investigations department for review and analysis.	File closed.
148.	Charles Muthaura CAJ/ISL/REF/001/002/23 – KWK	Male	Private Entity	Outside mandate	The Complainant alleged that he is a member of Ekeza Savings and Credit Co-operative Society Limited under membership Number 1550263119624. That he joined the said Sacco in 2015. Upon registration, he started saving with the said Sacco until on 16 th July 2017	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					when he stopped saving on grounds that he was denied access to a loan facility. He further alleged that his savings summed up to One Million, Four Hundred and Sixty-Six Thousand (Kshs. 1,466,000). That he decided to withdraw his savings but the Sacco officers have denied him the opportunity to do so. The Complainant referred to the SACCO Societies Regulatory Authority.	
149.	Mandarima Kinyua Muthee CAJ/ISI/HUD/PE/040/01 6/23 - KWK	Female	Private entity	Outside mandate	The Complainant alleged that she is a PWD. That she legally separated with her husband one Mr. Geoffrey Muthee who has since re-married. She wants a share of her matrimonial property which includes two parcels of Land LR/. No. KIIRUA/NAARI (0.405 Ha) and KIIRUA/KIIRUA 1259 (0.05 Ha) which they jointly acquired during their marriage. She filed a matter at Meru Law Courts vide case number ELC No. 54 of 2014. She alleged that the matter was finally dismissed and that the said husband has been utilizing the property alone. The complainant was referred to FIDA for further assistance	File closed
150.	John Muriungi CAJ/ISI/REF/001/005/23 - KWK	Male	Private Entity	Outside mandate	The Complainant alleged that he was involved in a Road Traffic Accident in which his motorcycle KMON 045Q was knocked down by motor vehicle No. KBV 144K along Isiolo-Meru Highway. He filed a matter at Isiolo Chief Magistrates	closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					Court civil suit No. 8 of 2017. He contracted services of Mercy Kaume advocate who has been failing to appear in Court leading to numerous adjournments of his matter. The Complainant was referred to Advocates Complaint Commission.	
151.	Zainabu Guyo and Mohamud Jillo CAJ/ISI/PE/040/196/2023 – KWK	group	Private Entity	Outside Mandate	The Complainants alleged that they were in employment of the Isiolo Teachers Sacco as security guards from 2004 and 2006 to 2008 when they resigned. That there has been inordinate delay in the remittance of their benefits by their employer. The complaint was referred to Isiolo labour office	Closed
152.	Fridah Karegi Murathi CAJ/ISI/REF/001/021/23 – KWK	Female	Private entity	Outside mandate	The Complainant alleged that she procured services of an advocate one Mr. Kiogora Ariithi in a matter where she was involved in an accident and compensated Kshs. 506,000. The amount was paid into the advocate's account but he transferred to her only Kshs. 190,000. The said advocate has since failed to pay to her the remaining amount. The Complainant was referred to Advocates Complaints Commission for further assistance	Closed
153.	Abdullahi Kutu Daud CAJ/ISI/REF/001/006/23 – KWK	Male	Private Entity	Outside mandate	The Complainant alleged that he contracted the services of Abdullahi Kutu Daud to represent him in civil case No. ELC 041 of 2018 at Meru Law Courts. The said case was transferred from Isiolo	Closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					Magistrates Courts due to delay and the magistrate being a friend to the accused. The Complainant paid Kshs. 50,000 as legal fee but to date he is yet to offer the services he was paid for nor refund the amount paid. The Complainant was referred to Advocates Complaint Commission	
154.	Abdullahi Adan Dima CAJ/ISI/REF/001/004/23 - KWK	Male	Private Entity	Outside mandate	The Complainant alleged that he was involved in a Road Traffic Accident that involved two PSV vehicles; KBZ 767F and KAH 107A along Isiolo Marsabit Highway. That he sued the car owners at Isiolo Chief Magistrates Court. Upon Judgement, he was awarded Kshs. 1,006,000 which was paid into the advocate's account. He alleged that the advocate, one Mr. Gikundi Anampiu failed to give him the said amount. Referred to the Advocates complaints commission	Closed
155.	Grace Anyango Ogango CAJ/KSM/PE/040/471/2 3-AO	Female	Private entity	Outside mandate (Civil dispute)	The Complainant alleged that her distant relatives to disinherit a widow and utilize her land to her detriment. She was therefore desirous to move court for eviction orders against persons she perceived as trespassers on the said parcels. Matter referred to FIDA K for pro bono services.	File closed
156.	Benta Owoko	Female	Private Entity	Outside mandate	This complaint relates to a succession cause in the estate of Simeon Agao	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
	and Monica Owoko T/A ADINWEL PROGRAM CAJ/KSM/MOICNG/062 /180/23 -AO			(Criminal matter)	which matter escalated and three separate criminal cases brought against more than three parties including the Complainants who sought court representation. Complainants referred to Kituo Cha Sheria.	
157.	Oburu Clement Suka CAJ/KSM/P.E/040/472/2 3-AO	Female	Private entity	Outside mandate (civil dispute)	The Complainant alleged that COMOCO Sacco, which is a private entity on allegations of failure to refund Kshs. 50,000 deposit following closure of the Homabay office. Matter referred to SASRA for resolution who responded and advised that the complaint be forwarded to Commissioner for cooperatives.	File closed
158.	Daniel Odhiambo Juma CAJ/KSM/P.E/040/471/2 3-AO	Male	Private Entity	Outside mandate (Civil dispute)	A complaint against Homabay complaint was received during the FLLoCA program in Homa Bay, where The Complainant alleged that M/S Humphrey Obach Advocates failed to disburse compensation as received from his former employer, the County Government of Homa Bay. The complaint was referred to Advocates Complaints Commission.	File closed
159.	Frank Turo CAJ/KSM/M.COOP/025 /34/23-WT	Male	Private entity	Outside mandate (civil dispute)	The Complaint alleged failure by Municipal Employee Kisumu (MEK) Sacco to refund his savings after he left the Sacco in 2020. That he had accumulated savings amounting to Kshs. 250,000 and that due to the fact that he was incarcerated in prison, he	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					wrote to the Sacco vide letter dated 5th February 2020, directing that his savings be transferred to his next of kin, but the Sacco had failed to act on his request. The Complaint referred to the Commissioner for Cooperative Development for resolution.	
160.	Kinyeru Mwago for Digitech Drivers Association of Kenya CAJ/PE/040/2761/23-V.O.K	Male	Private Entity	Outside mandate	Complainant sought legal advice from the Commission on a number of issues including advice on how to institute petitions and how to form a union for online taxi operators. The Complainant was advised accordingly.	File closed
161.	Anthony Masibo CAJ/PO/047/663/23-SK	Male	Public Officer	Abuse of Office	The Complainant alleged that a State Counsel within the AG's Office gave consent for removal of a caution which resulted in disposal of land whose ownership was in dispute. The caution was removed prematurely as the Directorate of Criminal Investigations was investigating fraudulent transfer of the land. The Complaint was referred to the Attorney General's Office for resolution	File Closed.
162.	Justus Shikunga Were CAJ/KSM/JUD/001/594/23-WT	Male	Public Officer (Hon. Mrs. Lucy Ambasi, Chief Magistrate, Busia Law Courts)	Improper official conduct	The Complaint alleging improper conduct by a judicial officer handling Busia CMCC 87 of 2020; <i>Justus Shikunga Were vs. Dinesh Kumar Patel & the Attorney General</i> . That the hearing of the case was concluded in January 2023, but judgment dated 27 th April 2023 and signed by Hon. Mrs. Lucy Ambasi,	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					Chief Magistrate was read on 4 th July 2023. That upon delivery of the judgment, he learnt through his Advocate's firm that there was an extract of a separate judgment with a different verdict in relation to the same case. The said extract of the judgment was dated March 2023 and signed by Hon. Mrs. Lucy Ambasi, Chief Magistrate. He sought to have this matter investigated, particularly how an extract of a judgment could be accessed by a party before the same was delivered and why the actual judgment and the extract of the other judgement had conflicting dispositions. Matter referred to the Judicial Service Commission for resolution.	
163.	Peter Kiarie Njoroge CAJ/MSA/014/20/2023-SAK	Male	Agricultural Finance Corporation	Unlawful Official Conduct	A complaint against the Corporation for auctioning the complainant's property despite him fully servicing a loan where the land was surety. The complainant went to court vide Mombasa Civil Suit No.99 of 2012 to stop auction of his land which was allegedly granted on condition he serviced the loan. However, in 2022, he was requested to avail himself to the Lunga Lunga Land Board to consent to the transfer of the land to AFC. Upon inquiry, the respondent issued a satisfactory response.	CLOSED

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
CLOSED- OUTSIDE MANDATE						
164.	Lumumba & Lumumba CAJ/JUD/001/2615/23-EMN	Institution	The Judiciary	Outside mandate	This is a letter informing the Commission that the complaint lodged with the office of the Judiciary ombudsman had been resolved.	File Closed
165.	Michael Gituhy Ndichu HUD/GPO/JUD/001/212/23-EMN	Male	The Judiciary	Outside mandate	The Complainant alleged delay in hearing and determination of Nairobi CMCC No. 1610 of 2016. He was advised that the complaint is outside the Commission's mandate.	file closed
166.	Andrew Kimiti Weru CAJ/JUD/001/2661/23-EMN	Male	The Judiciary	Outside mandate	The Complainant alleged delay in hearing and determination of Bungoma High Court Criminal Appeal NO. E22 of 2022. The Complainant was advised that his complaint is outside the Commission's mandate.	File closed
167.	Eric Ambutsi CAJ/JUD/001/2597/23-EMN	Male	The Judiciary	Outside mandate	The Complainants alleged delay in handling and determination of HCP&A 119 of 2011. He was referred to the Judiciary Ombudsman.	File Closed
168.	AKN Advocates CAJ/JUD/001/2602/23-EMN	Institution	The Judiciary	Outside mandate	The Complainant alleged improper conduct on the Principal Magistrate Gichugu Law Courts. The complaint was referred to the Judicial Service Commission.	File closed
169.	Baryus Cheruiyot Rono CAJ/ELD/JUD/001/164/23-MM	Male	Judiciary	Delay	The Complainant alleged delay in being updated on the status of his appeal lodged at the Court of Appeal against the decision of the Kapsabet High Court Appeal No. E03 of 2022.	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
170.	Salim Abdalla CAJ/ELD/JUD/001/161/23-EK	Male	Judiciary	Outside mandate	The Complainant alleged misconduct against Honorable Kadhi Khamis Ramdhan the Principal Kadhi Eldoret Law Courts in the conduct of Succession Cause Number 1 of 2000.	File closed
171.	Johana Rotich CAJ/ELD/JUD/001/162/23-MM	Male	Judiciary	Delay	The Complainant alleged violation of his Constitutional rights as well as his fundamental rights by the Judiciary in delaying to determine his case and give judgement.	File closed
172.	Raymond Furaha Mangi CAJ/JUD/001/2634/23 – EF	Male	Judiciary	Outside mandate	The Complainant alleged that an unidentified officer of the Judiciary asked him for a bribe to help him process a land case and influence a police recruitment exercise. The Commission informed the complainant that the matter disclosed a criminal offense and thus outside mandate.	File closed
173.	John Kahiga Muigai & Another CAJ/JUD/001/2664/23 – EF	Male & Female	Judiciary	Outside mandate	The Complainant and his wife alleged that the magistrate in Kiambu RMCC 127 of 2003 had erred by issuing orders in favour of the Defendants, which had not been sought in their pleadings. The complainants were advised that their remedy lies in court, and that the Commission has no mandate to review the judgement.	File closed
174.	Dennis Ovicdos Onchari Oichoe CAJ/JUD/001/2633/23-SCK	Male	Judiciary	Outside mandate	The Complainant alleged unfair dismissal from Judicial Service, by the Judicial Service Commission. He however states that the matter is pending appeal at the Judicial Service Commission.	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
175.	Susan Njeri HUD/NYERI/M.JUS/001/206/23-FN	Female	Judiciary - Nyeri Law Courts	Outside mandate	The Complainant alleged interference in the conduct of a succession matter. She further alleged that both she and her advocate could not access her court file. Complainant was asked to provide further particulars	File closed
176.	Prisca CAJ/JUD/001/2654/23-FN	Female	Judiciary	Outside mandate	The Complainant alleged lack of communication from the Court. (No further details provided)	File closed
177.	Paul Ngongoto Manyanyi CAJ/JUD/001/2656/23-MD	Male	Judiciary	Outside mandate	The Complainant alleged that he was dissatisfied with the outcome of a judgement rendered in case number 246 of 2020	File closed
178.	Benson B. Mwaro CAJ/MSA/JUD/001/557/2023-SAK	Male	The Judiciary	Outside mandate	The Complainant alleged delay at Mombasa ELRC Court to expedite hearing and determination of ELRC No. E019 of 2022. He claims the matter has not been fixed for hearing since filing	File closed
179.	Said Ali Khamis CAJ/MSA/JUD/001/553/2023-SAK	Male	The Judiciary	Outside mandate	The Complainant alleged misconduct of the Magistrate in Children Case No. 297 of 2017 at Tononoka law courts, Mombasa. The complainant indicates that he applied for review of custody orders granted in favour of his estranged wife on account of parental neglect and mistreatment of the 3 minors but alleges that the Magistrate disregarded his evidence and dismissed his application.	File closed
180.	Firdaus S. Somo	Male	The Judiciary	Outside mandate	The Complainant alleged delay at Mombasa law court to hear and fully	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
	CAJ/MSA/JUD/001/560/2023-SAK				determine several cases including Civil Case No. 173 of 2011, Mombasa Succession Cause No. E113 of 2023 concerning the estate of Abubakar Mohamed Al Amin. The complaint indicates that different courts have handled the cases on the estate but to date, not conclusively.	
181.	Johnson N. Mkalla CAJ/MSA/JUD/001/558/2023-SAK	Male	The Judiciary	Outside mandate	The Complainant alleged dissatisfaction with the court decision to acquit the accused person charged with the offence of assault & threats to life. He claims the Magistrate was biased in the case and hence, seeks advice on pursuing redress	File closed
182.	Kimani Gachanja CAJ/JUD/001/2595/23-JMM	Male	Judiciary	Outside mandate	The Complainant alleged that he has a matter at Muranga High Court and the presiding Judge was compromised thereby dismissing his case..	File closed
183.	Acc & s Kimandi Church CAJ/JUD/001/2596/23	Institution	Judiciary	Outside Mandate	The Complainant alleged that they filed an Application at the Court of Appeal on 28 th March 2022 being COACAPPL/E101/2022, Joseph Muigai Kibunja & Another v Benson Mugo Mukunya & Another. The Application was filed under Certificate of Urgency and the Court directed that it shall deliver its Ruling on 2 nd December 2022. However, the Ruling was never delivered and the Court directed that the Ruling was to be issued on notice and despite several follow-ups, none has been	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					issued so far. The Matter was referred to the Judiciary Ombudsperson.	
184.	Roimen Levi CAJ/JUD/001/2608/23-JMM	Male	The Judiciary	Outside Mandate	The Complainant alleged that his name appears on the website specifically on a cause list	File closed
185.	Ngare Keru Kagarie CAJ/JUD/001/2671/23-JMM	Male	Judiciary	Outside Mandate	The Complainant alleged that he has a matter pending in court and that the outcome did not favor him.	File closed
186.	Joseph Gichuhi Wanjiku CAJ/JUD/001/2645/23-V.O.K	Male	The Judiciary	Delay	The Complainant alleged delay in hearing and determination of Nairobi High Court Succession cause number 281 of 2010. Referred to OJO for resolution.	File closed.
187.	Allamano and Associates CAJ/JUD/001/2644/23-V.O.K	Organization	The Judiciary	Delay	The Complainant alleged that Ngong Law Courts criminal registry failed to provide typed proceedings in MCSO/42/2019 R vs Evans Egesa. Referred to OJO for resolution.	File closed.
188.	Bakari Pascal Musanzia CAJ/MSA/JUD/001/563/2023-SAK	Male	The Judiciary	Outside mandate	A complaint regarding a case that was dismissed for lack of evidence. However the complainant avers that there was sufficient evidence to support this claim.	File closed
189.	John Oduor Osawo CAJ/KSM/JUD/001/590/23-AO	Male	Judiciary	Outside mandate	A Complaint against Siaya law courts in an ongoing criminal matter/ active before court. Complainant advised to raise the issue of the accused not being a first time offender through the prosecutor and that the mandate of the Commission is limited in this instance, s. 30 c, d of CAJ Act.	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
190.	Martin Munala HUD/KAK/JUD/001/94/23-AO	Male	Judiciary	Outside Mandate	The Complainant alleged inefficiency by the Judiciary, Directorate of Criminal Investigations and Office of the Director of Public Prosecution (ODPP) in relation to the conduct of a criminal matter that was investigated, file reviewed by ODPP and the matter presented before Kakamega Law Courts. The genesis of the criminal matter was alleged fraud in succession cause in the estate of Jesca Munala.	File closed
191.	Margaret Wanjiru CAJ/KSM/JUD/001/597/23-AO	Female	Judiciary	Outside mandate	A complaint relating to manner in which to produce evidence before a court of law, business dispute(s) with private parties and active court cases wherein the Complainant was advised to pursue the same through an advocate of her choice as the matters are outside mandate by virtue of S. 30 (c) (g) .	File closed
192.	Awino Mercy Caj/pe/040/2770/23-SK	Female	Judiciary	Outside Mandate	The complainant sought to challenge a grant of Probate and letters of administration issued by court in one succession cause	File closed
193.	Charles Irachi Muhoma CAJ/JUD/001/2662/2023-SK	Male	Judiciary	Outside Mandate	Complainant sought to have a meeting with the Deputy Chief Justice to discuss about his case which had stagnated in court	File closed
194.	Patrick Kiprono Mutai CAJ/NLC/022/2342/23-RA	Male	National Lands Commission	Outside mandate	The Complainant alleged that the National Land Commission has refused/neglected to take up a complaint made by the complainant .The complainant alleges he has written	File closed.

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					severally to NLC. The issues raised are as a result of a court decision quashing a previous determination by NLC. He therefore would like NLC to determine the matter afresh. The latest letter to NLC is by Kituo cha Sheria dated 4th of OCTOBER 2023 (attached)	
195.	Sherman Nyongesa, Mutubia Advocates and Tom Ambwere Advocates for Chogo, Utange-Majaoni Families CAJ/MSA/NLC/022/336/2023	Organization	National Land Commission	Outside mandate	The Complainant alleged that on 7th February 2019, NLC made a decision regarding a historical land issue affecting the said families. The decision advised that the dispute be taken before ADR for adjudication. In October 2023, NLC made a subsequent decision ousting their mandate as the matter was in court. The complainants seek to have the earlier decision upheld.	File closed
196.	Abdullahi Bonaya Adano CAJ/NLC/022/2336/23-V.O.K	Male	National Land Commission	Unresponsive Official Conduct	The Complainant alleged that the National Land Commission has not paid him following acquisition of his family land parcel number MARSABIT/MOUNTAIN/358 in favour of the Mombasa-Nairobi-Addis Ababa Road Corridor Development project. The file was merged with an existing file reference number CAJ/ISI/M.LAN/022/099/23.	File closed
197.	James Haggai Amakobe CAJ/ACC/001/2614/23-JMM	Male	Advocates Complaints Commission	Outside Mandate	The Complainant alleged that he raised a complaint with the Advocates Complaints Commission who have declined to resolve the same.	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
198.	Mr. Peter Otieno Odhiambo CAJ/TSC/013/2611/23-FN-FN	Male	Teachers Service Commission	Outside mandate	The Complainant alleged that the TSC has unfairly treated some retired teachers by failing to properly implement Orders from High Court Civil Case No. 65 of 2006	File closed
199.	Collins Nasibonio Wafula HUD/KAJ/013/239/23-V.O.K	Male	Teachers Service Commission	Unfair official conduct	The Complainant alleged that his employment was unfairly terminated by the Respondent. He was advised that the complaint raised no form of maladministration on the part of the Respondent.	File closed.
200.	Peter Wachira Githinji CAJ/TSC/013/2511/23-V.O.K	Male	Teachers Service Commission	Unfair official conduct	The Complainant alleged that the Teachers Service Commission dismissed him without following due procedure and that the decision was unfair. Complainant was advised that the complaint amounts to an appeal against the decision of TSC.	File closed.
201.	Christine Kawira CAJ/ISI/M.EDU/013/038/23 - KWK	female	Teachers Service Commission	Unfair treatment	The Complainant alleged that she has been unfairly treated by her employer who has failed to transfer her to her home county in line with ending delocalization by the government. Closed as is being handled at Eldoret Office	File closed
202.	Daniel Odhiambo CAJ/PSC/016/206/23-EMN	Male	Public Service Commission	Outside mandate	The Complainant alleged that he is a person living with disability and that he had been retired earlier that he ought to. He appealed and his appeal was disallowed. He was advised that CAJ is not an appellate body and that he	file closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					hence his matter is outside the Commission's mandate.	
203.	Anonymous CAJ/PSC/016/212/23-V.O.K	Unclear	Public Service Commission	Unfair official conduct	The Complainant alleged that the respondent informed him of a scheduled internship program interview late causing him to miss the interview.	File closed.
204.	Epainito Ludeki Jivonde CAJ/PSC/016/210/23-V.O.K	Male	Public Service Commission	Access to Information	The Complainant sought information relating to his dismissal from the Ministry of Agriculture in 2009. The file was merged with file reference number CAJ/M.AGR/014/265/2017 which was closed on 26.07.2022.	File closed.
205.	Gavana 20 Estate Association CAJ/EACC/026/258/23-JMM	Organization	Ethics and Anti-Corruption Commission	Outside mandate	The Complainant alleged that there was a parcel of land that was public land in Bomet town which has been grabbed by a private individual	File closed
206.	Peter Mungai CAJ/NPS/015/4364/23 – EF	Male	National Police Service	Outside mandate	The Complainant alleged that traffic police officers were spotted taking bribes along the road at Kibichiku and Wanginge. The complainant was advised to lodge the complaint with the Ethics and Anti-Corruption Commission.	File closed
207.	Mohamed Hawa CAJ/NPS/015/4362/23 – EF	Male	National Police Service	Outside mandate	The Complainant alleged that a private motorist had rammed into her house and caused damage, and she wanted the police to compel the perpetrator to pay compensation for the damages or to repair the house. The complainant was advised to file a civil suit in court against the private entity to recover damages for the loss.	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
208.	Akilu Kolee Agnes HUD/NKR/NPS/POL/015/62/23-FL	Female	National Police Service	Outside mandate	The Complainant alleged that the OCS Rumuruti Police Station, Nakuru County has failed to address her complaint on threat to life which she reported at the station vide OB Number 15/17/07/2023 are 20/27/07/2023. matter regards a matrimonial property ownership dispute to which we have advised her to institute civil proceedings in court as our mandate is limited under Section 30(d) of the CAJ Act.	File closed
209.	Kipkirui Koros Benard HUD/NKR/M.IGC/062/30/23-FL	Male	National Police Service	Outside mandate	The Complainant alleged that the OCS Nakuru Central Police Station, Nakuru County has failed to comply and effect the arrest of an accused person following the warrant of arrest order issued by the Nakuru Chief Magistrate's Courts.	File closed
210.	Francis Kipkoech Rotich CAJ/ELD/POL/015/200/23-EK	Male	National Police Service	Outside mandate	The Complainant alleged dissatisfaction with the verdict of National Police Service to dismiss him from service following disciplinary proceedings initiated against him on 27/9/2002 on charges of obtaining a bribe which he admitted to. The complainant has never appealed against the decision.	File closed
211.	Timothy Kibet CAJ/ELD/POL/015/209/23-MM	Male	National Police Service	Outside mandate	The Complainant alleged dissatisfaction with the decision of the OCS Kapsowar Police Station, Elgeyo Marakwet County recommending to the ODPP his prosecution for the offence of assault against him that had been reported	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					against him despite him having reported a similar complaint at Cheptongei Police Station, Elgeyo Marakwet County vide OB No. 02/17/11/2023.	
212.	Mabeya and Mabeya Co Advocates for Markazur Rashad Trust CAJ/PO/047/625/23-SCK	Organization	National Police Service	Outside mandate	The Complainant alleged that the respondents together with the OCS Pangani Police Station ignored and disregarded the implementation of the Court Order despite having authentication as a genuine Order of the Court.	File closed
213.	MATHENGE MUNGAI CHARLES CAJ/NHRR/POL/040/31/23-EM	Male	The National Police Service	Outside Mandate	The Complainant alleged that his son had been falsely accused of defiling a minor. The complainant was advised that the complainant was outside mandate as it was pending before court.	File closed
214.	KIIGE WANGARI LUCY CAJ/NHRR/PO/047/10/23-EM	Female	The National Police Service	Outside Mandate	The Complainant alleged that her landlord is a police officer and he has detained her household and personal items because of rent arrears. The complainant was advised to retain an advocate to assist her.	File closed
215.	Mboga Mageka Omwenga CAJ/MSA/POL/015/525/2023-SAK	Male	National Police Service	Outside mandate	The Complainant alleged death threats. The Complainant alleges that he has been receiving death threats from unknown persons since 2017 and that no action has been taken despite reporting the matter to several offices. He claims that efforts to follow up with DCI Kwale and Kwale Police Station have been futile. The Complainant who is old and	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					partially deaf states that he fears for his life. He further alleges that his water meter, electricity meter and other valuables have been stolen from his premises and that despite reporting the matter at Kwale Police Station and given OB No. 17/1/12/2023, nobody has been caught.	
216.	David Chege Kamande CAJ/POL/015/4341/23-JMM	Male	National Police Service	Outside Mandate	The Complainant alleged that his vehicle has been detained at Kayole Police station as an exhibit and that the police have adamantly declined to release the same. We advised that he raise the issue in the same court handling the matter.	File closed
217.	Joseph Kyonda CAJ/DCI/015/4340/23-JMM	Male	National Police Service	Outside Mandate	The Complainant alleged that the police have failed to investigate a land matter. We advised that since it's a land dispute, the file the same with the court.	File closed
218.	Lornah Otieno Odongo CAJ/NPS/015/4351/23-JMM	Female	National Police Service	Outside Mandate	The Complainant alleged that his father was assaulted by persons well known to him. However, the matter is pending in court which makes it outside our mandate	File closed
219.	Onyari Nyameino & Co., Advocates CAJ/NPS/015/4354/23-JMM	Organization	National Police Service	Outside Mandate	The Complainant alleged that his client was arrested and has never been presented in court.	File closed
220.	Jacob Gakunga Njaramba	Male	National Police Service	Outside Mandate	The Complainant alleged is demanding for Compensation for loss of business. He	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
	CAJ/NPS/015/4353/23-JMM				asserts that his goods were confiscated by the National Police Service.	
221.	Kairu Mbuthia Law LLP CAJ/NPS/015/4325/23-JMM	Organization	National Police Service	Unresponsive official Conduct	The Complainant alleged that he instituted a complaint with National Police Service without success.	File closed
222.	Kevin O. Okinyi CAJ/MSA/POL/015/502/2023-SAK	Male	National Police Service	Unresponsive Official Conduct	The Complainant alleged failure to investigate a report made to Central Police Station, Mombasa. The complainant alleges delay at Central police station to conclude investigations into an alleged offence of obtaining money by false pretense which he reported vide OB No. 83/28/2/2022	File closed
223.	Maria Wanjia CAJ/MSA/POL/015/518/2023-SAK	Female	National Police Service	Unresponsive Official Conduct	The Complainant alleged she lodged a complaint of theft on 04/9/2023 against one Peter Ruto, a resident of Keringet in Molo. The complainant paid him Kshs 350,000 for the delivery of 100 sacks of potatoes from Molo to Kilifi but he failed to do so despite receiving the money. Further, she has attempted to facilitate the police Kshs 23,000 for fuel to arrest the perpetrator but they did not take action	File closed
224.	Moses Mutunga Nzuma CAJ/MSA/POL/015/512/2023	Male	National Police Service	Delay	The Complainant alleged she made a report on the 27th of April 2023 at Changamwe Police station and was given an OB number but alleges delay by the police to conduct investigations and make arrests.	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
225.	Faith Medza Nyale CAJ/MSA/NPS/015/510/ 2023-SAK	Female	National Police Service	Unresponsive Official Conduct	The Complainant alleged that on 22 nd August 2023, she reported a case of obtaining money by false pretense at Kiembeni Police Station in Mombasa after a person known to her as Juma Said Juma sold her a portion of land No. 406 situated in Majaoni Mombasa on 11 th June 2022 and later sold the same parcel to somebody else. That she was issued with an OB Number 62/22/8/2023 but the police have refused to assist her to recover her money from the suspect.	File closed
226.	Vincent Obaga Ogada CAJ/KSM/P.E/040/VOL- .2/2023 -AO	Male	National Police Service	Outside Mandate	The Complainant alleged that the Kisii County Criminal Investigation Officer revived a matter and forwarded the file to the Office of Director of Public Prosecution(ODPP), Kisumu Regional Office who recommended that the Complainant together with others mentioned therein, be charged. Upon investigations being undertaken at the time, the ODPP Kisii closed the said file and IPOA having reviewed the same concurred with the ODPP.	File closed
227.	Jared Ratemo CAJ/KSM/NPS/015/673/ 23-AO	Male	National Police Service	Unresponsive official conduct	The Complainant alleged failure to investigate a case of murder reported at Nyangusus Police Station and a case of oppressive official conduct on the part of the former Officer Commanding Station. Upon follow-up, Internal Affairs Unit (IAU) indicated that they were seized of the	File closed

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					matter and had undertaken preliminary investigations and forwarded to Nairobi for further directions. The Sub County Criminal Investigation Officer Nyamache also indicated that on the murder case, they carried out investigations and forwarded the file to Office of Director of Prosecutions, who recommended the arrest of suspects in the case. However only one suspect had been apprehended and arraigned since the other two were on the run. Matter outside mandate s. 30 b,c,h as it is active before Court and is being addressed/ investigated by Internal Affairs Unit.	
228.	Alice Naliaka Kassimu HUD/BGM/NPS/015/117/23-AO	Female	National Police Service	Outside mandate corruption	The Complainant alleged the police at Bungoma police station requested for a bribe which was unsubstantiated and request for dismissal of a criminal case against her son before Bungoma Law courts in an ongoing case of stealing.	File closed
229.	Richard Midenyo Ouko CAJ/KSM/POL/015/667/23-AO	Male	National Police Service	Manifest Injustice	The Complainant alleged inaction against the Officer Commanding Station Kombewa Police Station for failing to have the Complainant arraigned before a court of law following an arrest emanating from breach of contract to face charges of fraud. Upon further clarification, the complaint had been lodged with Independent Policing	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					Oversight Authority Kisumu office for redress.	
230.	Tom Onditi CAJ/KSM/P.E/040/VOL. 2/2023-AO	Male	National Police Service	Outside Mandate	The Complainant alleged failure to investigate and apprehend the suspect in a murder case reported in 2021 at Homabay Police Station. Complainant advised that since the matter was under investigation Independent Policing Oversight Authority (IPOA), the Commissions mandate was limited and no inquiry would be initiated.	File closed
231.	Anthony Kimathi Mbrugu ISI/HUD/POL/015/009/23 - KWK	Male	National Police Service	Inaction	The Complainant alleged that he was assaulted and reported the matter at Githongo Police Station vide OB No. 08/24/11/2018. He alleged that the matter is yet to be investigated despite numerous follow ups.	File closed
232.	Linet Madwale HUD/KAK/POL/015/118/23-AO	Female	Directorate of Criminal Investigations	Unresponsive official conduct	The Complainant alleged unresponsiveness against the Kakamega Sub County Criminal Investigation Officer in a land ownership dispute over LR. Butso/ Shikoti/18345 which matter is civil in nature. Complainant advised to pursue remedies for breach of contract.	File closed
233.	David Njue Makinda CAJ/M.LAB/017/874/23-EMN	Male	Department of Social protection	Outside mandate	The Complainant alleged that he had been ordered to pay for his children's maintenance and upkeep but that he is unable as his wife has more income than he does. He was advised that his complaint is outside the Commission's mandate. This complaint is addressed to	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					the Respondent and copied to this Commission.	
234.	Woodley Residents Association CAJ/ODPP/027/316/23-EMN	Organization	Office of the Director of Public Prosecutions	Outside Mandate	The Complainant alleged that the Respondent was in the process of unfairly prosecuting him for fictitious allegations. He was advised that his complaint is outside the Commission's mandate.	File closed
235.	Moses Maina CAJ/MSA/ODPP/027/58/2023-SAK	Male	Office of the Director for Public Prosecution	Unresponsive Official Conduct	The Complainant alleged assault on 5th of June 2023. The complainant was attacked by persons known to him and immediately reported the incident to Likoni Police Station, OB Number 48/5/6/2023. However, no investigations have been carried out and efforts to follow up have been futile	File closed
236.	Kevin Oyugi CAJ/MSA/ODPP/027/57/2023-SAK	Male	Office of the Director for Public Prosecution	Manifest Injustice	The Complainant alleged that he was a victim of assault on 21 st June 2023 and reported the matter. After investigation, the matter was forwarded to the ODPP who declined to prosecute for lack of evidence, this was communicated vide the letter of 21 st August 2023. The complainant alleges that he availed sufficient evidence to support the claim to no avail	File closed
237.	Japheth Mwole CAJ/KSM/ODPP/027/57/23-AO	Male	Director of Public Prosecutions	unresponsive Official Conduct	The Complainant alleged the police allegedly failed to act following a report of assault entered into the OB. No. 6/20/2/2023. Upon further perusal it was observed that Independent Policing Oversight Authority (IPOA) was seized of	File closed

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					the matter and there was an ongoing investigation into the same.	
238.	Millan Achollah Argwings CAJ/PE/040/2731/23-JMM	Female	Kenya Power and Lighting Company	Outside Mandate	The Complainant alleged that she applied for power but she ended up being conned. We advised her to instate the issue with the National Police Service	File closed
239.	Mwaniki Steve Mwanzia CAJ/KPLC/021/650/23-V.O.K	Male	Kenya Power and Lighting Company	Unresponsive Official Conduct	The Complainant alleged that he lodged a complaint with Respondent seeking a refund of an amount he used to purchase tokens to a wrong account. In the alternative, he sought that the tokens be redirected to his correct KPLC account.	File closed
240.	Thyaka Dominic CAJ/KENGEN/021/612/23-V.O.K	Male	Kenya Power and Lighting Company	Unresponsive Official Conduct	The Complainant alleged that the Respondent retired him on medical grounds but did not pay his injury pension.	File closed
241.	Daniel Kaguithia Kariuki CAJ/KSM/KPLC/021/66/23-AO	Male	Kenya Power	Outside Mandate (civil dispute)	The Complainant alleged against Kenya Power on allegations of having issued the Complainant with an exaggerated bill of Kshs. 169,280 for meter number 061700592. Upon review, it was established that the Complainant applied for supply of electricity while stationed in Kitale between the year 2009 to 2011. However upon his transfer from Kitale, he failed to terminate the contract for supply of electricity hence the bill. It also came to light that he failed to pay for supply of electricity for the period he	File closed

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					occupied the house. He who seeks equity must do equity.	
242.	Beatrice Wairimu Gathecha CAJ/KETRACO/021/653/23-V.O.K	Female	Kenya Electricity Transmission Co. Limited	Unfair official conduct	The Complainant alleged that the Respondent failed to compensate her father for damage caused to his house as a result establishment of a transmission line. It was established that the father had been compensated.	File closed
243.	Bunyala Elders Forum for Development CAJ/NG-CDF/008/278/2023-KC	Group	Budalangi Constituency NG-CDF	Outside mandate	The Complainants alleged that the Budalangi Constituency NG-CDF Committee had engaged in fraudulent and illegal activities allegedly through allocation of bursary funds to non-existing students. They claimed that the list of the beneficiaries exceeded the actual number of awardees of bursary allocation during 2022/2023 Financial year. Advised to seek assistance at Ethics & Anti-Corruption Commission.	File closed
244.	Adhoc Citizen Led Social Audit Steering Committee CAJ/NGCDF/008/275/23-JMM	Organization	Kaiti National Government Constituency Development Fund	Outside Mandate	The Complainant alleged that Kaiti National Government Constituency Development Fund cannot account the National Government Constituency Development Fund in Kaiti Constituency	File closed
245.	Okubasu & Munene Advocates CAJ/NHIF/012/639/23-JMM	Firm	National Hospital Insurance Fund	Outside Mandate	The Complainant alleged that he obtained Orders against NHIF and they have failed to honour the said orders.	File closed
246.	Makaka & Kiramana Advocates	Organization	Cabinet Secretary	Outside mandate	The Complainant alleged lack of compliance with Court orders by the Respondent.	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
	CAJ/M.TOU/024/58/23-RA		Ministry Of Tourism			
247.	Isaac Macharia CAJ/KTB/023/223/23-JMM	Male	Kenya Tourism Board	Outside Mandate	The Complainant alleged that there is discrimination in the manner in which Kenya Tourism Board advertises for job openings.	File closed
248.	Anonymous CAJ/M.EDU/013/2613/23-EMN	Anonymous	Ministry of Education	Outside mandate	The Complainant alleged underfunding and lack of facilitation among the Technical and Vocational Education and Training centers. The file was closed as there is no contact address and that it is addressed to the Ministry mandated to handle it. This complaint is addressed to the Ministry of Education and copied to this Commission among others.	File closed
249.	Luke Ndung'u CAJ/M.EDU/013/2577/23-JMM	Male	Ministry of Education	Unfair Treatment	The Complainant alleged that the Principal, Ichagaki Boys Secondary is overcharging fees. We advised that they explore the existing internal mechanism first.	File closed
250.	Samuel Wanjohi Kimondo HUD/EMBU/M.EDU/013/243/13-EMN	Male	Ministry of Education (Mateeri Girls Secondary School)	Outside mandate	The Complainant alleged that his daughter was expelled from school on grounds of being expectant. He had paid her school fees in full. He requested for a refund of the same so he could pay to her daughter's new school but that the Respondent had failed to refund the same. The Respondent was informed that the Respondent is a private school hence outside the Commission's mandate.	Closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
251.	Anonymous CAJ/DKU/013/2612/23-MD	Unclear	Dedan Kimathi University	Outside Mandate	The Complainant alleged infiltration of Dedan Kimathi staff pension scheme by a new council member. The complaint lacked clarity.	File closed
252.	Njoroge Peter CAJ/PE/040/71/23-JMM	Male	Diphine Secondary School	Outside Mandate	The Complainant alleged that he was dismissed from service without any payment	File closed
253.	Faith Kemboi CAJ/KITI/013/2580/23-EMN	Female	Kenya Industrial Training Institute (KITI)	Outside mandate	The Complainant alleged that she was the Respondents employees on contract basis and that the Respondents advertised for jobs on permanent basis. She applied, was shortlisted but did not get the job. She alleged that the Respondent's failure to employ her was unfair. The commission advised her that her complaint was frivolous and closed the file under section 34 of CAJ Act	File closed
254.	Abraham Kerich CAJ/KITI/013/2579/23-EMN	Female	Kenya Industrial Training Institute (KITI)	Outside mandate	The Complainant alleged that he was the Respondents employees on contract basis and that the Respondents advertised for jobs on permanent basis. He applied, was shortlisted but did not get the job. He alleged that the Respondent's failure to employ her was unfair. The commission advised him that his complaint was frivolous and closed the file under section 34 of CAJ Act	File closed
255.	Anonymous CAJ/M.EDU/013/2604/2023-KC	Unknown	Kenya Institute for the Blind	Outside mandate	The Complainant alleged governance issues touching on mismanagement, unfair recruitment and nepotism at the Kenya Institute for the Blind. Allegedly, the Principal had refused to retire	File closed

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					despite attaining retirement age and further that some employees had been recruited on contract without due process and paid better than staff on permanent basis on the same level.	
256.	Anonymous CAJ/TUM/013/2495/23-RA	Male	Technical University of Mombasa	Outside Mandate	The complainant under the cover of an anonymous alleged that Technical University of Mombasa suffered from mismanagement and listed instances of the same. The complaint was referred to the Commission for University Education for investigations and to update the Commission on any outcome. The Complainant did not resurface.	Closed
257.	Joseph Mwaniki Joel HUD/EMBU/M.INT/062/305/23-EMN	Male	Ministry of Interior and National Administration	Outside mandate	The Complainant alleged that the assistant chief Nguvu Sub-Location was corrupt. The Complaint is similar to 062/304. It was merged into 062/304	File closed
258.	Simeon Wachira CAJ/ELD/M.IGC/062/149/23-EK	Male	Ministry of Interior and National Administration	Unresponsive official conduct	The Complainant alleged that the Chief Kiplombe Location has failed to issue him with a chief's letter required in lodging succession proceedings in court.	File closed
259.	Sammy Kiplagat CAJ/ELD/M.IGC/62/140/23-FL	Male	Ministry of Interior and National Administration	Outside mandate	The Complainant alleged that the Chief Tembelio Location, Elgeyo Marakwet County has unlawfully used his power to undertake survey and fixed a boundary on his land parcel No Elgeyo Border Scheme Block 4/261. the matter is pending before the Eldoret Chief Magistrate's Court criminal Case Number E1537/22 wherein the complainant had been charged with	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					the offence of damage to property and the Chief is a prosecution witness.	
260.	BASHIR ABDIKADIR IBRAHIM CAJ/GSA/M.IG.C/062/02/23-AH	Male	Ministry of Interior and Coordination of National Government	Outside mandate	The Complainant alleged that the chief of Sabuli Location has interfered in a land dispute and has sided with the other person by forcefully determining the ownership of the said parcel of land. The matter was established to be an inheritance issue.	File closed
261.	BASHIR ABDIKADIR IBRAHIM CAJ/GSA/M.IG.C/062/02/23-AH	Male	Ministry of Interior and Coordination of National Government	Outside mandate	The Complainant alleged that the chief of Sabuli Location has interfered in a land dispute and has sided with the other person by forcefully determining the ownership of the said parcel of land. The matter was established to be an inheritance issue.	File closed
262.	GICHUKI MACHARIA SOLOMON CAJ/NHRR/P.O/047/8/23-EM	Male	Ministry Of Interior And Coordination Of National Government	Outside Mandate	The Complainant alleged that the chief Karagoini had been involved in grabbing land that belonged to his late mother. The complaint was advised that the complaint is outside mandate and that he should seek the services of an advocate and report to the police.	File closed
263.	NDEGWA WAHOME ADVOCATES CAJ/NHRR/PO/047/9/23-EM	Organization	Ministry Of Interior And Coordination Of National Government	Outside mandate	The Complainant alleged that the are chief Kanyiriri Sub Location has been disobeying court orders issued in Nyahururu ELC 77 OF 2022 JOHN NGATHO VERSUS AGNES KURIA AND OTHERS. The complainant was advised that the matter is outside mandate as it is pending before court.	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
264.	Stephen Musyoka Muendo CAJ/M.INT/062/1490/23-MD	Male	Ministry of Interior and National Administration	Outside mandate	The Complainant alleged that the Assistant County Commissioner Nairobi South one Solomon Muraguri took a bribe from him in the sums of 50,000/=. Complainant advised to lodge a complaint with the EACC as they are better suited to handle the matter.	File Closed.
265.	Paul K. Kimani CAJ/MSA/062/3249/2023-SAK	Male	Ministry of Interior and National Administration (Chief Miritini Location)	Outside mandate	The Complainant alleged that the Chief, Miritini location in Mombasa County has organized goons to chase the complainant from his parcel of land he bought from Juma Nguta Kombo in Miritini. He claims that the Chief demanded Kshs. 300,000 to allow him settle on the land. However, land parcel in question is subject of court case vide ELC No. 1871 of 2018 which is still ongoing in court	File closed
266.	Jando Allan Mwaponda CAJ/MSA/M.ICG/062/352/2023	Male	Ministry of Interior and National Administration	Outside mandate	The Complainant alleged that the Assistant County Commissioner is threatening him and 500+ people to settle a matter that is already before the court. The Complainant is a defendant in Malindi ELC No. E17 of 2020. A ruling was issued on 7/1/2022 where the court stated that it did not find any urgent necessity to prevent the defendants from continuing to use the land pending Judgment. The Complainant alleges that the matter is still ongoing but the ACC is forcing them to admit that the parcel of land known as Plot No.	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					140/IV/MN (CR9771) measuring approximately 480 acres belongs to the plaintiff for them to be allowed to stay and if not that they should vacate the property.	
267.	Fredrick Odiwuor Onyango HUD/GPO/M.INT/062/29 7/23-JMM	Male	Ministry of Interior	Outside Mandate	The Complainant alleged that his access road was blocked by a private person. We advised that he seeks the services of the County Surveyor to identify his access road.	File closed
268.	Jamleck Gilovi Mwaniki HUD/EMBU/M.INT/062/3 02/23-JMM	Male	Ministry of Interior	Outside Mandate	The Complainant alleged that the area chief left him out of the state of his father in the introduction letter for succession.	File closed
269.	Joseph Ngigi CAJ/M.IGC/062/1498/2 3-JMM	Male	Ministry of Interior	Outside Mandate	The Complainant alleged that the area chief has been supporting people to dump soil around his property and demands for compensation.	File closed
270.	Chrispinus Aben & others CAJ/M.IGC/062/1476/2 3-V.O.K	Group	Ministry of Interior & National Administration	Unfair official conduct	The Complainants alleged that the National Crime Research Centre did not absorb them into its workforce following secondment by the State Department for Correctional Services.	File closed
271.	Benjamin Gabriel Laloh CAJ/HUD/KWL/062/11/2 023-SAK	Male	Ministry of Interior and National Administration	Abuse of Power	The Complainant alleged that there is a land dispute between him and one Saidi Dawa. That the Area Chief (Vigurungani Location) ruled in favour of Saidi Dawa, the defendant. The defendant, later on, went to the Complainant to return the piece of land and confided in him that he had bribed the chief and promised to give him a portion of the parcel as a	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					token of appreciation if he ruled in his favour.	
272.	Paul Onyango Masinde CAJ/MSA/IGC/062/354-RA	Male	Ministry of Interior and National Administration (Area Chief Kadzanani Location, Mombasa)	Abuse of Office	The complainant alleged that following a land dispute with his neighbor, the Area Chief has, on various occasions, threatened to remove him from the land.	File closed
273.	Peres Amondi Wanyera CAJ/KSM/MOICNG/062/184/23-AO	Female	Ministry of Interior & National Administration	Unresponsive official conduct	The Complainant alleged the Assistant Chief, Chief Anyiko Sihai, Assistant County Commissioner and Deputy County Commissioner Gem, Siaya County are unresponsive in a matter relating to the Complainants resolve to reconstruct a home within the matrimonial home. Upon follow-up, the Commission was informed that the Complainant misrepresented facts since the said home was populous and the inlaws had provided alternative ancestral land for her use, which offer she rejected.	File closed
274.	Nicodemus Okuku CAJ/KSM/MOICNG/062/186/23-WT	Male	Ministry of Interior and Coordination of National Government	Abuse of power	The Complainant alleged that the Chief, Suna Central Sub-Location – Migori County invaded their land and harvested their trees. That the Chief had been threatening to kill them. Upon review of the documents, it was noted that the issues raised were criminal in	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					nature whose root cause was a land dispute and the Complainant was advised address the land dispute through the available civil processes. The direct allegations against the Chief could not be ascertained at that instance. The Complainant was advised to allow the Director of Public Prosecutions to handle the criminal issues since the matter was pending before it.	
275.	Barechu Self Help Group CAJ/ISI/M.IGC/062/060/2023 - KWK	group	Ministry of Interior and Coordination of National Government	Abuse of Office	The Complainants alleged abuse of office by their area chief and the Deputy Commissioner. The said public officers received payment from a construction company on their behalf for the use of their land. Matter pending before court The Complaint was merged with 062/062	File closed
276.	Stanley Ntoitha M'Aluma ISI/HUD/M.IGC/062/013/23 - KWK	Male	Ministry of Interior and National Administration	Unlawful Official Conduct	The Complainant alleged that he was employed in 1982 as an Assistant Chief Antubetwe/Kiongo Sub-Location. He was later promoted to a position of a chief. In 1992 he was unlawfully terminated without justifiable grounds.	File closed
277.	Joseph Mutua Lele HUD/EMBU/M.INT/062/298/2023-KC	Male	Ministry of Interior & National Administration	Outside mandate	The Complainant alleged that he is a senior elder, Makima Sub location in Mbeere South. He is also a member of Nyumba Kumi initiative and is usually involved in mobilizing members of public to attend Chief barazas, undertakes mediation, peace initiatives and	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					reconciliation within the community. However, he alleged that for all this work, there is no stipend paid and hence, sought Commission's intervention. Advised to seek further assistance through the Ministry of Interior.	
278.	Heather Doreen Prophet CAJ/M.IMM/003/416/23 -JMM	Female	Department of Immigration	Unresponsive official Conduct	The Complainant alleged that she applied for a dual citizenship in Kenya without success.	File closed
279.	Nayan Savla CAJ/M.IMM/003/419/23 -EMN	Male	Directorate of Immigration	Outside Mandate	The Complainant alleged that the officers at the Respondent's JKIA office had allowed his estranged wife to travel outside the country despite the court having issued. He was advised that his complaint is outside the Commission's mandate.	File closed
280.	Triple Ok Law CAJ/AG/001/2666/2023 -KC	Organization	Office of Attorney General	Outside mandate	The Complainant alleged laxity and undue influence on state counsels under the office of Attorney General in civil proceedings at Nairobi ELC Case No. 166 of 2011- <i>Diesel Care Limited v Megvel Cartons Limited, Registrar of Titles & Another</i> which influence allegedly led to the demolition of his client's factory. The claimed that respondent infiltrated multiple government agencies through fraudulent means and secured a favorable order in court and despite pointing it out, the State counsels did not	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					take any action. Matter addressed to the AG for internal redress.	
281.	Klaus Wuerfel CAJ/MSA/OAG/001/55 2/23-SAK	Male	Office Of The Attorney General & Department Of Justice	Outside mandate	The complainant alleged delay at AG's office to settle a bill of costs taxed at Kshs. 358,175/- following a court case in the High Court Mombasa (Case No. 206 of 2017) where he was acquitted of charge of charges of drug trafficking & child pornography. Claims despite several efforts & follow up, the amount has not been settled to date	File closed
282.	Gucoksniriria Kihato Traders & Farmers Co. Ltd CAJ/PE/040/2728/23-JMM	Company	Office of the Attorney General	Outside Mandate	The Complainant alleged that the Honorable Attorney General has failed to honour a Judgement issued against him. We advised that the complainants filed the necessary application of contempt in court.	File closed
283.	Anety Gikuu HUD/EMBU/M.LAN/022/258/23-EMN	Female	Ministry of Lands, Public Works, Housing, and Urban Development	Outside mandate	The Complainant alleged dissatisfaction with the ruling delivered in Succession Cause No. 508 of 2017. He was advised that the matter is outside the Commission's mandate	File closed
284.	Daniel M. Mwita HUD/EMBU/M.LAN/022/259/23-EMN	Male	Ministry of Lands, Public Works, Housing, and Urban Development	Outside mandate	The Complainant alleged that an individual had subdivided and sold his land. He was advised that his complaint is outside the Commission's mandate.	File closed
285.	John Kingori HUD/NYERI/M.LAN/022/264	Male	Ministry of Lands, Public Works, Housing,	Outside mandate	The Complainant alleged that the Nyeri County Land Registrar was interfering with his possession and use of land parcel Nos. MAHIGA/UGACHIKU 658 is	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
			and Urban Development		belonging to James Karoki Gichuhi, MAHIGA/UGACHIKU 206 belonging to Gichunju Kamore and MAHIGA/UGACHIKU/509 belonging to Rachael Wanjiku Wamurangi. The complaint was found to be baseless as the registrar wrote to the Complainant informing him of her intention to establish the boundaries between the aforementioned properties.	
286.	Samson Murage CAJ/M.LAN/022/2421/2 3-V.O.K	Male	Ministry of Lands, Public Works, Housing and Urban Development	Unfair official conduct	The Complainant expressed dissatisfaction with a survey conducted in a bid to resolve a boundary dispute. The file was merged with file reference number 022/2372 which is a closed file.	File closed.
287.	Japhet Murithi M'lgweta CAJ/M.LAN/022/2425/2 3-JMM	Male	Ministry of Lands	Outside mandate	The Complainant alleged that he obtained a Court Order and the Ministry of Lands have failed to implement the same.	File closed
288.	Elias Munga CAJ/MSA/M.LAN/022/3 37/2023-SAK	Male	Ministry of Lands, Public Works, Housing, and Urban Development	Delay	The Complainant alleged that he has a small parcel of land in Kilifi County at Mkombozi North. In 2022, he applied for an allotment letter for the parcel of land, and up to date we are yet to be assisted.	File closed
289.	Domiciano Kirimi Itari CAJ/ISI/M.LAN/022/093/ 2023-KWK	Male	Ministry of Lands Housing and Urban Development	Outside mandate	The Complainant alleged that he has been involved in a long-standing land dispute with individuals known to him who subdivided his deceased father's land A/R OBJ 583 into numbers 277 and 1044 respectively. The Complainant was	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					advised to appeal to DLASO Tigania West	
290.	Lucy Mwomaitha CAJ/ISI/M.LAN/022/095/23- KWK	female	Ministry of Lands, Housing and Urban Development	Outside mandate	The Complainant alleged that she inherited Plot No. KAGUCHWA/2668 from her deceased father one Mr. Mwirabua Kaibua. That her brother changed the land registration details into his name without her consent. Complainant asked to provide supporting documents.	File closed
291.	Wilson Yegon CAJ/M.LAN/022/2406/23-SK	Male	Ministry of Lands	Outside mandate	The Complainant alleged fraudulent dealings in unreferenced land under land L.R No. 11408 situated in Kericho County. He stated that the land was which measures 10 acres was unreferenced since 1956 and had hence attracted fraudsters	Filed closed
292.	Kimberly Kamau CAT/PT/000/1553/23-ERMN	Female	Public Trustee	Delay	The Complainant alleged that the Respondent had sold their property but failed to remit the proceeds to them. She was advised to supply clearer details on her complaint but had no documents.	File closed
293.	Stephen Nzangi Kioko CAJ/M.LAB/017/872/23-V.O.K	Male	Ministry of Labour and Social Protection	Unfair official conduct	The Complainant alleged that Directorate of Occupational Safety and Health failed to consider his objection to its assessment of compensation on the ground that the same was filed late yet he was sick and could not lodge the objection on time.	File closed.

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
294.	Joseph Kipngetich Tanui CAJ/MTRH/012/653/2023-KC	Male	Moi Teaching & Referral Hospital	Outside mandate	The Complainant alleged poor services at Moi Teaching & Referral Hospital, particularly at the Histopathology lab including unreasonably long wait time as well as the absence of doctors. Matter addressed to the CEO, MTRH for internal redress.	File closed
295.	Pauline Mpaka Kwaria CAJ/ISI/FIN/000/029/2023-KWK	Female	Pensions Department	Outside mandate	The Complainant alleged that her deceased husband gratuity by his employer the judiciary. However, she provided us with a letter from judiciary dated 4 th August 2014 that indicated that the said husband was only entitled to NSSF benefits in accordance with the pension Act Chapter 189 Section 28/6 "A" and was duly paid. The Complainant was advised that her deceased husband was only entitled to NSSF benefits as per the received letter	File closed
296.	Anonymous CAJ/KSM/KENHA/006/18/23-WT	Unclear	Kenya National Highways Authority	Outside mandate	The Complainant alleged unfair treatment, unfair labour practices and unfair termination of employment by the Kenya National Highways Authority. The Complainant had worked as an Engineer at the KeNHA's Western region from 10 th February 2021 until 30 th November 2022 when his services were terminated in a manner he felt was unfair. He had been served with warning letter on 28 th June 2022 and was later dismissed. Complainant advised to pursue the labour dispute in court.	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
297.	Philip Oyunga Onditi CAJ/M.WAT/009/323B/23-SCK	Male	Ministry Of Water	Outside mandate	The Complainant alleged that he was dismissed from service effective 13 th December 2006, vide a letter dated 14 th November 2008(Ref. EST/78049549(257)) on account of absence of duty, that he appealed against the decision and received an acknowledgement letter dated 14 th January 2013, from the correspondence the letter indicated that the appeal was received and sent to the relevant authorities for necessary Action, and that he would be informed of the outcome, however he indicates that this has not been done.	File closed
298.	Ute Goodwin CAJ. M.LAN/022/2414/23-JMM	Male	Ministry of Defence	Outside Mandate	The Complainant alleged that Ministry of Defence grabbed his land	File closed
299.	Timothy Ayieko Olingo CAJ/KEBS/074/28/2023 - EF	Male	Ministry of Investments, Trade and Industry (Kenya Bureau of Standards)	Outside mandate	The Complainant alleged that the Kenya Bureau of Standards interviewed and selected him for the position of Inspection Officer, but he did not receive an appointment letter. Upon assessment, the complainant could not establish a basis for the claim that he was successful in the recruitment process. The documents he provided showed that he was not shortlisted and did not participate in the interview. Thus, there was no basis for an inquiry into maladministration and the complainant was duly advised.	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
300.	Maina Kamau CAJ/EPZA/55/7/2023 - EF	Male	Ministry of Investments, Trade and Industry (Export Processing Zone Authority)	Outside mandate	The Complainant alleged that the Chief Executive Officer of the Authority was engaging in corruption and abuse of office, by misappropriating public funds through payment of irregular allowances. The complainant was advised to follow up the matter with the Ethics and Anti-Corruption Commission, where the complaint had been lodged as well. The matter is outside the Commission's mandate.	File closed
301.	Mawire Mbae Lloyd CAJ/M.INF/023/219/23 - EF	Male	Ministry of Information, Communication and The Digital Economy (Kenya Information and Communication Technology Authority)	Outside mandate	The Complainant alleged that his supervisor had breached the terms of his engagement under an incubation program, by transferring one member of his project team without the team's consent. He further alleged that this resulted in a waste of public resources because the team could not complete the project without the removed member. Upon assessment of the terms of the contract, it was noted that the Authority had power to reorganise the teams. Thus, there was no basis for an inquiry into maladministration and the complainant was duly advised.	File closed
302.	Mary Igoki Muriithi HUD/EMBU/M.LAN/022/260/23-JMM	Female	Ministry of Lands and Physical Planning	Outside Mandate	The Complainant alleged that the area surveyor is colluding with people to evict her from her land. We advised her to seek redress from the court	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
303.	Patrick Achieng Ambogo CAJ/M.LAN/022/2402/23-JMM	Male	Ministry of Lands and Physical Planning	Outside Mandate	The Complainant alleged that his parcel of land is being trespassed upon. We advised that he files the matter in court.	File closed
304.	Mary Igoki Muriithi HUD/EMBU/M.LAN/022/260/23-JMM	Female	Ministry of Lands and Physical Planning	Outside Mandate	The Complainant has a land dispute. We noted that it involves a land dispute and the appropriate forum to raise such issues is the Environment and Land Court.	File closed
305.	Raabia Hawa CAJ/M/ENV/038/209/23-JMM	Male	Ministry of Environment	Outside mandate	The Complainant alleged that he is being harassed for no apparent reason by the police for being a conservationist.	File closed
306.	Supreme Council of Kenya Muslims (SUPKEM) CAJ/AG/001/2638/23-FN	Organization	Registrar of Societies	Outside mandate	The Complainant alleged injustice regarding the manner in which the respondent handled the complainants issue with regards to Annual Returns. He further alleged unresponsiveness and erratic decision making on matters of the council without communication or consultation. The matter is however outside our mandate as it is pending in Court;Judicial Case No. E104 of 2023	File closed
307.	Mugane Law LLY CAJ/JUD/001/2625/23-JMM	Organization	Registrar of Societies	Outside mandate	The Complainant alleged that his client's church was suspended by the Registrar of Societies.	File closed
308.	Adan Abdul	Male	National Council for	Inefficiency	The complainant sought to know how to apply for the Persons living with	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
	CAJ/MSA/NCPWD/018/16/2023		Persons with Disabilities		Disabilities card as he is a person living with a disability and does not benefit from the funds.	
309.	Anonymous CAJ/KIPI/020/152/23 – EF	Unclear	Kenya Industrial Property Institute	Outside mandate	The Complainant alleged that the Institute granted and registered a patent for an innovation which was not novel, contrary to the law. The complainant was advised to file an appeal to the Tribunal as required by the Industrial Property Act.	File closed
310.	MOHAMED OMAR YUSUF CAJ/GSA/CGG/092/004/23-AH	Male	County Government of Garissa	Outside mandate	The Complainant alleged that he is an employee of the County Government of Garissa and has not been paid his salaries since January 2023. He also says that payment has been erratic in previous years resulting in salary arrears. The office established that the matter is before the Employment Court	File closed
311.	MOHAMED OMAR YUSUF CAJ/GSA/CGG/092/004/23-AH	Male	County Government of Garissa	Outside mandate	The complainant alleged that he is an employee of the County Government of Garissa and has not been paid his salaries since January 2023. He also says that payment has been erratic in previous years resulting in salary arrears. The office established that the matter is before the Employment Court	File closed
312.	MOHAMED OMAR YUSUF CAJ/GSA/CGG/092/004/23-AH	Male	County Government of Garissa	Outside mandate	The Complainant alleged that he is an employee of the County Government of Garissa and has not been paid his salaries since January 2023. He also says that payment has been erratic in previous years resulting in salary arrears.	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					The office established that the matter is before the Employment Court	
313.	HARUN ADEN KHALIF CAJ/GSA/CGG/092/00 5/23-AH	Male	County Government of Garissa	Outside mandate	The Complainant alleged that he is an employee of the County Government of Garissa. He alleges that his salary was stopped owing to absenteeism from duty. However, he was later absolved and was recalled to duty but his salary arrears in the intervening period had not been paid. The office established that the matter was before the Employment and Labour Court	File closed
314.	KAMINDO MUMBI TABITHA CAJ/NHRR/LKP/104/16/ 23-EM	Female	County Government of Laikipia	Outside Mandate	The Complainant alleged that she was a former employee of the county government of Laikipia and she had not been paid her terminal dues. The complainant was advised to seek the services of an advocate to file court case.	Closed
315.	KAIRU NJOKI IRENE CAJ/NHRR/LKP/104/17/ 23-EM	Female	County Government of Laikipia	Outside Mandate	The Complainant alleged that she was a former employee of the county government of Laikipia and she had not been paid her terminal dues. The complainant was advised to seek the services of an advocate to file court case.	closed
316.	MAINA NJERI ESTHER CAJ/NHRR/LKP/104/16/ 23-EM	Female	County Government of Laikipia	Outside Mandate	The Complainant alleged that she was a former employee of the county government of Laikipia and she had not been paid her terminal dues. The complainant was advised to seek the	closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					services of an advocate to file court case.	
317.	kirui Dickson CAJ/CG/KERICHO/129/17/23-EMN	County Government of Kercho	Male	Outside mandate	The Complainant alleged that he was allotted land in 1993 which he never took possession but that he realized that in 2013, the land had been allotted to a third party known to him. He sought the Commission's intervention to evict the third party. He was informed that his complaint is outside the Commission's mandate.	file closed
318.	Paul Mabwa Asila CAJ/CG/NRB/060/399/23-RA	Male	County Government of Nairobi	Outside Mandate	The Complainant alleged that he has a Consent that was adopted as a Court judgment but has not been settled.	File closed
319.	J.Harrison Kinyanjui CAJ/M.IGC/060/393/23-SK	Male	Nairobi city County	Outside mandate	A complaint alleging violation of the law by Nairobi City County with a motive of discriminating the complainant's client who is a PSV operator in Nairobi Central Business District under the company called Metro Magnum Organization Group. He alleged that the County CEC for Mobility and Works was harassing his clients by issuing orders for detention of their PSVs, resulting in loss of business	File closed
320.	Amani Sarah CAJ/CG/KIAMBU/072/98/23 – EF	Female	County Government of Kiambu	Outside mandate	The Complainant alleged that the County Government charged exorbitant permit fees, unlike neighbouring Counties. The Commission noted that it had no mandate to review the levies set by the County Government.	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
321.	Taita Taveta CSO's Movement CAJ/MSA/CG/TT/057/8/ 2023-SAK	Group	County Government of Taita Taveta	Abuse of Office	The Complainant alleged misappropriation of funds. The Complainant is a Civil Society group based in Voi who alleges misappropriation of public funds by MCAs of Taita Taveta County through going on unnecessary foreign trips to Israel, South Korea, Norway and Zanzibar in the 2022-2023 Financial Year. The CSO claims further that the MCAs inflated the travel costs & per diems contrary to SRC regulations and hence, requests the EACC to undertake an audit of the county assembly and take appropriate action	File closed
322.	Kenneth Kibaara Nyaga CAJ/ISI/CG/ISIOLO/049/ 124/2023 – KWK	Male	Isiolo County Government	Outside mandate	The Complainant alleged that he was an employee of Isiolo County Government from September 2018 to August 2019. That he was not paid his benefits amounts after termination of his employment. Upon perusal of his employment letter, he was advised that there were no pending payments.	File closed
323.	Abdub Molu Kicha & Group CAJ/ISI/CG/ISIOLO/049/ 127/23 - KWK	Group	County Government of Isiolo	Outside mandate	The Complainants alleged that they were employees of County Government of Isiolo in different capacities as such were entitled to be paid annual leave, gratuity and overtime under their terms of employment. That they have made numerous follow-ups with the Respondent who has failed to pay their accumulated leave, gratuity and	File Closed.

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
324.	Samuel Bundi and Japhet Mwebia Kirera CAJ/ISI/HUD/CG/ISIOLO/049/001/23 - KWK	GROUP	Isiolo County Government	Outside mandate	overtime payment since 12 th November 2018. The matter is pending in Court. The Complainants alleged that they are the legal owners of Kulamawe Plot No. 178. The matter was heard and determined by the Alternative Dispute Resolution Committee of the National Land Commission of Isiolo County. The Committee ruled in favour of the defendant one Mr. Jonathan Mwebia a decision that the Complainants are dissatisfied with. The Complainants were advised to appeal against the decision	File closed
325.	Abdub Molu Kicha & Group CAJ/ISI/CG/ISIOLO/049/127/23 - KWK	Male	County Government of Isiolo Outside mandate	Outside mandate	The Complainants alleged that they were employees of County Government of Isiolo in different capacities as such were entitled to be paid annual leave, gratuity and overtime. That they have made numerous follow-ups with the Respondent who has failed to pay their accumulated leave, gratuity and overtime payment since 12 th November 2018. Complainant advised to pursue the matter in Court as it is pending before Court	File closed
326.	Fredrick N. Muringi CAJ/MSA/CG/MSA/068/154/2023-SAK	Male	County Government of Mombasa	Delay	The Complainant alleged nonpayment of salary. The complainant worked with the County Government of Mombasa in the Weights and Measures Section under P/NO. 19970008274. He alleges	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					delay at the County Government of Mombasa to pay salary arrears for 3-years period (August 2019-2022) for the period he was out of duty on medical leave.	
327.	Musyoki Mweta CAJ/MSA/CG.MSA/06/157/2023-SAK	Male	County Government of Mombasa	Unfair Official Conduct	The Complainant alleged non payment of dues. The complainant was an employee of the Mombasa Municipal Council. In 2008, he was served with a NTSC following allegedly absconding duty. However, he avers he was unwell and the Council aware of the same. He returned to duty in 2020, and is seeking payment for the 17 months that he was out from duty due to his recurring illness- he was not officially on medical leave.	File closed
328.	Geoffrey Kebaso Nyamiaka HUD/KSI/CG/NYAM/076/9/23-WT	Male	County Assembly of Nyamira	Unresponsive official conduct	The Complainant alleged that Nyamira County Assembly refused to pay his salary for the period 27 th October 2020 to 31 st July 2023. This is the period the County Assembly declined to receive the Complainant back after his services were transferred from the Kenya Prisons Service to the County Assembly of Nyamira. Upon review of the complaint and discussions with the Complainant, he revealed that he had sued the County Assembly and the court issued its judgment in 2023 dismissing his case. The Complainant was advised on that the Commission did not have the mandate	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					to inquire into the complaint since it was already determined in court.	
329.	Stephen Mugambi Leandrew CAJ/EMBU/M.INT/062/293/23-RA	Male	Deputy County Commissioner Igembe Central	Outside mandate	The Complainant alleged that he was forcefully and illegally evicted by his step mother and step brothers from his late mother's home. He consequently lodged the said Complaint with the Akirang'ondy Chief, Meru County Commissioner and the same forwarded to Respondent's office. However, the matter has not been acted upon.	File closed
330.	Musa Komakech CAJ/PE/040/2755/23-V.O.K	Male	United Nations High Commission for Refugees	Outside mandate	The Complainant sought to be assisted to get treated. He was advised that the complaint is inadmissible.	File closed
331.	Anonymous CAJ/KRA/000/1546/23-V.O.K	Unclear	Kenya Revenue Authority	Unresponsive official conduct	The Complainant alleged that he gave the respondent information on tax evasion but KRA has not processed his reward.	File closed.
332.	Eric Ochanda CAJ/KRA/000/1557/23	Male	Kenya Revenue Authority	Outside Mandate	The Complainant alleged that on 20th September, 2023, the KRA office at Upper Hill declined to receive court documents. The complainant states that the person at the Mail office told him that he was under instruction not to receive documents regarding a certain matter in court (Gerald Kimunya matter) and that they could not receive the matter until 25th September 2023 and he was told later that they will only receive pleadings and nothing else.	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
333.	Elkana Ochembe CAJ/UFAA/000/1564/23-EMN	Male	Unclaimed Financial Assets authority	Outside mandate	The Complainant alleged that the Respondent's rules and regulations are rigid and sought the Commission's assistance to review them. He was advised that his complaint is outside the Commission's mandate.	File closed
334.	Dr. Peter Nyongesa Khakina CAJ/CBK/000/1572/2023-KC	Male	Central Bank of Kenya	Outside mandate	The Complainant alleged vide a letter dated 23 rd September 2023 addressed to the Banking Fraud Investigation Unit (BFIU) alleged that the Kenya Women Finance Trust bank had misrepresented and made a false statement with the intention of defrauding him. Allegedly, the micro-finance institution through its agents forged his signature and made false statements on his loan to defraud him.	File closed
335.	Kiboroo Self Help Group CAJ/ADC/014/424/2023-SK	Group	Agricultural Development Corporation	Outside Mandate	The Complainant alleged that L.R 9431 Within Ndorobo Community has been fraudulently allocated to the Agricultural Finance Corporation yet the same is owned by the complainant group	File closed
336.	National Housing Tenants Welfare CAJ/MSA/PE/040/736/2023-SAK	Group	Private Entity	Outside Mandate (Tenancy dispute)	The Complainant alleged That on the 24th June 2023, following a dispute regarding an NHC house, Mr. Adika attacked and harassed a tenant of house No. 205 with the intention of taking over the house. This was following a visit from the parliamentary committee visit to the property. The Committee stated that persons ought not to be evicted because of non-payment of	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					rent, and be allowed to pay any arrears slowly while still in occupation of the property.	
337.	Emeil Eshak Yane CAJ/P.E/040/2761/23-RA	Male	Private Entity	Outside mandate	The Complainant alleged that he is an Egyptian and a professional diver. That he applied for a diving job advertisement in Kenya which he has seen it in the internet claiming to be a national project at a coral reef and the employer name is Sandra naval. He sent his CV and he was ostensibly taken having been sent job description and salary. They also sent him the ' Kenya immigration website' to obtain a work permit He says the site" immigration.gov.ke@presidency.com" asked him for usd 1450 to process permit which he did. Since then, they stopped contacting him, says the complainant.	File Closed
338.	Francis Kimani CAJ/PE/040/2750/23-EMN	Male	Private Entity	Outside mandate	The Complainant alleged that he is a member of Gakuyo Real Estate Limited wherein he had contributed a sum of Kshs. 150,000/- but that the Respondent terminated the agreement and failed to reimburse his money	File closed
339.	Miriam Kinyuru CAJ/PE/040/2771/23 - EMN	Female	Private Entity	Outside mandate	The Complainant alleged that one peter Njagi had planned to disinherit her of her husband's property. She was advised that her complaint is outside the Commission's mandate	File closed
340.	Jared Oenga Mogaka	Male	Private entity	Outside mandate	The Complainant alleged inefficiencies at Telkom Kenya, demonstrated by	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
	CAJ/M.INF/023/220/23-EF		(Telkom Kenya Ltd)		frequent network outages. The Commission advised the complainant that the complaint was inadmissible because the company is not a public entity.	
341.	Ignatius Mariera CAJ/PE/040/2747/23 – EF	Male	Private Entity	Outside mandate	The Complainant alleged being aggrieved by the institution of civil proceedings against him by the family of a deceased person, seeking damages for wrongful death. The commission advised him that the matter was outside its mandate and that the same was appropriately before the court for determination.	File closed
342.	J. Kip Arap Tanui CAJ/PE/040/2746/23 – EF	Male	Private Entity	Outside Mandate	The Complainant alleged breach of contract and professional misconduct against an advocate. The Commission advised him that the matter was outside its mandate and referred him to the Advocates Complaints Commission.	File closed
343.	Rahab Wangari HUD/GPO/P.E/040/83/23 – EF	Female	Private Entity	Outside mandate	The Complainant alleged that her advocate failed to disclose the outcome of her case, thus leading her to lose her land. Complainant was advised to lodge the complaint with the Advocates Complaints Commission, and to seek the services of an advocate to follow up on the land dispute.	File closed
344.	Moses Marwa Masenti CAJ/P.E/040/2760/23 – SCK	Male	Private Entity	Outside Mandate	The Complainant alleged that there was a misunderstanding between himself and Premier Credit Kenya over the amount of loan that he received.	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					He states that the misunderstanding has so far been resolved.	
345.	CTWOO for Naomi Wanjiru CAJ/PE/040/2729/23-SK	Group	Private Entity	Outside mandate	The Complaint is a letter seeking for legal advice on succession matter /property dispute.	File closed
346.	Robert Cheruiyot Mutai CAJ/PE/040/2731/23-SCK	Male	Private Entity	Outside mandate	The Complainant raised a complaint against a private individual over Land ownership	File closed
347.	Joseph Tonui CAJ/PE/040/2734/23-SCK	Male	Private Entity	Outside Mandate	The Complainant alleged that he was deducted Kshs. 10 from his account No. 0798298399 on 7th July 2023by Safaricom Ltd. He claims that after raising the issue with Safaricom the respond was not satisfactory.	File closed
348.	Robert Maina Theuri CAJ/P.E/040/2738/23 - SCK	Male	Private Entity	Outside Mandate	The Complainant alleged to have frequently lost money at Cooperative bank and seeks intervention in loan which was erroneously placed on his pay slip.	File closed
349.	Anthopi Mechanical Engineering CAJ/P.E/040/2737/23-SCK	Organization	Private Entity	Outside Mandate	The Complainant alleged delayed payment for final Account settlement amounting to Kshs. 3,041,054.38. for Anthopi Mechanical Engineering Services Ltd hence leading to constitutional rights violation.	File closed
350.	Daniel Kimuyu CAJ/PE/040/2739/2023-SAK	Male	Private Entity	Outside Mandate	The Complainant alleged that he had an altercation with the CEO of Mwananchi Credit Company but was later arrested and arraigned for assault yet he was the victim. In the conduct of the case, he further cited several unfair	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
351.	James Githaka Nginya Advocates o/b Ali Yusuf Kurbale CAJ/PE/040/2742/2023-SAK	Male	Private Entity	Outside Mandate	and discriminatory acts against him in an effort to defeat justice. The Complainant alleged that his client operated long distance trucks that plied the Kenya, Uganda, DRC Congo and South Sudan routes. In 2014, his client's trucks were forcefully detained by South Sudanese security agencies and taken to Jebel Police Station in South Sudan. Advised to follow up through the Ministry of Foreign Affairs.	File closed
352.	Katelembo Co-operative Society Members HUD/GPO/NRB/M.LAN/022/273/2023-KC	Group	Private Entity	Outside mandate	The Complainants alleged that The Chairman, Mr. Wilson Masila had irregularly and through corrupt means allocated plots on the parcel where the Athi Water Company intended to construct Mwangoni dam. They alleged that the genuine project affected persons were omitted from the list compiled by the National Land Commission have been left out.	File closed
353.	Maendeleo Ya Viziwi Kenya CAJ/PE/040/2772/2023-KC	Group	Private Entity	Outside mandate	The Complainant alleged that the Apple Green restaurant, Nairobi had dismissed Breda Wekesa unfairly on unfounded allegations of withholding customers change when she was away from work. Further, they alleged that the entity was gender biased, used to harass employees sexually and issue threats among others.	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
354.	KAMANDE DANIEL CAJ/NHRR/PE/040/41/2 3-EM	Male	Private Entity	Outside Mandate	The Complainant alleged that his mother land had been acquired fraudulently by unknown persons. He was seeking pro bono legal representation. The complainant was advised to seek pro bono legal representation from the Kenya National Human Rights Commission.	File closed
355.	Ubora Housing Co-operative Society CAJ/PE/040/2736/23-SK	Corporate	Private Entity	Outside mandate	The Complainant alleged that a former Commissioner for Lands interfered with transactions involving land LR No.337/1631 (LR No.74968 belonging to the complainant and a subsequent fraudulent transfer to third party known as Tripple Two Properties Limited.	File closed
356.	Doreen Karwitha HUD/GPO/PE/040/88/20 23-MD	Female	Private Entity (Mama Ian)	Outside mandate	The Complainant alleged that one Mama Ian who is her landlord had forced her to vacate rented premises. The complainant duly advised that the matter is outside our mandate and should seek legal representation from an advocate of her choice.	File closed.
357.	Kenya Ports Authority Pensioners Welfare CAJ/MSA/PE/040/737/2 023-SAK	Group	Private Entity	Outside mandate	The Complainant alleged non compliance by KPA Pension Scheme with the decision in Civil Appeal Case No.4 of 2022 at the Retirement Benefits Appeals Tribunal.	File closed
358.	Grace Muguru Wairimu HUD/GPO/PO/047/64/2 3-JMM	Female	Private Person	Outside Mandate	The Complainant alleged that her Landlord evicted her without any notice. She was advised to seek the services of her own Advocate to advise her accordingly.	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
359.	Grace Kerubo Ogale HUD/GPO/047/65/23-JMM	Female	Private Entity	Outside Mandate	The Complainant alleged that she was unfairly dismissed from service. She was working for a Private Company. We advised that she makes a follow up with the company.	File closed
360.	Harrison Morara CAJ/PE/040/2766/23-EMN	Male	Private Entity	Outside mandate	The Complainant alleged that his advocates M/S Kiyondi Nyachae & Co. Advocates had failed to remit money a sum of Kshs 3,158,040 awarded in Kajiado CMCC E.428/2021 on 26/5/22. He was advised that his matter outside the Commission's mandate and referred to the Advocate's Complaints Commission.	Closed
361.	Wall Hawkers Self Help Group CAJ/PE/040/2743/23-JMM	Organization	Private Entity	Outside mandate	The complainant alleged that there parcel of land has been invaded by private individuals. We advised that they look for a recourse in court.	File closed
362.	Engineer Michael Mwinyi Kalachu CAJ/MSA/PE/040/740/2023-SAK	Male	Private Entity	Outside mandate	A complainant alleged that there is a court case in Msa HCCC No.383 of 2009 (OS) between Kabu Mumba and others versus Pwani Jezozhum Co Ltd and others but there is an error or mistake committed by the plaintiffs who sought entitlement of land ownership by adverse possession as opposed to claim for automatic ownership. This is because the residents on the suit property Plot No. 830, had paid to the county government of Mombasa all the outstanding land rates to avoid a sale by public auction.	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					The Complainant is therefore seeking a regularization of land ownership in form of transfer to the residents of the subject plot	
363.	Shadrack Charo Mwango CAJ/MSA/PE/040/739/2 023-SAK	Male	Private entity	Outside Mandate	The Complainant alleged that in Limuru Chief Magistrates Court, ELRC 2304 OF 2015 Shadrack Mwango v Bata Shoe Company, he was seeking compensation for unprocedural termination by his former employer. The Advocate who represented me was Mathews Nyabene has not provided him with a copy of the Judgment and proceedings to date.	File closed
364.	Abdalla Nassor CAJ/MSA/PE/040/738/2 023-SAK	Male	Private Entity	Outside mandate	The Complainant alleged that his landlord, increased rent by 100% at a butchery premises that he rented from him.	File closed
365.	Nyanza Region IDP Network CAJ/KSM/P.E/040/469/2 3-AO	Group	Private Entity- Eric Oyugi	Outside Mandate	The Complainant alleged Erick Oyugi fraudulently recruited IDPs to a sacco, KUWESA.	File closed
366.	Victor Vincent Ochuka CAJ/KSM/MOICNG/062 /23-AO	Male	Private Entity- Malika Moro	Outside mandate	The Complainant alleged one Malika Moro over ownership of land parcel Kisumu/Koguta East 160 registered in the name of Walter Ochuka Odumbe, deceased. Complainant had not undertaken succession in the estate of the deceased and there was a	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
367.	Fanuel Inzini CAJ/KSM/PE/040/467/2 3-WT	Male	Private entity	Outside mandate	possibility that the Respondent was a bonafide purchaser. The Complainant requested for legal representation by the Commission in regard to Vihiga ELRC No. 005 of 2022; <i>Fanuel Inzini vs Ebusakami G.S School</i> . Complainant was advised to seek for legal representation from the National Legal Aid Service.	File closed
368.	Moses Marwa Masenfi CAJ/KSM/PE/040/470/2 3-WT	Male	Private entity	Outside mandate	The Complainant alleged unfair adjustment of loan by Premier Credit Kenya. The Complainant had taken a loan of Kshs. 120,000 in 2021 and did a top up of Kshs. 20,000 in 2022 and despite his employer, the Teachers Service Commission effecting monthly deductions from his pay slip, he discovered the principal amount kept increasing instead of decreasing. Complainant was advised vide email dated 5th October 2023 to allow Premier Credit to handle the matter and in the event of dissatisfaction, to report to the Central Bank of Kenya which is the regulator.	File closed
369.	Selina Akinyi Atetwe CAJ/KSM/NPS/015/672/ 23-WT	Female	Private entity	Outside mandate	The Complainant alleged failure by officers attached to Embali Police Station and the Chief, Ipali Location in Vihiga County to intervene after the Complainant reported to them a case where some people descended on her late husband's property and harvested	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					trees. It was her claim that upon reporting to the Police Station, she was referred to the Chief to issue a letter on the incident, but he failed to intervene. Upon a review of the complaint, it was established that the land was registered in the names of a third party and not the Complainant's deceased husband. It was also noted that the Police had referred the issue to the Chief for mediation and being a land dispute, the Complainant was advised to seek judicial remedies.	
370.	Peter Mason CAJ/KSM/PE/040/468/2 3-WT	Male	Private entity	Outside mandate	The Complainant alleged that Uzima University had unreasonably increased school fees for the financial year 2023/2024 against the fee structure that had been released at the beginning of the year. That the same was likely to affect access to education for students, yet the decision came in the mid of the year. The Complainant was advised that Uzima University was a private entity and under the law, the Commission did not have the mandate to inquire into the conduct of private entities.	File closed
371.	John Mburugu CAJ/ISL/PE/040/194/23 - KWK	Male	Private Entity	Outside Mandate	The Complainant alleged that he has been involved in a long-standing land dispute regarding Plot Number NTIMA/IGOKI/9461 in Imenti North with one Mr. Benard Mbaya.	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					The Complainant sold an adjacent land parcel to the Respondent who later trespassed into the remaining parcel. He alleged to have been coerced into signing a Sale Agreement while intoxicated. Despite placing a caution, the Respondent proceeded to fence the said parcel against the Complainant's consent. The Complainant was referred to National Legal Aid for further assistance	
372.	Benard Sungurah CAJ/ISI/PE/040/192/2023 - KWK	Male	Private Entity	Outside Mandate	The Complainant alleged that his deceased mother named him as the sole beneficiary to her property Ngusishi Settlement Scheme/104. His brothers have since evicted him from the said property. The matter is pending before Court. The Complainant was advised to pursue the matter in Court.	File closed
373.	Mary Gikundi Kanana CAJ/HUD/PE/040/017/23 - KWK	Female	Private entity Outside mandate	Outside mandate	The Complainant alleged that she got married in 2001 and that her marriage is blessed with two issues. That she procured a loan that was used to purchase pieces of land and build a home and rental house. She also started a business for her husband. In 2022, the husband married a second wife whom he has been enjoying the acquired properties with and neglecting her with their children as her salary is committed into payment of loans. The Complainant	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					was advised to pursue the matter through judicial process.	
374.	Margaret Nkirote Mwirigi ISI/HUD/PE/040/020/23 - KWK	Female	Private Entity	Outside mandate	The Complainant alleged that she procured a check off loan of Kshs. 2, 000, 00 with Kenya Commercial Bank in 2020 which she later topped up to Kshs. 3,000,000 in 2021. That upon follow up on her loan balance in September 2023, she found out that her loan balance was at Kshs. 38,000,000 despite having not defaulted on payment. The Complainant was advised to lodge a complaint with Central Bank of Kenya	File closed
375.	Jackson Kirimi ISI/HUD/PE/040/019/23- KWK	Male	Private Entity	Outside mandate	The Complainant alleged that he is secondary school student. That his deceased parents left him an inheritance of a land parcel within Laare market in Meru County. That the said land parcel boundaries a coffee factory that has trespassed into his land. The matter is pending before court and the complainant requested for legal aid. Referred to National legal aid services	File closed
376.	Zakayo Mukubiogweta CAJ/ISI/PE/040/195/202 3-KWK	Male	Private Entity	Outside mandate	The Complainant alleged that he has been involved in a long-standing land dispute over land P/No 432 and 447 Uringu II Adjudication Section. He alleged that one Mr. David Mwenda is claiming ownership of the said land parcel. However, he added that the matter is pending in Court. The	File Closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					Complainant was advised to pursue the matter in Court	
377.	Rael Nkirete CAJ/ISI/HUD/P.E/040/015/2023 - KWK	Female	Private entity	Outside mandate	The Complainant alleged that her former partner one Mr. Gerald Mutua evicted her late son's family from their home upon his demise. The complaint was referred to FIDA for further assistance.	File closed
378.	Philip Isaka ISL/HUD/M.LAN/022/012/23 - KWK	Male	Private entity	Outside mandate	The Complainant alleged that he is a legal owner of plot known as Nyaki/Giaki 3372 and Nyaki/Giaki 3373. This led to a land dispute between him and two other persons namely Blandina Murungi and Mary Mugambi who sued him vide ELC No. 46 "A" of 2019 at Chief Magistrate Court at Meru. The Complainant lost the case and the caution that he had placed on the suit land was ordered to be removed. The Complainant was advised to appeal against the decision in Court.	File closed
379.	Mary Gikundi Kanana CAJ/HUD/PE/040/017/23 - KWK	Female	Private entity	Outside mandate	The Complainant alleged That she procured a loan that was used to purchase pieces of land and build a home and rental house. She also started a business for her husband. In 2022, the husband married a second wife whom he has been enjoying the acquired properties with and neglecting her with their children as her salary is committed into payment of loans.	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
380.	Loise Nkenesi CAJ/PE/040/2744/23-SCK	Female	Private Entity	Outside mandate	The Complainant alleged that their client through a letter approached the Kajiado land registry on 22nd August 2023 for green cards of parcel of land and proceeded to pay the requisite fee for the same and was issued with a receipt. \The land registry failed to issue the requisite documents duly requested and paid for	File closed
381.	Adinwel Widows & Orphans Initiative Program C/O Pesila Odanda And Kesia Obuk CAJ/PE/040/2733/23-RA	Organization	Private Developer(Anonymous)	Outside Mandate	The Complainant alleged that a private developer has grabbed land belonging to Pesila Odanda and Kesia Obuk.	File closed
382.	Reuben Gichihi Waimeni CAJ/PE/040/2774/23-JMM	Male	Madaraka Estate	Outside Mandate	The Complainant alleged that his employer, a private entity has not paid him for the last two years	File closed
383.	Henry W. Chege CAJ/P.O/047/623/23-EMN	Public Officer	Male	Outside mandate	The Complainant alleged that the Chief Kabete Location was favoring one family among the many that are party to succession proceedings. He was advised that the matter is outside the Commission's mandate	file closed
384.	Joram Kanyua Kago CAJ/PO/047/652/23 – EF	Male	Public Officer	Outside mandate	The Complainant alleged that the provisions of the Constitution of Kenya, 2010 are different from the draft Constitution, 2005 and as such the then Attorney General and the Members of Parliament misled the people. The complainant was advised that the	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					matter did not disclose a viable issue relating to public administration, capable of inquiry by the Commission .	
385.	Joseph Misango & Another CAJ/PO/047/657/2023-KC	Male	Public Officer	Outside mandate	The Complainant alleged that the Area Chief Mumias location in Kakamega County had falsely accused him and his brother of selling and distributing illegal brew. Allegedly, the Chief solicited for a bribe to set them free but when they declined, the Chief reported to the police that she found them in possession of 5 litres of illicit brew. Subsequently, they were arraigned in court and wrongfully convicted after being coerced to accept the charges. Duly advised on process of appealing nor seeking review.	File closed
386.	Moses Nyandusi Maragia & Another CAJ/P.O/047/647/2023-KC	Male	Public officer	Outside mandate	The Complainant alleged that the Deputy OCS Ruai police station had disregarded and/or refused to execute a warrant of arrest issued in Milimani CMCC 4149 of 2018 since 2022.	File closed
387.	Erick Omariba CAJ/BRS/001/2639/23-V.O.K	Male	Business Registration Service	Unlawful official conduct	The Complainant alleged that the Registrar of Companies irregularly and illegally altered the directorship of Capitol Laundry Limited. File merged with file reference number 001/2594.	File closed.
388.	Michael Njiiru CAJ/NCBA/000/1552/23-SCK	Male	Ncba Bank Ltd	Outside mandate	The Complainant alleged that his company trading as Shemonah Africa Limited, accessed an Assets loan from NCBA for the purchase of a tractor through account 4870120019. Last year	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					in the month of August after the expiry of the insurance I approached the bank for Insurance premium financing which was to cost 110,000 that is the loan plus interest which was processed and he was issued with an insurance sticker for one month. From there the bank failed to issue the sticker though it kept on deducting the IPF loan installment for the whole year. he was not able to operate without a sticker and when he tried to, he was arrested. He wrote to bank to complaint without any assistance	
389.	Zeth Ouma Omollo CAJ/PE/040/2730/23-RA	Male	Bashy African Credit Limited	Outside mandate-Civil Matter	The Complainant alleged that the Respondent has failed to meet its contractual end of the bargain by failing to release his vehicle.	File closed
390.	Anne Muhato CAJ/M.MIN/084/15/23-JMM	Female	Bamburi Cement	Outside mandate	The Complainant alleged that his company has been forwarding his dividends to UFAA.	File closed
391.	Joseph M. Kamau HUD/GPO/PE/040/86/23-EMN	Kamukunji Jua Kali Artisans	Male	Outside mandate	The Complainant alleged that he is the Respondent's member but that his efforts to get his share certificate are futile as the Respondent has declined to issue it. He was informed that his complaint is outside the commission's mandate.	File Closed
392.	Franklin Muthui CAJ/PE/040/2753/23-FN	Male	Private Entity	Outside Mandate (Civil dispute)	A complaint regarding the conduct and outcome of a court matter MCCR E617. The complainant is dissatisfied with the	Complaint advised to seek legal advice as the

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					Magistrate's advice to seek civil remedies	matter is outside our mandate
CLOSED – OTHER REASONS						
393.	Magdalena Ene Tinpanko & Another CAJ/JUD/001/2626/23-SAK	Female	Judiciary	Delay	The Complainants alleged deliberate delay in the hearing of ELC 861 of 2017 & Criminal Case No. E169 of 2021. They alleged that the police were reluctant in gathering original copies of evidence, not presenting relevant evidence, not amending charge sheet, refusing to bond government officials to appear and delay in availing the police file in court. Of particular concern is that the above issues are not assisting in dealing with the land fraud matter and how a third party was issued with a title deed in respect of KJD/NTASHART/316.	File closed
394.	MESHACK MUKHAVANI WANJALA CAJ/GSA/TSC/013/002/23-AH	Male	Teachers Service Commission	Unfair treatment	The complainant alleged that he worked as a high school teacher in Garissa for about 13 years and had never been promoted despite seeking for promotion twice and was denied claiming that promotion was only for the teachers from the local community. We asked the complainant for supporting documents. The matter could not proceed because the complainant failed to provide any supporting documents.	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
395.	Judith Akinyi Odhiambo CAJ/KSM/TSC/013/410/23-AO	Female	Teachers Service Commission	Unfair Treatment	The Complainant alleged that she requested for assistance to obtain study leave with pay or transfer from her current station, God Bura Secondary School. Complainant advised to initiate the application with her employer in the first instance.	File closed
396.	Oyugi & Co. Advocates for Nesco Services Limited CAJ/PE/040/2726/2023 - EF	Organization	Ethics and Anti-Corruption Commission	Unfair treatment	The Complainant alleged that the Ethics and Anti-Corruption Commission had unfairly targeted their client in an investigation, after they lodged a complaint against a company that had irregularly acquired a public service lane. Complainant failed to provide additional information and supporting documents sought by the Commission and thus the matter lapsed under the Commission on Administrative Justice Act Regulations.	File closed
397.	Patrick Muriithi Kariuki HUD/EMBU/ACC/001/207/23-SCK	Male	Advocates Complaints Commission	Delay	The Complainant alleged that he lodged a complaint with the Advocates Complaints Commission in 2006 and has never gotten feedback. All efforts to trace his file at the ACC have been unsuccessful.	File closed
398.	Wilfred O. Sese CAJ/ACC/001/2672/2023-KC	Male	Advocate Complaints Commission	Unresponsive official conduct	The Complainant alleged lack of response from the Advocates Complaints Commission to a complaint lodged under ref CC/PE/SEP/21/68959580 in 2021 against his advocate for allegedly withholding amount awarded in civil case for	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					compensation. Upon follow up, I was established that Advocates Complaints Commission actively seized of the matter & had responded to the complainant.	
399.	Austin Owino T/A M/S Orego C.J & Company Advocates CAJ/KSM/NPS/015/664/23-AO	Male	National Police Service	Unresponsive official conduct	The Complainant alleged failure to conclude investigations into a case of assault and forward the file to the Office of Director of Public Prosecution for review and further directions. Complaint addressed to the Gita Police Station and copied to Officer Commanding Police Division Kisumu East, Office of Director of Public Prosecution, Independent Policing Oversight Authority, Kenya National Commission on Human Rights, Ethics and Anti-Corruption Commission and CAJ. Complaint acknowledged and Complainant advised to allow for a response from the Respondent failure to which he was at liberty to pursue the matter with IPOA on unlawful official conduct, ODPP for review of the file and directions and EACC on the allegations of corruption.	File closed
400.	Jackline Simiyu CAJ/NPS/015/4328/23 – EF	Female	National Police Service	Delay	The Complainant alleged delayed payment of dues owed to her deceased husband's estate. The Commission noted that the subject matter was being addressed by the Eldoret Branch Office under CAJ/ELD/PEN/000/52/23.	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
401.	David Muyange Karani HUD/BGM/NPS/015/113/23-AO	Male	National Police Service	Unresponsive official conduct	The Complainant alleged failure by the Bungoma Police Station to act on a case of assault reported under OB NO. 100/7/3/2023 and have those found culpable arraigned before a court of law. Upon follow-up, the Commission was informed by the Investigating officer that the Complaint had withdrawn the complaint.	File closed
402.	M. Kiveu & Co. Advocates CAJ/KSM/NPS/01/665/23-WT	Organization	National Police Service	Improper official conduct	The Complaint alleged impropriety against the Officer Commanding Station and Officer Commanding Police Division Kakamega Central Police Station as well as against the Kakamega County Police Commander. That the said officers colluded to stop an auction process that had been authorized by the court in Kakamega Criminal Misc. Application No. E93 of 2023. That as a result, the auction that was to be presided over by Niki Auctioneers could not take place, causing losses to the firm. That no reasons were given by the officers for stopping the intended auction. Upon review of the complaint, it was noted that the same was addressed to the Independent Policing Oversight Authority and the Complainant was advised to allow the Authority handle the same.	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
403.	Jared Obura Ondari HUD/KAK/DCIO/015/119/23-WT	Male	National Police Service	Improper official conduct	The Complainant alleged failure by police officers attached to Kakamega Police Station to release a mobile that had been stolen after it was traced and the suspects arrested. The Complainant was requested to provide further details of the complaint, but he later disclosed that he had been dealing with con people masquerading as police officers. He was advised to raise the matter at the Police Station and allow the Police to act on the matter.	File closed
404.	Kimani Atieno HUD/BGM/DCI/POL/015/116/23-WT	Male	National Police Service	Delay	The Complainant alleged delay by the Directorate of Criminal Investigations (DCI) office in Bungoma to process his police clearance certificate that he applied for in the month of August 2023. The Complainant was requested to provide the reference number for the application to enable our follow ups with the DCI, but he stated he had misplaced the receipt. He was advised to make a follow up with the DCI and that we shall not initiate inquiry without the reference number.	File closed
405.	Joyline Nasambu Mutoro HUD/BGM/DCI/015/112/23-AO	Female	Directorate of Criminal Investigations (DCI)	Delay	The Complainant alleged delay by the DCI in issuance of certificate of good conduct applied for on 28/4/2023 and issued with receipt, application number PCC-LLTR8BER and bill reference number LBOAGOY.	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					Failure on the part of the Complainant to provide better particulars despite issuance of notice.	
406.	Ezekiel Aduga Vitolo CAJ/KSM/DCI/015/675/ 23-AO	Male	Directorate of Criminal Investigations	Unresponsive official conduct	The Complainant alleged inaction by the Sub County Criminal Investigation Officer Webuye in a case of land fraud wherein the Complainant is yet to provide the OB. Number. The complainant was requested for better particulars and claim supporting documents which she failed to provide despite issuance of notice.	File closed
407.	Wafula Simiyu & Co. Advocates o/b Johana Kiptoo Chepkech CAJ/ODPP/027/310/202 3-KC	Organization	Office of Director of Public Prosecutions	Delay	The Complainant alleged failure by the Office of Director of Public Prosecutions to institute criminal proceedings against 5 Kenya Forest Rangers on 2 counts of stealing and causing malicious damage to property reported at Timboroa Police Station OB NO. 11/30/09/2022. No action was taken. Complainant advised to pursue through ODPP since complaint letter addressed to the Director, ODPP for internal redress.	File closed
408.	Christine Atieno Okumu CAJ/KSM/ODPP/027/54 /23-WT	Female	Office of the Director of Public Prosecutions	Unresponsive official conduct	The Complainant alleged that the Office of Director of Public Prosecutions (DPP) in Kisumu had failed to intervene and ensure that Kisumu Central Police Station investigated OB NO. 28/7/5/21 and forward the file to the DPP. That she had brought the issue to the attention of the DPP on 15 th February 2023 and the DPP Kisumu wrote to the Kisumu County	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					Criminal Investigations Officer advising him to investigate the matter. The Commission took up the matter with the DPP who responded and stated that they had referred the Complainant to the Kisumu County Criminal Investigations Officer for assistance, but she had not reported back to them and requested that the Complainant communicates back to them of any challenges. The Complainant was advised to update the DPP for the way forward, but she stated that she was not interested in pursuing the matter any further.	
409.	Gason Okeyo CAJ/KSM/NHIF/012/68/ 23-WT	Male	National Hospital Insurance Fund	Inefficiency	The Complainant alleged that he had been paying his monthly NHIF contributions diligently (NHIF NO. 20575755), but in the month of July 2023, he received messages from the National Hospital Insurance Fund (NHIF) advising him that he last paid his contribution in April and he ought to pay Kshs.1500 plus a penalty of Kshs. 300. Complainant was requested to provide the account messages reflecting the payments, but he did not. He however stated that the NHIF had updated payments for May and July 2023. He was asked to provide the message for the June payment, but he failed to do so.	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
410.	Amos Okinda Ogoti CAJ/KSM/PE/040/473/2 3-AO	Male	Keumbu Revenue Office	Improper conduct	A complaint against Keumbu Revenue Officers, Kisii County. However, upon review, it was established that the Complainant entered into a sale of goods agreement with a private party, Sun King and breached the terms of contract forcing Sun King to take possession of his properties with a view to settle the outstanding debt.	File closed
411.	Ann Liberata Karimi Njagi HUD/EMBU/M.INT/062/3 00/2023-KC	Female	Ministry of Interior & National Administration	Oppressive official conduct	The Complainant alleged that the Deputy County Commissioner- Embu North and Area Chief had threatened her to remove a caution she had lodged on her matrimonial land. Allegedly, the administrators were biased and wanted to intimidate her to remove the caution so as to actualize their interest in the land. Advised to report to the County Commissioner, Embu for internal redress.	File closed
412.	Anne Thinitu Kabutha CAJ/M.IGC/062/1481/2 023-KC	Female	Ministry of Interior & National Administration	Inefficiency	The Complainant alleged that the Ares Chief, Kiambaa Location in Kiambu County had refused to write and issue her a letter for purposes of instituting succession cause at Kiambu law courts. Advised to report matter at the nearest Assistant County Commissioner's (ACC) office for internal redress.	File closed
413.	Pascal Owino CAJ/KSM/MOICNG/062 /178/23-AO	Male	Ministry of Interior & National Administration	Corruption	The Complainant alleged the Deputy County Commissioner Nyando Sub County is renting out the Sub County Headquarter office space to an named	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					third parties wherein no claim supporting documents was provided more particularly evidence of lease and or tenancy agreement and evidence of payment of rent. Complaint is trivial, frivolous, vexatious or is not made in good faith s. 34 (b) CAJ Act .	
414.	Hesron Wasambo Nyakoi CAJ/KSM/MOICNG/062 /181/23-WT	Male	Ministry of Interior & Coordination of National Government	Unresponsive official conduct	The Complainant alleged failure by the Chief of Central Gem Location in Siaya County to issue him with a letter which would enable him institute a land case against his cousin Samwel Siaji. Complainant stated the Chief was aware of the dispute and he wanted him to write a letter on the same. He was advised to file the case in court and enlist the Chief as a witness to testify since there was no direct obligation on the Chief to write a letter as evidence to a case in court.	File closed
415.	Kouko & Odera Advocates CAJ/KSM/MOICNG/062 /191/23-WT	Organization	Ministry of Interior and Coordination of National Government	Unresponsive official conduct	The Complainant alleged they addressed a letter dated 6 th November 2023 to the Chief, Central Nyakach Location in Kisumu on accusations of failure to issue a beneficiary letter to March Ochieng to facilitate succession proceedings in the estate of Elisha Ouko Ayoo. Since the Complainant had addressed a letter to the Chief, he was advised to allow that office to handle the matter and in the event of failure to	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					respond or intervene, to update the Commission for further follow up, but he did not revert.	
416.	Winnie Ogunde HUD/GPO/NRB/IMM/06 2/297/2023-KC	Female	Immigration department	Delay	The Complainant alleged delay at Immigration, Nairobi office in the processing and issuance of passports since January 2023. Upon follow up, it was established that the management of Ministry of Interior is already seized of the matter.	File closed
417.	Philip Wafula Buteywa CAJ/KSM/M.LAB/017/16 2/23-AO	Male	Ministry of Labour and Social Protection	Unresponsive official conduct	The Complainant alleged the County Labour Officer Trans Nzoia failed to respond and or resolve a complaint lodged against Kitale school for terminal dues amounting to Kshs. 1,607,697. Upon review, Complainant advised to consider pursuing the matter before the Employment and Labour Relations Court.	File closed
418.	Gladys Moraa Gichana HUD/EMBU/KERRA/006/ 23/2023-KC	Female	Kenya Rural Roads Authority	Unlawful official conduct	The Complainant alleged that the KERRA Director- Eastern Region had unlawfully issued a directive that salaries of the contracted casual employees be channeled through his personal account. Allegedly, the Director had been paying the workers from his personnel account and did not remit the Statutory payments like NSSF, NHIF and PAYE. For instance, the complainant alleged she had not been paid 6 months' salary. Advised to lodge	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					complaint with the Director General, KERRA for internal redress.	
419.	John Neondo CAJ/KSM/M.EDU/013/4 15/23-AO	Male	Ministry of Education	Unlawful official conduct	The Complainant alleged the Principal Inaya Secondary, Bukura sanctioned illegal levies. Complainant failed to respond to request for better particulars despite issuance of notice.	File closed
420.	Concerned Community Members CAJ/KSM/M.EDU/013/4 04/23-WT	Group	Ministry of Education	Unlawful official conduct	The Complainant alleged corruption and abuse of office by the Principal of Malinda Secondary School in Vihiga County. That the Principal had superintended grave misuse of financial resources of the institution as he had been spending school resources without following dues process. That the Principal had spent resources without approval of the Board and forged board minutes. That he had also employed unqualified teachers in the School. Vide an email dated 22 nd July 2023, the Complainants forwarded the complaint to the Ethics and Anti-Corruption Commission as well as the Commission. Having noted that the complaint regards allegations of corruption, the Commission vide letter dated 2 nd August 2023 advised the Complainant to follow up the matter with the EACC.	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
421.	Daniel Olungati Olembo CAJ/KSM/PE/040/474/23-AO	Male	Kenyatta University	Unresponsive official conduct	The Complainant alleged against Kenyatta University claiming unpaid house allowance and pension for the duration of service by the Complainant 1987- 1991. Complainant was advised that he had addressed the right entity and should follow up with them in the first instance.	File closed
422.	Ainea Arum CAJ/KMTC/012/636/23-SCK	Male	Kenya Medical Training College	Manifest Injustice	The Complainant alleged mistreatment and malicious gossip in Rachuonyo College. He claims that student leaders are implicating staff with no issues and report the same to the Management and mistreating seconded staff which is not in order.	File closed
423.	Paul Ochieng Asere CAJ/KSM/MASNO.UNI/013/420/23-AO	Male	Maseno University	Unfair official conduct	The Complainant alleged failure by Maseno University to include his name in the list of graduands and correct his name. Upon review it was established that the Complainant was admitted to study Bachelor of Biomedical Science and Technology with Information Technology between the year 2005 and 2009. He resurfaced in the year 2022 and complained over the issue to the VC, who responded vide letter dated 9/12/2022 effectively that the Complainant had 9 re sits and stood deregistered from the University. He was further advised to apply for readmission and arrange to clear the re sits.	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
424.	Peter Wawire Barasa CAJ/KSM/KIBABI.UNI/013/421/23-AO	Male	Kibabii University	Administrative Injustice	The Complainant alleged he was unsuccessful in the recent promotions. The Complainant was also unsuccessful in a similar exercise in the year 2017/2018. The Complainant then resorted to casting unsubstantiated aspersions against the shortlisting committee alleging that they deviated from the published requirements. The University issued a regret letter dated 13/10/2023 advising the Complainant that he was not shortlisted on account of not having a PhD. The University further invited aggrieved parties to appeal and provide documentation as per the regret letter. The complaint was aggrieved for failure to be shortlisted yet he did not qualify due to lack of a PhD .	File closed
425.	Philip Akuno Hono CAJ/KSM/M.EDU/013/402/23-AO	Male	Maseno School	Delay	The Complainant alleged nonpayment of retirement benefits for the entire period of service. That he was engaged on 19/2/1988 and served diligently until his retirement on 31/12/1999. However, following his retirement, he received payment of dues for period up to 1995 yet he served until 31/12/1999. Complainant was requested to provide relevant claim supporting documents and failed to do .	File closed
426.	Josphat Savali Mbuvi	Male	Ministry of Lands &	Discourtesy	The Complainant alleged that he had been treated and handled unprofessionally by land officials at Kitui	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
	CAJ/M.LAN/022/2437/2 023-KC		Physical Planning		Survey office in the course of following up on his complaint about trespass on his land by his neighbor. Advised to report matter to the In-charge, Kitui Lands Office for internal redress.	
427.	Stephen Nalo CAJ/KSM/M.LAN/022/4 66/23-AO	Male	Ministry of Lands	Inefficiency	The Complainant alleged against the land registrar Ukwala of issues affecting service delivery at the registry. Complaint too broad and not specific. Matter raised with the land registrar with a view to improve service delivery.	File closed
428.	Rose Atieno Odhiambo Through Emily A. Odhiambo CAJ/KSM/P.E/040/VOL. 2/2023-AO	Female	Ministry of Lands	Unresponsive official conduct	The Complainant alleged the Kisumu Lands Registrar failed to revoke title for land parcel KISUMU/KOMBEWA/1502 which was allegedly erroneously and fraudulently allocated to one Daniel Ajowi. The Complainant stated that the matter was being handled by FIDA. The Complainant was further advised to follow up with FIDA and consider challenging the title in court for appropriate orders .	File closed
429.	Hassan Sumba CAJ/KSM/MOICN/062/1 87/23-AO	Male	Ministry of Lands	Manifest Injustice	The Complainant alleged the Land Registrar Kakamega failed to expand an access road as provided in the map and mutation to serve Complainants land parcel no. 1739 located in Nyapora, Mumias West. Upon further review, the land registrar addressed the issue and issued an order. Further, the Complainant failed to	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					respond to multiple request for claim supporting documents vide email.	
430.	Joseph Adhola: ECAJ/KSM/ATI/M.LAN/022/9/23-AO	Male	Ministry of Lands	Unresponsive official conduct	The Complainant alleged Siaya County Land Registrar failed to provide information regarding the subdivision of land parcels North Gem/Malunga/1449 and North Gem/Malunga/614. The Complainant was advised to request the desired information in writing and then give the Registrar the stipulated 21 days to respond. In the event of failure on the part of the Registrar to respond within the said period, the Complainant was advised to lodge a complaint with the Commission. No complaint was lodged.	File closed
431.	David Ogwen Chairman Migori County Resident Association CAJ/KSM/M.LAN/022/467/23-AO	Male	Ministry of Lands, Public Works, Housing and Urban Development	Unresponsive official conduct	The Complainant alleged unresponsiveness in relation to queries raised over the implementation of street lighting project in Rongo town funded by World bank under Kenya Urban Support Program. Failure on the part of the Complainant to provide better particulars despite issuance of notice.	File closed
432.	David Ogwen Chairman Migori County Resident Association CAJ/KSM/CG/MGR/080/5/23-AO	Male	County Government of Migori	Unlawful official conduct	The Complainant alleged unlawful termination of employment contract against County Government of Migori of Municipal Board Members and failure to pay requisite dues.	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					Failure on the part of the Complainant to provide better particulars despite issuance of notice.	
433.	Nicodemus Ochieng Ogutu CAJ/KSM/CG/KSM/051/135/23-AO	Male	County Government of Kisumu	Unresponsive official conduct	The Complainant alleged against Kisumu County Government, premature closure of a job application site for supervisors and agripreneurs. Complainant had addressed the complaint to the County Government and was advised to follow up with the County in the first instance.	File closed
434.	Nyalenda A & B Neighborhood Planning Association CAJ/KSM/CG/KSM/051/137/23-WT	Group	County Government of Kisumu	Improper official conduct	The Complainant alleged there is a petition addressed to the County Assembly of Kisumu dated 28/9/23 regarding complaints of tariffs, billing and delegated management model applied by Kisumu Water & Sanitation Company Limited that had led to exorbitant water bills. That this was done without public participation. Complainants advised to allow the County Assembly to handle the petition.	File closed
435.	CIAG Kenya CAJ/KSM/ATI/CG/KSM/051/7/23-WT	Organization	County Government of Kisumu	Request for information	The Complainant alleged it made a request for information to the County Government of Kisumu vide letter dated 21 st August 2023 addressed to the County Secretary and copied to the Commission. Complainant was advised to allow 21 days to lapse then lodge a complaint should he not receive the requested information. The Complainant never got back to the Commission.	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
436.	Transform Empowerment For Action Initiative CAJ/KSM/ATI/CG/KSM/051/8/23-WT	Organization	County Government of Kisumu	Failure to provide information	The Complainant alleged the County Government of Kisumu failed to provide information. The request was dated 12 th May 2023 requesting for sets of information including the status of construction of Kosawo Health Centre and allocations of financial resources to it since inception in 2015; the procurement/tender minutes; the bill of quantity and the names of the project management committee members; the status of construction of Kombewa Sub-County Hospital Maternity Wing in terms of financial allocations for the past three consecutive years; the status of construction of Kombewa Mortuary in terms of financial allocations for the past three consecutive years; and copy of Assets and Liability register for the County Government of Kisumu. Complaint resolved upon the intervention of the Commission as the County Government released the information to the Complainant.	File closed
437.	Mary Atieno Muga CAJ/KSM/CG/KSM/051/136/23-AO	Female	County Government of Kisumu	Manifest Injustice	The Complainant alleged the defunct Kisumu Municipal Council failure to pay dues following termination of her employment. The complainant was requested for better particulars and claim supporting documents which she failed to provide despite issuance of notice.	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
438.	Wambani Edward HUD/KAK/ATI/CG/KAKA/073/1/23-WT	Male	County Government of Kakamega	Failure to provide information	The Complainant alleged that the County Government of Kakamega had failed to provide a set of information he had been requesting since 2018. These included list of beneficiaries, their facilities and the sub-county on the Imararisha Afya ya Mama na Mtoto Programme, why LATF projects are not mentioned by names, why funds were allocated for equipping Mumias and Shamakhubu Hospitals yet construction was ongoing amongst others. Complainant advised to make a written request for information to the County Government and share a copy to the Commission upon lapse of 21 days in the event of failure to be provided with the information. Complainant never reverted to the Commission.	File closed
439.	Esther Wanjiku Maina HUD/EMBU/NEMA/038/32/23-SK	Female	National Environmental Management Authority	Unresponsive Official Conduct	The Complainant alleged failure by National Environmental Management Authority to stop environmental pollution emanating from operation of Eagle 1 Concrete Machinery Limited quarry in Nguruka village in Embu County	File closed
440.	Sherene Wawira Kinyua Hud/embu/nema/038/31/23-SK	Female	National Environmental Management Authority	Unresponsive Official Conduct	The Complainant alleged failure by National Environmental Management Authority to stop environmental pollution emanating from operation of Eagle 1 Concrete Machinery Limited quarry in Nguruka village in Embu County	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
441.	Morris Kimanthi HUD/EMBU/NEMA/038/30/23-SK	Male	National Environmental Management Authority	Unresponsive Official Conduct	The Complainant alleged failure by National Environmental Management Authority to stop environmental pollution emanating from operation of Eagle 1 Concrete Machinery Limited quarry in Nguruka village in Embu County	File closed
442.	Millicent Atieno Adera CAJ/KSM/PE/040/462/23-AO	Female	Insurance Regulatory Authority (IRA)	Delay	The Complainant alleged the Insurance Regulatory Authority (IRA) delayed or failed to pursue a complaint lodged against Madison insurance company on failure to pay the Complainant her insurance dues following the maturity of her two policies for investment and education. Following the intervention of the Commission, Madison Insurance addressed the Complainant through IRA, however the Complainant failed to provide a response and or rejoinder despite having been issued with notice.	File closed
443.	James Oketch For Kenya County Government Workers Union Narok Water Branch CAJ/TRU/001/2606/23	Male	Registrar Of Trade Unions	Unresponsive Official Conduct	The Complainant alleged that the registrar of Trade Unions declined to register Narok Water officials. This was after the registrar raised some concerns as to why the registration cannot be done and they reverted back on 19th January 2023 addressing the concerns raised. They claim that the workers duly complied to all the necessary requirements, thus, the decision not to register the branch officials is unjust and prejudicial.	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
444.	Danson Mwangi Kamau CAJ/PO/047/628/2023-SAK	Male	Public Officer	Abuse of Office	The Complainant alleged that he was assaulted by the Area Chief, Gacharage Location, Ruaka in Kiambu County on 7 th August 2023 causing him soft tissue injuries. He reported the incident at Ruaka Police Post vide the OB No. 30/7/8/2023 and under investigation. Advised to follow up through the National Police Service for due process	File closed
445.	Samuel Kimani CAJ/PO/047/621/2023-SAK	Male	Public Officer	Unlawful Official Conduct	The Complainant alleged that though the appointment of the Director General, KERRA was quashed by the ELRC in Misc. Civil Application No. E014 of 2022 on 31 st May 2023, the Director General (Philemon Kiprop Kandie) had declined to vacate office and continues to discharge the duties and remunerated accordingly. Advised to follow up through court process.	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
CLOSED - REFFERALS						
446.	Murage, Juma & Co Advocates CAJ/JUD/001/2681/23-EMN	Institution	Judicial Service Commission	Delay	The Complaint alleged that he made a complaint against the Chief Registrar of the Judiciary but that the Respondent had delayed to hear and determine his Complaint. The Commission noted that this matter is subject to litigation in Nairobi High Court Civil Case No. E211 of 2023. The complainant was advised that this complaint was outside the Commission's mandate, and referred to the Judiciary Ombudsman.	Closed
447.	Andrew Muthama Kireru CAJ/JUD/001/2618/23 – EF	Male	The Judiciary	Delay	The Complainant alleged that he lodged a request for typed proceedings, so as to file an appeal against the ruling of the court in Limuru CMC Criminal Case No. 303 of 2018, but was not issued with the same. The Commission referred the matter to the Judiciary Ombudsman.	File closed
448.	Kilonzo & Co. Advocates CAJ/JUD/001/2660/23 – EF	Organization	The Judiciary	Delay	The Complainant alleged delay by the Business Premises Rent Tribunal in issuing a certified copy of a ruling issued in July 2022. The complaint was referred to the Judiciary Ombudsman.	File closed
449.	Peter Lyakimu Wanjala HUD/GPO/JUD/001/214 /23 – EF	Male	The Judiciary	Delay	The Complainant alleged that the judge in Milimani HCCC No. 419 of 2010 had unduly delayed the determination of the	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					case. He was referred to the Judiciary Ombudsman.	
450.	Ritasia Kina Mlavi CAJ/JUD/001/2623/23 – EF	Female	The Judiciary	Outside Mandate	The Complainant, the defendant in Taveta ELC Case No.1 of 2019, alleged that the case had not progressed for four years despite the defendants being ready to proceed with the matter. The matter was referred to the Office of the Judiciary Ombudsman.	File closed
451.	Stanley Gitonga Mbijiwe CAJ/ISI/JUD/001/074/20 23-KWK	Male	The Judiciary	Outside Mandate	The Complainant alleged that he has been involved in a long-standing land dispute with individuals well known to him over a land that he inherited from his late grandfather. The matter was heard and determined at Meru Law Courts vide Succession Case No. 454 of 2008. The Complainant lost the case but appealed on 15 th May 2023. He alleged that his case has been subject to adjournments which he alleged to be tactical delays by the Respondent. The Complainant was referred to the judiciary ombudsman	File closed
452.	Japhet Kaimenyi CAJ/ISL/REF/001/003/23 – KWK	Male	The Judiciary	Administrative Justice	The complainant alleged that he is the registered owner of land parcel known as Abothuguchi/Kiongo 514. He alleged to have sold some part of the parcel to one Mr. Francis Kaburu Marete. They were sued vide ELC 81 of 2021 at Meru Law Courts. That vide a ruling by P.M Njoroge, the judge issued an order of inhibition with respect to the suit land	File Closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					and a temporary injunction in respect to his other land parcel. He instructed his advocate one Mr. Gatari who failed to appeal. He decided to appeal in person only to be informed that the matter was heard and determined in 2018. In July 2023, the Complainant perused the Court file and found out that an advocate known as Gichunge filed an appeal for him in Nyeri. He further found out that an order was issued that he transfers his land to the Applicant failure to which the Court would instruct the Land Registrar to do so. The Complaint was referred to judiciary ombudsman	
453.	James Waromba CAJ/JUD/001/2669/2023-KC	Male	The Judiciary	Delay	The complainant alleged delay at Mumias law court to conclusively determine Civil Case No. 19 of 2015 <i>James B. Kangu vs George O. Omollo</i> . He claimed that despite the fact that the defendant had not settled the decretal sum and a Notice to show cause issued, the court had not given further directions nor taken action. The complaint was referred to the Judiciary ombudsman.	File Closed
454.	Laban Sanya Mabili CAJ/JUD/001/2628/23-FN	Male	The Judiciary	Outside Mandate	This anonymous Complaint touches on Kakamega succession Cause E117 of 2002. The Complaint was referred to the Judiciary Ombudsman for resolution.	File closed
455.	Thomas Odhiambo	Male	The Judiciary	Inefficiency	The Complaint alleged loss of a court file. The Complaint was referred to the	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
	CAJ/JUUD/001/2655/23-FN				Judiciary Ombudsman. He was advised that the Commission has no mandate over matters pending in court.	
456.	Ayni Hussein Mahmud CAJ/JUD/001/2629/23-FN	Female	The Judiciary	Unfair treatment	The Complainant alleged delay and interference in the conduct of Makadar MCCR/E5793/22 and MCCC/E6442/22. He was advised that the Commission has no mandate over matters pending in court and referred to the Judiciary Ombudsman.	File closed
457.	Daniel Mwenod for Jackline Munguti CAJ/JUD/001/2649/23-SK	Male	The Judiciary	Delay	The Complainant alleged delay by the Judiciary in hearing and determination of the complainant's case Number No. E018/21 in Mutomo Law Courts. The Complaint was referred to the Judiciary Ombudsperson for resolution	File Closed
458.	Christopher Masila CAJ/MSA/JUD/001/569/2023	Male	The Judiciary	Delay	The Complainant alleges that he was charged with stealing and that his case MCCC E1132 of 2022 at Mombasa Law Court is yet to proceed in Court. Investigations are still ongoing while he remains in custody at Manyani Prison. The Complaint was referred to the Judiciary Ombudsman	File closed
459.	Simiyu Tome Francis CAJ/JUD/001/2646/23-SCK	Male	The Judiciary	Outside Mandate	The Complainant alleged mishandling, complicity in the way his complaint against a Judicial Officer was handled by Head of secretariat of the Judiciary Ombudsman. The substantive complaint is against Hon Charles Soi Magistrate who the complainant alleges to have disobeyed stay order issued by High	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					court. However, the complaint has been lodged with the Judiciary Ombudsman and the same was determined. The complaint was referred to the Judicial Service Commission.	
460.	Maina Mwangi Joseph CAJ/JUD/001/2665/23-SCK	Male	The Judiciary	Delay	The complainant alleged that he is a prisoner incarcerated at Kamiti Maximum Prison and that he filled an appeal and since filling submissions, he has not heard from the Court. The Complaint was referred to the Judiciary ombudsperson	File closed
461.	S.M Gioche & Co Advocates for Truphena Afwande Kombo and Benjamin Mungai Njoroge CAJ/JUD/001/2279/23-SCK	Organization	The Judiciary	Inefficiency	The Complainant alleged that their client's court file number MCC E11719 of 2021, has been missing and despite their efforts to have the file traced, the file has not been found. The complaint was referred to the judiciary ombudsman.	File closed
462.	John Kennedy Walala CAJ/MSA/JUD/001/567/2023-EM	Male	The Judiciary	Delay	The Complainant alleged delay in the hearing a determination of MCCC E1014 of 2022 R versus John Kennedy Walala. He said that the complainant in that case, has never attended court and no other witnesses have been availed.	File closed
463.	Hannah Nduta Njoroge HUD/GPO/JUD/001/209/23-V.O.K	Female	The Judiciary	Delay	The Complainant alleged delay in hearing and determination of <i>Milimani</i> MCCC No. 7014 of 2019, Complainant vs Kelvin Gichohi Mwangi & 3 others. The complaint was referred to the Office of the Judiciary Ombudsman	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
464.	Ameli Inyangu & Co. Advocates CAJ/MSA/JUD/001/556/2023-SAK	Male	The Judiciary	Administrative Injustice	The complainant alleged that the court file in Kilifi SRMCC No. E015 of 2020- Allustus Bahati Charo v Collins Ochieng is missing in the court registry which has occasioned delay in the hearing & determination of the matter. The complaint was referred to the Judiciary Ombudsman.	File closed
465.	Haroon Lianda Masolo CAJ/MSA/JUD/001/566/2023-SAK	Male	The Judiciary (Mombasa Law Courts)	Outside Mandate	The complainant alleges that he has not received a copy of the Judgment for Msa CMCC No. 747 of 2015 Haroon Lianda Masolo v A.O Bayusuf and Sons Ltd to ascertain amount awarded. That his advocate, J.A Abuotha received some money from the defendants but she no longer practices law and cannot be located. The Complaint was referred to the Judiciary Ombudsman and the Advocates Complaints Commission.	File closed
466.	John Mutisya Muyanga CAJ/JUD/001/2675/23-MD	Male	The Judiciary	Inefficiency	The complainant alleged that he lodged an appeal in the Court of Appeal at Nairobi in 2022 and up to date he has not received an appeal number and a hearing date. The complaint was referred to Office of Judiciary Ombudsman.	File closed
467.	Wanja Wambugu & Co. Advocates for Great Money Ideas & Another CAJ/JUD/001/2657/23-MD	Organization	The Judiciary	Unresponsive Official conduct	The Complainant alleges that they applied for execution of decree dated 17 th August 2023 on 1 st August 2023 and are unable to trace the file. That upon checking the file movement register, they established that the file was last	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					received at the registry on 21 st August 2023. They wrote a letter to the executive officer of chief Magistrate Court at Milimani who has not acted or responded to their complaint. The complaint was referred to Office of Judiciary Ombudsman.	
468.	Cleophas Kiprotich CAJ/ELD/JUD/001/158/ 23-FL	Male	Judiciary	Inefficiency	The Complainant alleged a missing court file for Eldoret MCCR3196 of 2019: R versus Abraham Kiprop Kosgei to enable the issuance of a release order for the brother who is the accused herein and remanded at the Eldoret G.K Prison. The case against him had been withdrawn under Section 87 of the Criminal Procedure Code. Complainant was referred to the Executive Officer Eldoret Law Courts for resolution of the matter and has since confirmed that the file was found and the release order duly issued.	File closed
469.	Josphat Kiptoo Ruto CAJ/ELD/JUD/001/167/ 23-MM	Male	Judiciary	Delay	The Complainant alleged delay by the Eldoret High Court to conclude the hearing and determination of Probate and Administration Cause number 31 of 2013 due to numerous adjournments occasioned by the unavailability of the Judge on grounds of being away to attend to official duties. Complainant was advised accordingly and referred to the DR Eldoret High Court and the	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					Judiciary Ombudsperson for resolution of his complaint	
470.	Nawed & Jemuwa Investments CAJ/JUD/001/2632/23-EMN	Organization	Judiciary	Outside mandate	The Complainant alleged that they had deposited their title deed with a firm of Advocates for the purposes of a conveyance but that the said the Advocate's firm released a title deed deposited at their offices for the purpose of a conveyance transaction had been unlawfully released to the purchaser. The complaint was referred to the Advocates Complaint Commission.	File Closed
471.	Kale Maina & Bundotich Advocates LLP CAJ/JUD/001/2598/23 – EF	Organization	Judiciary	Inefficiency	Complainant alleged that it was unable to prosecute a case on behalf of Ecobank Kenya Ltd in Nairobi HCCC No. 365 of 2011, because the file had been missing at the court registry for 1 year. It further alleged that it had raised the matter with the Deputy Registrar without success. The Commission referred the matter to the Judiciary Ombudsman and after a month the complainant reported that the court file had been traced.	File Closed
472.	Thomas Kipruto Maritim CAJ/MSA/JUD/001/555/2023-SAK	Male	Judiciary	Delay	A complaint alleging delay at the Chief Magistrates Court in Bomet in proceeding with plea taking in a criminal case No. E313 of 2023, Republic verses Samuel Kimutai and Jonathan Kipkoech by entertaining numerous adjournments since 10th March 2023 from both the accused counsel and the	File Closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					prosecution hence delaying justice. The matter was referred to the Judiciary for resolution.	
473.	Kennedy O. Masese for Twin Properties Ltd CAJ/ACC/001/2619/23-JMM	Organization	Advocates Complaints Commission	Delay	The Complainant alleges that his advocates negligently handled in case. Complaint referred to the Advocates Complaints Commission.	File Closed
474.	Eudious Jebet CAJ/ELD/POL/015/190/23-FL	Female	National Police Service	Delay	The Complainant alleged that Mosoriot Police Station, Nandi County has failed to update her on the outcome of the investigation in regard to a complaint of rape that she lodged vide OB Number 24/18/04/2023. That this delay is leading to her fearing for her life as the suspect is issuing threats to her. Matter was referred to the ODPP Nandi County for resolution on 6/7/2023.	File closed
475.	Janet Akunava on behalf of Benedeta Nafula CAJ/ELD/POL/015/192/23-FL	Female	National Police Service	Manifest Injustice	The Complainant alleged that officers attached to Sirisia Police Station, Bungoma County declined to admit or initiate investigations to a rape complaint that was occasioned to her in June 2022 leading to a baby being born from the act on grounds that it was an afterthought. The matter was reported vide OB Number 11/25/04/2023. Complainant was referred to the ODPP Bungoma County Office on 26/7/2023 for the resolution of the matter.	File closed
476.	Sylvester Kutto	Male	National Police Service	Delay	The Complainant alleged failure by the Kapsowar Police Station, Elgeyo	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
	CAJ/ELD/POL/015/207/23-MM				Marakwet County to address his complaint on assault that was occasioned to him by the Deputy OCS Kapsowar which he reported vide OB NO. 17/04/09/23. Complainant advised and referred to IPOA on 7/12/2023	
477.	Hilda Ojiambo for John Juma Ogale CAJ/NPS/015/4291/23 – EF	Female	National Police Service Judiciary	Unfair official conduct	The Complainant alleged that he reported a case of assault by 4 persons known to him at the Bukiri Police Station vide OB Number 32/14/1/23, but only one person was arrested. That the rest were freely going about their business in the village, despite a warrant of arrest being issued. He further alleged that the arrested perpetrator was charged in Busia Criminal Case No. 093 of 2023, but the matter had not progressed in court since the file could not be traced at the court registry. The Commission referred the matter to the Internal Affairs Unit- National Police Service and the Judiciary Ombudsman. Referred to the Judiciary Ombudsman	File closed
478.	Mukabane & Kagunza Advocates CAJ/ELD/ODPP/027/19/23- MM	organisation	Office of the Director of Public Prosecutions (ODPP)	Unresponsive Official Conduct	The Complainant alleged that the Uasin Gishu County ODPP Office has failed to address their complaint on police misconduct by officers attached to Kapkoros Police Post and Huruma Police Station, Uasin Gishu County who used their powers unlawfully to commit	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					offences of burglary, theft, trespass and malicious damage to properties against their client-Maureen Atieno. Complainant was referred vide our letter dated 27/9/2023 to lodge the matter with IPOA North Rift Office for resolution as the same regards a complaint on police misconduct	
479.	Rachael Eddy Osieko on behalf of Peris Akoth CAJ/ELD/M.IGC/062/14 7/23-FL	Female	Ministry of Interior and National Administration	Manifest Injustice	The Complainant alleged that Peris Akoth has never been issued with birth certificates for her children aged 12 and 15 years old. Complainant has been referred on 11/9/2023 to the Ainabkoi Sub County Registrar of Births, Uasin Gishu county for the resolution of the Matter.	File closed
480.	Stephen Kagia Njoroge CAJ/ELD/M.IGC/062/14 6/23-EK	Male	Ministry of Interior and National Administration	Delay	The Complainant alleged that the National Registration Bureau has failed to replace his National Identification card that got lost on or about 2019 on grounds that his fingerprints captured do not match with the fingerprints captured on the application of the lost ID. Complainant has been referred on 7/9/2023 to the Turbo Sub-County National Registration Office, Uasin Gishu County in order for his physical finger prints to be taken towards the issuance of his identification card.	File closed
481.	Evans Ogwen CK/ELD/M.IGC/062/145 /23-EK	Male	Ministry Of Interior and	Delay	The Complainant alleged that the National Registration Bureau, Uasin Gishu County have delayed to issue him with a	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
			National Administration		birth certificate for his son which he applied for in May 2023. Complainant referred on 11/9/2023 to the Uasin Gishu County Civil Registration Department to lodge an application for late Registration of the birth certificate.	
482.	Dennis Njuguna Mwangi CAJ/M.EDU/013/2572/23 – EF	Male	Ministry of Education	Oppressive official conduct	The Complainant alleged inflated school fees at Public Teacher Training Colleges, for teacher trainee programmes. The Commission advised the complainant to raise the matter directly with Ministry of Education for their consideration. Referred to the Ministry of Education	File closed
483.	Concerned Parents of Moi Primary School Nakuru CAJ/PO/047/656/23-JMM	Organization	Ministry of Education	Unfair Treatment	The Complainant alleged that the school principal has been charging illegal fees and harassing parents. Matter was directed at the Ministry of Education.	File closed
484.	Anonymous CAJ/NGAAF/048/62/23-EF	Unclear	Ministry of Public Service, Gender and Affirmative Action (National Government Affirmative Action Fund (NGAAF))	Outside mandate	The Complainant alleged corruption, impunity and other illegal activities in the recruitment of officers for positions advertised on 28 th February 2023. He had applied for the position of the Machakos County Coordinator, and he alleged that the selected candidate had bribed the Chief Executive Officer and the Principal secretary. Referred to the Ethics and Anti-Corruption Commission	File closed
485.	CAJ vs. Machakos Level 5 Hospital CAJ/OM/7/232/2023-IK	Baby Francis (deceased)	Machakos Level 5 Hospital	Improper official conduct	Allegations of lack of proper medical care and disclosure of information on the medical condition of the infant.	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					Complaint referred to Kenya Medical Practitioners and Dentists Council. (KMPDC) by the hospital. To follow up with the Board.	
486.	CAJ Vs. National Environment & Management Authority CAJ/OM/7/224/23-IK	National Management & Environment Authority.	Group	Unresponsive official conduct	The Complainant alleged water pollution, improper dumping of garbage and use of Sewage for farming. NEMA referred the matter to Nairobi County via their letter of 28.04.2023. Nairobi County is yet to respond. To follow up with Nairobi County. Arrangements for site visit on the affected areas are underway.	File closed
487.	Cornel Assega Nabuko CAJ/MSA/PE/040/741/2023-SAK	Male	Private Entity	Outside mandate	The Complainant alleged that one Wallace Cheruiyot Kiprop (advocate), failed to remit Kshs 510,350 being the decretal amount in Mombasa CMCC NO. 572 of 2011. Matter referred to the Advocates Complaints Commission	File closed
488.	Henderson Mwirigi and Kame Galgalo CAJ/ISI/POL/015/207/23 – KWK	Male	National Police Service	Oppressive Official Conduct	The Complainants who are a couple alleged that, Ms Kame was engaged in an altercation with Ms. Halima Isaak who is married to a police officer. The Complainant reported the matter at South Horr Police Station but was only issued with a P3 and her request to be given an OB was denied. They further allege that Mr. Mwirigi was assaulted and both of them were arrested While at the Police Station. They were released on cash bail of Kshs. 10,000 each. They further alleged to have been coerced	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					to pay Kshs 175,000 by the officer for assaulting his wife. The Complaint was referred to Independent Policing Oversight Authority.	
489.	Churchill Odhiambo Osano CAJ/NPS/015/4377/23 – EF	Male	National Police Service	Unresponsive official conduct	The Complainant alleged that police officers at Girise had failed to take action on several complaints about insecurity and threats to life and property, which were lodged by residents of the area. The complaint was referred to the Internal Affairs Unit – National Police Service.	File closed
490.	Charles Ngeso Obore CAJ/ODPP/027/23 – EF	Male	National Police Service (Londiani Police Station)	Unresponsive official conduct	The Complainant alleged that police officers at the Londiani Police Station failed to take action on a report of land fraud. The Complaint was referred to the Internal Affairs Unit	file closed
491.	Makhungu Lythia Mayanja CAJ/NPS/015/4349/23 – EF	Male	National Police Service (Karatu Police Station)	Unresponsive official conduct	The Complainant alleged that police officers at the Karatu Police Station failed to take action on a report of fraud. The Complaint was referred to the Internal Affairs Unit	File closed
492.	Stephen Njeru Nyaga CAJ/P.O/047/646/2023 – EF	Male	National Police Service (Ishiara Police Station)	Unresponsive official conduct	The Complainant alleged that police officers at the Ishiara Police Station failed to take action on a report of physical assault and threats to life. The Complaint was referred to the Internal Affairs Unit	File closed
493.	George Wanjala	Male	National Police Service	Unlawful official conduct	The Complainant alleged that police officers at the Kileleshwa Police Station wrongfully arrested and detained him for	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
	CAJ/NPS/015/4365/23 – EF		(Kileleshwa Police Station)		two days, and held his motor vehicle for two months before releasing it without preferring any charges. Complaint referred to the Internal Affairs Unit – National Police Service. The Complaint was referred to the Internal Affairs Unit	
494.	Federation of Women Lawyers Kenya (Mildred Aliviza Amaingu) CAJ/NPS/015/4307/202 3-KC	Group	National Police Service	Outside mandate	The complainant alleged that their client entered into a contractual agreement with one Jared Oluchiri who breached the said agreement and disappeared. The client reported the matter to DCI Kiambu but was referred to Central Police Station. However, alluded to having experienced a lot of frustrations at Central police station and no police action taken. The Complaint was referred to the Internal Affairs Unit for redress.	File Closed
495.	Winfred Olal CAJ/POL/015/4276/202 3 – FN	Female	National Police Service	Unlawful Official Conduct	The complaint alleged that a notification letter was sent to Central Police Station informing them on a planned protest scheduled to be held on 7 th July 2023. However, the OCS Moses Mutayi refused to acknowledge the notification and cited that anyone who would take part in the protest would be arrested. The complaint was referred to the Internal Affairs Unit	File closed
496.	Gitonga Ndegwa John CAJ/NHRR/POL/015/39/ 23-EM	Male	National Police Service	Outside mandate	The Complainant alleged that he was assaulted by a police officer from Ngarua Police station. He was referred	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					to the Independent Policing Oversight Authority	
497.	E. Kinyanjui & Co. Advocates CAJ/NPS/015/4312/2023-SK	Institution	National Police Service	Unresponsive Official Conduct	The complainant alleged inaction by the Police at Tigoni Police Station in regard to complaints reported by the complainant vide OB Numbers 26/11/03/23, 28/21/03/23, 24/3/4/23 and 25/21/6/23. The Complaint was referred to Internal Affairs Unit for resolution	File Closed.
498.	Ian Mwangi CAJ/POL/015/4359/2023-SK	Male	National Police Service	Unresponsive Official Conduct	The Complainant alleged failure by the Police at Kangema Police Station to investigate and arrest suspects in a case reported on 11 th November 2023. The Complaint was referred to Internal Affairs Unit for resolution	File Closed
499.	Pumwani Community Conversation CAJ/NPS/015/4375/23-SCK	Organization	National Police Service	Abuse Of Power	This Complaint was addressed to the Independent Policing Oversight Authority and copied to the Commission. The Complainant alleged Police brutality on members of Public. He was advised to follow up with Independent Policing Oversight Authority who are vested with the mandate to handle the same.	File closed
500.	MULEKYO AND CO ADVOCATES FOR PAUL WAMBUA&ANOTHER. CAJ/NPS/015/4380/23-SCK	Organization	National Police Service	Unlawful Official Conduct	The complainants alleged that they reported and registered a complaint with Oldonyo Sabuk Police station on 8th October 2023 under OB number 19/08/10/2023 and that their complaint was not handled with the seriousness it deserves as the station has allegedly been compromised and hence require	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					a thorough investigation into the incident reported and the corruption within the said station. The Complaint was referred to the Internal Affairs Unit	
501.	Bunge La Wananchi Members CAJ/NPS/015/4371/23-SCK	Group	National Police Service	Unlawful Conduct	The Complainant alleged constant and persistent arrests of their members by police officers, that the said officers have failed to severally to sustain charges, they have resorted to arresting and releasing members, and this they allege is against their rights. The Complaint was referred to the Inspector General of Police.	File closed
502.	Yatani Law Advocates CAJ/ODPP/027/17/23-SK	Institution	Office of the Director of Public Prosecutions	Delay	The Complainant alleged delay by the Office of the Director of Public Prosecutions in commencing prosecution after confirmation of charges against suspects who had committed a crime against the complainant's client. The Complaint was referred to the Office of the Director of Public Prosecutions for resolution.	File Closed
503.	Geoffrey Wambua Lua CAJ/ODPP/027/304/23-SCK	Male	Office of the Director Public Prosecutions	Delay	The Complainant alleged a scheme by Directorate of Criminal Investigations to drag investigation long to defeat justice and suspects pursuing the said matter at the Office of the Director of Public Prosecutions. The Complaint was referred to the Office of the Director Public Prosecutions.	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
504.	Erick Orieny CAJ/DCI/015/4360/23-FN	Male	Director of Criminal Investigations	Delay	The Complainant alleged delay and inaction after he reported incidents of theft in Gachie Town to the police station. The complainant was referred to the Internal Affairs Unit	File closed
505.	Everlyn Orwako & Others CAJ/NPS/4332/23-SCK	Group	Directorate of Criminal Investigations	Unresponsive Official Conduct	The complainant requested for investigations into the fraudulent transfer of ownership appertaining to parcels of land tittle deed Nos south wanga/lureko/717 and South Wanga Lureko 1138 at Kakamega Land Registry. The complainant is seeking to have the DCI investigate Patrick Anyangu Makwata on falsification of public records and documents an alleged aim of dispossessing land from brothers and to have Kakamega land registry also investigated or altering the said documents. The complaint was referred to the Directorate of Criminal Investigations	File closed
506.	Boniface Ondieki Marega CAJ/KSM/DCI/015/68/23-WT	Male	Directorate of Criminal Investigations	Unlawful official conduct	The Complainant alleged that he was assaulted by Police Officers attached to Homabay DCI office on 12 th August 2022. That he had sought help from the officers after being pursued by unknown persons at night while driving a lorry, Isuzu Tipper Reg. No. KDJ263K. That the said officers beat him and caused damage to his vehicle by smashing the windscreen. The complaint was referred	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					to the Independent Policing Oversight Authority.	
507.	Eric Munyasia CAJ/ODP/046/36/23-V.O.K	Male	Office of the Deputy President	Delay	The Complainant alleged that All Times Enterprises supplied fruits and vegetables to the Respondent between 2017 and 2022 but had not been paid. The Complaint was referred to the Public Procurement Regulatory Authority	File closed
508.	Ahmed Mohamed Sudi CAJ/M.IGC/062/953/19 B-SCK	Male	Ministry Of Interior and National Administration	Corruption	The complainant alleged corruption and lack of integrity by administrative officers within Pumwani and Majengo areas. The complaint was Referred to the Ministry of Interior and National Administration for resolution.	File closed
509.	Francis Mungai Kariuki CAJ/M.IGC/062/1467/2 3-SCK	Male	Ministry Of Interior and National Administration	Abuse Of Power	The complaint alleged that police meddling illegally with a land dispute which is still subject of court proceedings. The Complaint was referred to the Directorate Criminal Investigations	File closed
510.	Anonymous CAJ/M.EDU/013/2523/2 3-V.O.K	Male	Ministry of Education	Unlawful official conduct	The Complainant alleged that the Head Teacher, Kidfarmaco Primary School, has been sending pupils away from school on allegations of non-payment of school fees. The complaint was referred to the State Department for Basic Education for resolution.	File closed
511.	Anonymous CAJ/M.EDU/013/2536/2 3-FN	Anonymous	Ministry of Education	Abuse of power	This is an anonymous complaint against the Acting Chief Executive Officer-Technical Vocational Education Training (TVET) he/she raises allegations of abuse	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					of power and maladministration. The Complaint was referred to the Ministry of Education for resolution.	
512.	Spenser S. Agamu CAJ/MSA/M.EDU/013/164/2023-SAK	Male	Ministry of Education	Manifest Injustice	The Complainant alleged delay at Kaa Chonjo Secondary school, Tudor in Mombasa to pay his 4 months' salary where he works as a cook. He states that he has not been paid since April and efforts to follow up with the school administration have borne no fruit. The complaint was referred to the labour offices.	File closed
513.	Juhudi Africa Programme CAJ/ATI/KNP/013/76/2023-KC	Organization	Kisii National Polytechnic	Access to information	The Complainant alleged mismanagement of funds, poor handling and lack of supervision of students by tutors during internships and attachments. The complainant claimed that the Kisii National Polytechnic seemed to have either intentionally or willingly colluded to defraud parents of their funds in the name of CCH course offered in academic year 2021-2022 which they claimed lacked all the basics outlines, targets and timelines. The Complaint was referred to the Access to Information directorate.	File closed
514.	Anonymous CAJ/KEMI/013/2558/23-FN	Anonymous	Kenya Education Management Institute	Abuse of Power	This is an anonymous complaint against the Chief Executive Officer of the Kenya Education Management Institute (KEMI) he/she raises allegations of abuse of power. The Complaint was referred to the Ministry of Education for resolution	File closed

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
515.	Anonymous vs Kenya Institute of Curriculum Development CAJ/KICD/013/2617/23-SK	Anonymous	Kenya Institute of Curriculum Development	Administrative Injustice	The complainant alleged several issues of maladministration in Kenya Institute of Curriculum Development. It was alleged that there is favoritism and nepotism in recruitments, incompetence, misuse and misappropriation of public resources and corruption in the procurement processes. The Complaint was referred to the Ethics and Anti-Corruption Commission for investigation.	File Closed.
ONGOING						
JUDICIAL SERVICE COMMISSION						
516.	John Muriungi M. Mwaria CAJ/MSA/JUD/001/568/23-EM	Male	The Judiciary	Unresponsive Official Conduct	The Complaint alleged delay by Mombasa Law Courts to furnish him with a copy of judgment delivered in suit number 1581/07, John Muriungi v Marnier Pierre Andre.	Inquiry ongoing
517.	Deni Kombo Mwamose CAJ/MSA/JUD/001/559/23-EM	Male	The Judiciary	Delay	The Complainant alleged delay at the Kinondo Law Courts SRMCC NO. E012 of 2022 regarding a land dispute. He said that the court has delayed delivery of judgment since 2012. He was requested to supply clearer particulars on his complaint	Inquiry ongoing
518.	Jenifer Mkanyika Mwakireti CAJ/MSA/JUD/001/554/23-SAK	Female	The Judiciary	Unfair Official Conduct	The Complainant alleges that her husband was charged with a criminal offence at Wundanyi Law Courts in Taita Taveta, being CR No. 204/2014 and paid cash bail of Kshs. 20,000/=. That later, the case was finalized but the cash bail was	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					not returned. Her husband has since died and efforts to get a refund of the cash bail have been in vain.	
519.	Ndindi & Nadida Advocates CAJ/JUD/001/2668/23-JMM	Firm	The Judiciary	Delay	The Complainant alleged that there has been a delay of the hearing of Kiambu HCCR/E017/2021, R V LAWRENCE SIMON WARUNGE. The matter was referred to the Judiciary Ombudsman.	Inquiry ongoing
520.	James Kiriko Muraguri CAJ/JUD/001/2281/23-JMM	Male	The Judiciary	Unresponsive official Conduct	The Complainant alleged that his file being Milimani CMCCR No. 1168 of 2014, R v James Kiriko Muraguri cannot be traced. He was referred to the judiciary ombudsman.	Inquiry ongoing
521.	Ngata Kamau & Co. Advocates CAJ/JUD/001/2651/2023-MD	Organization	The Judiciary	Inefficiency	The Complainant alleged that they made an application for a certified copy of an order for dismissal of a suit for want of prosecution on 13 th October 2023 and the same has not been availed. No logical explanation has been advanced for the delay in supplying the order	Inquiry Ongoing.
522.	Ahmed Ali Islam Ahmed CAJ/MSA/JUD/001/564/23-EM	Male	The Judiciary (Kadhi Court)	Delay	The Complainant alleged that complaint that the Mombasa Kadhi's Court has delayed to distribute the estate of the late Yaslam Ahmed Omar to his heirs according to Sharia Law. The Court keeps adjourning the matter without further clarification (Kadhi's Court Succession Petition E57 of 2021)	Inquiry ongoing
523.	Hassan Mohamed	Male	The Judiciary	Delay	The Complainant alleged that he was arrested in March 2023 - Police case	Inquiry Ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
	CAJ/MSA/JUD/001/570/23-EM				number 341/96/2023, OB number 96/31/03/2023. That the case against him has taken time to proceed in Court since no witnesses have been availed. He was requested to supply further details on his complaint	
524.	P. K. Kibet & Co. Advocates CAJ/JUD/001/2600/23-V.O.K	Organization	Judiciary	Unfair official conduct	The Complainant alleged that the judicial officer who was handling Nakuru CMCELC No. 194 of 2022 was unfair to the 1 st defendant, its client. It was advised to lodge the complaint with the Judicial Service Commission.	Inquiry ongoing
525.	Wycliffe Agoro Alinyo HUD/KAK/JUD/001/95/23-AO	Male	Judiciary	Manifest Injustice	The Complainant alleged that file Kisumu HC Succession Cause No. 56 of 1993 is missing and that the Respondent failed to transfer the file to Kakamega High Court for hearing and determination following transfer of the matter to Kakamega High Court.	Inquiry ongoing
526.	Peter Obuya CAJ/KSM/JUD/001/596/23-WT	Male	Judiciary	Unfair treatment	Complaint alleging failure by the Judiciary to pay the Complainant his dues pursuant to a letter of engagement dated 14th June 2023 where he was engaged as Data Entry Clerk attached to Kisumu Law Courts. That he worked from 19th June 2023 to 25th August 2023, but he was not paid his dues, yet other persons engaged under the same programme were paid.	Inquiry ongoing
527.	Samson Muindi Mutoro CAJ/JUD/001/2604/23-SK	Male	Judiciary	Delay	A complaint alleging delay in hearing and determination of the complainant's	Inquiry Ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					appeal Case No. Kajiado High Court Criminal Appeal No.E20 of 2023	
528.	Joshua Mutua Mueke CAJ/JUD/001/2603/23-SK	Male	Judiciary	Ineptitude	An Allegation of unfair treatment in respect of a matter of assault at Makueni Main Prison. The complainant was allegedly assaulted by a Prison warden and reported the matter within the prison administration but no action was taken	Inquiry Ongoing
529.	Erick Ochanda CAJ/JUD/001/2636/23-FN	Male	Judiciary	Misconduct	Complainant alleged misconduct and corruption on the part of a judge in determining a matter before the Environment and Lands court. The Commission initiated an inquiry via a letter dated 1st November 2023 to the Judicial Service Commission.	Inquiry ongoing - Pending update from respondent
530.	Noel Shikuku Emmanuel CAJ/JUD/001/2648/23-FN	Male	Judiciary	Inefficiency	Complainant alleged that the Judiciary Ombudsman failed to take action on a complaint lodged by him against the Deputy Registrar for failure to respect court orders (sought better particulars)	Inquiry ongoing - Pending update from complainant
531.	Hassan N. Lakicha Company CAJ/JUD/001/2652/2023	Male	Judiciary	Delay	Complainant alleged delay in the issuance of a ruling. Complainant was advised that the matter was outside mandate as it was pending determination in court.	Inquiry ongoing – Pending update from respondent
532.	Pauline Gichuki CAJ/JUD/001/2278/2023-KC	Female	Judiciary	Delay	The complainant alleged of delay by the Judiciary Ombudsman to address a complaint against the judge handling case No. E228 of 2021- Pauline Gichuki	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					<i>Vs GlaxoSmithKline Pharmaceuticals company limited.</i> She claimed that she had provided the Judiciary Ombudsman with the requisite documents but there had been no feedback thereof.	
533.	Edward Waithaka Mutungi HUD/KAJ/001213/2023	Male	Judiciary	Unresponsive Official Conduct	The complainant alleges that they deposited an allotment letter at Kajiado Law Courts, that he has been seeking the same to be returned, however the Owner of the land is deceased.	Inquiry ongoing
534.	Walter Muyera Wumzee CAJ/JUD/001/2607/23 – EF	Male	Judiciary	Inefficiency	Complainant alleged that he was the petitioner in Kakamega High Court Succession Case No. 234 of 2000, the Estate of James Masero, and the matter had stalled for a long time because the court file could not be traced. The Commission referred the matter to the Office of the Judiciary Ombudsman and sought an update.	Inquiry ongoing
535.	Bonbegi & Co. Advocates CAJ/JUD/001/2283/23 – EF	Organization	Judiciary	Unresponsive official conduct	Complainant alleged that it lodged a request for a copy of a judgement delivered by the High Court in Nairobi, in a land dispute HCCC No. 303 of 1984, but the Environment and Land Registry had failed to take appropriate action to facilitate the same.	Inquiry ongoing
536.	Baryus Cheruiyot Rono CAJ/ELD/JUD/001/160/23-EK	Male	Judiciary	Unresponsive Official Conduct	A complaint on allegations of failure by the Deputy Registrar Kapsabet High to forward the complainant's Criminal file to the Eldoret Court of Appeal Registry and furnish him with court proceedings	Initiated inquiry which is ongoing awaiting

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					and certified copy the judgment on the same to enable him lodge an appeal at the Court of Appeal.	update from the respondent
537.	Mary Chepkoech Kosgei CAJ/ELD/JUD/001/165/23-EK	Female	Judiciary	Unresponsive Official Conduct	A complaint on allegations of delay by the Deputy Registrar Kitale High Court to address her complaint on delay in the issuance of judgement for Kitale High Court Succession Cause No. 19 of 2020 which has been pending since 13 th July, 2023.	Initiated inquiry which is ongoing awaiting update from the Respondent
538.	Francis Rop on behalf of Simeon Kiptanui Kombe CAJ/ELD/JUD/001/164/23-EK	Male	Judiciary	Delay	A complaint on allegations of delay by the Eldoret High Court to deliver judgment in regard to an application for re- sentencing review filed and heard in court vide Petition No. 108 of 2021 which delivery of the judgment thereof has been postponed 16 times. The complainant is serving a death sentence at the Eldoret Prison following his conviction for the offence of murder by the Eldoret High Court and Eldoret Court of Appeal.	Initiated inquiry which is ongoing awaiting update from the respondent.
539.	Kiarie Wilson Njoroge HUD/NKR/ATI/JUD/001/82/23-MM	Male	Judiciary	Rejection of information requested	A complaint on allegations of failure by Milimani Law Courts to issue him with typed proceedings of Milimani HCC No. 88 of 2012 that was determined in the year 2022 within the statutory 21 days to enable him initiate an appeal on the same	Initiated inquiry which is ongoing awaiting update from the Complainant
540.	Anthony M. Wambua	The Judiciary	Male	Delay	The complainant alleged that he applied And paid for proceedings in Makueni CMCC No. 350 of 2013 but that	Ongoing inquiry

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
	HUD/MAKUENI/JUD/001/210/23-EMN				the Respondent had failed to supply the same. The Complaint was referred to the office of the judiciary Ombudsman.	
541.	Okeyo Hilary Moses CAJ/JUD/001/2670/23-emn	The Judiciary	Male	Unresponsive Official Conduct	The Complainant alleged that he was acquitted in Nairobi CMCRC No. 1719 of 2015 and had sought to be supplied with certified copies of proceedings and judgement but that the same had not been supplied to him. He was referred to the Office of the Judiciary Ombudsman.	Inquiry Ongoing
542.	Wagaki Murage & Company Advocates For Jamlick Kihumba M. CAJ/JUD/001/2621/23-RA	Organization	Judiciary	Inefficiency	The complainant alleges their file at the Milliman Commercial Courts could not be traced which frustrate their effort to appeal against judgment.	Ongoing Inquiry
543.	Teddy & Company Advocates CAJ/JUD/001/2658/23-RA	Organization	Judiciary	Inefficiency	The complainant alleges that his court matter Kericho Succession Cause No 310 of 2021 (the Estate of John KIHATHO) has not been making any progress to have it dispensed with as every time the matter comes up for mention, they have been frustrated by the file missing . The complainant states that the foregoing has frustrated the expeditious disposal of the matter.	Ongoing Inquiry
544.	Osak Precious Rescue Centre CAJ/JUD/001/2674/23-RA	Organization	Judiciary	Outside mandate	The complainant alleges corruption in a criminal case in the Chief Magistrate at Kisii court. The complainant states that the case involving them had external interference from the area local sub chief that by design seen the case drag	Ongoing Inquiry

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					in court for a long time. The said matter being Criminal case no 2463 of 2019.	
Teachers Service Commission						
545.	Regina M. Mwaidza CAJ/MSA/TSC/013/165/ 2023-SAK	Female	Teachers Service Commission	Delay	The complainant alleged that she is a retired teacher (TSC No. 200563) and that the Teachers Service Commission delayed to process and forward her forms/documents to the Pension Department for purposes of processing her retirement dues since 2022. She states that she retired on 5 th January 2022 having attained the mandatory retirement age.	Inquiry ongoing
546.	Justine Kitonyo CAJ/MSA/M.EDU/013/1 63/2023-SAK	Male	Teachers Service Commission		The Complainant alleged that he is a teacher and holder of TSC/491261 who was awarded complainant Kshs. 135,324 awarded by the Court of Appeal in Mombasa COA E.020 of 2020 as compensation for unfair dismissal from teaching service but that the Respondent had failed to process and pay the same.	Inquiry ongoing
547.	Rosemary Awino CAJ/MSA/TSC/013/175/ 23-EM	Female	Teachers Service Commission	Manifest Injustice	The complainant alleged that her daughter graduated with a diploma in Education from Pwani University College but TSC declined to issue her with a TSC number because the diploma has been phased out. Pwani University has not addressed the concerns of the students affected.	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
548.	Duncan Muriithi Mwangi HUD/NYERI/TSC/013/240/23-JMM	Male	Teachers Service Commission	Delay	The Complainant alleged that he was transferred alongside other trainers with effect from 1 st September 2018. He retired from the service with effect from 1 st July 2022. He has been requesting TSC to submit his transfer of service documents to the State Department for Vocational and Technical Training to facilitate processing of his retirement benefits without success	Inquiry ongoing
549.	Emilly Akinyi Nyamwala CAJ/TSC/013/2544/23-JMM	Female	Teachers Service Commission	Unresponsiveness	The Complainant alleged that she is the wife of the late Jabes Owaka Muma. The late Jabes Owaka Muma was an employee of TSC, TSC No. 122331, who died on 24 th March 2022. She has been following up the benefits of her late husband with TSC without success.	Inquiry ongoing
550.	Nicholus Kibet CAJ/TSC/013/2548/23-JMM	Male	Teachers Service Commission	Delay	The Complainant alleged that he has been requesting for a transfer from his current employment station to a warmer area without success	Inquiry ongoing
551.	James Ikame CAJ/TSC/013/2620/23-JMM	Male	Teachers Service Commission	Unfair Treatment	The Complainant alleged that he is a person living with disability confined to a wheelchair and has been receiving disability guide allowance as per the guidelines of Salaries and Remuneration Commission. His allowance was stopped in February 2023 and he has been making a follow up without any success.	Inquiry ongoing
552.	Samwel Keter Kipronoh CAJ/TSC/013/2622/23-JMM	Male	Teachers Service Commission	Delay	The Complainant alleged that he is a retired teacher, having retired on 30 th June 2022, TSC No. 221501 from Bomet	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					County, Konoin District. He has not received his Pension because TSC has not forwarded his file to the Pension's Department for issuance of a Pension No. He has been following up with TSC without success.	
553.	Jilo Buke Said CAJ/TSC/013/2575/23-MD	Male	Teachers Service Commission	Delay	The Complainant alleged that he lodged an appeal against the dismissal from service to TSC Tribunal and the same has not been responded to.	Inquiry Ongoing.
554.	Isaiah Kimathi Kibaara & Another CAJ/TSC/013/2573/23-V.O.K	Male	Teachers Service Commission	Unfair treatment	The Complainants alleged that they were teachers at Danaba Mixed Day Secondary School and that the Respondent kept removing their names from the payroll on the ground that they were deceased.	Inquiry ongoing
555.	Paul M. Kionzo CAJ/TSC/013/2559/23-V.O.K	Male	Teachers Service Commission	Unfair treatment	The Complainant alleged that the Respondent treated him unfairly by declining to effect his promotion and withholding his salary.	Inquiry ongoing
556.	Stanley Kwambai for Peris Jebiwott CAJ/TSC/013/2571/23-V.O.K	Male	Teachers Service Commission	Delay	The Complainant alleged that Peter Kiprotich Kamau (TSC number 375282) died in April 2017 while employed as a teacher by the Teachers Service Commission. The deceased's wife applied for his benefits to be released to her but the claim has not been forwarded to the Pensions Department since 2017.	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
557.	Starehe Boy's Centre & School CAJ/TSC/013/2608/23-V.O.K	Organization	Teachers Service Commission	Inefficiency	The Complainant alleged that the school's principal was transferred in 2019 and has not been replaced and the school has an acute shortage of teaching staff.	Inquiry ongoing
558.	Julius Wamalwa Lukorito CAJ/TSC/013/2586/23-V.O.K	Male	Teachers Service Commission	Inefficiency	The Complainant alleged that he retired as a teacher in 2001 and is a beneficiary of the Nakuru High Court judgment which allowed salary increment for teachers who retired between 1997 and 2002 but his pension has not been adjusted.	Inquiry ongoing
559.	Elijah Swetta Ongulo CAJ/KSM/TSC/013/405/23-AO	Male	Teachers Service Commission (TSC)	Manifest Injustice	The Complainant alleged that the Respondent failed to process and forward to Pensions department for processing and payment.	Inquiry ongoing
560.	Peter Odhiambo Ogango CAJ/KSM/TSC/013/418/23-AO	Male	Teachers Service Commission (TSC)	Unresponsive official conduct	The Complainant alleged that the Respondent erroneously used a lower figure as a last salary as a result of the Complainant working for 24 days on his last month of service, May 2019 as a basis for calculation of Pension as opposed to the last full month salary.	Inquiry ongoing
561.	Obago Dan Maxwell CAJ/KSM/TSC/013/400/23-WT	Male	Teachers Service Commission	Unresponsive official conduct	The Complainant alleged by the Respondent to settle his salary arrears that accrued after he was dismissed from employment in July 2005. This is despite the fact that he successfully challenged the dismissal and the court in a judgment issued in 2015 directed the TSC to reinstate him to service and	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					pay him for the period he was out of service.	
562.	Zacharia Ogombo CAJ/KSM/TSC/013/407/ 23-WT	Male	Teachers Service Commission	Administrative injustice	The Complainant alleged that he is the Respondent's employee TSC No. 577441 alleged that he was interdicted by the TSC on 18 th March 2022 and was subsequently suspended for four months with effect from 6 th March 2023. That during the period on interdiction, he was not paid half salary as required. That he was later reinstated to service with effect from 7 th July 2023, but the employer failed to reinstate him on the payroll and pay his salary including the withheld dues.	Inquiry ongoing
563.	John Ochieng Agan CAJ/KSM/TSC/013/409/ 23-WT	Male	Teachers Service Commission	Inefficiency	The Complainant alleged a missing personal file Ref. 268774 at Nyakach Teachers Service Commission Sub-County Office within Kisumu County. The Complainant, a teacher at Kamtudi Primary School, Bolo Zone of Nyakach Sub-County in Kisumu County visited the sub-county office on 8 th September 2023 to obtain a copy of the letter communicating his last promotion. However, his personal file, could not be traced at the registry.	Inquiry Ongoing
564.	Johh Okeyo Odundo CAJ/KSM/TSC/013/413/ 23-WT	Male	Teachers Service Commission	Unresponsive Official Conduct	The Complainant alleged failure by the Teachers Service Commission to process the Complainant's file and forward the same to the Pensions Department for payment of pension and gratuity. He left	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					the service of TSC in December 2022, TSC no. 207851 and submitted all the necessary documents and clearances, but the TSC had not forwarded his file to the Pensions Department.	
565.	Benedeta Achieng Imbaya CAJ/KSM/TSC/013/419/23-WT	Female	Teacher Service Commission	Delay	Complaint alleging delay by the Teachers Service Commission to process and forward her personal file to the Pensions Department for the purpose of payment of her pension. She retired from TSC, TSC NO. 247334 with effect from 30th June 2023 and was cleared with the School on 3rd July 2023.	Inquiry ongoing
566.	David Odhiambo Ofuo CAJ/KSM/TSC/013/408/23-WT	Male	Teachers Service Commission	Administrative injustice	Complainant alleged that the Teachers Service Commission cancelled his appointment to the position of Deputy Principal II, D2 -Scale 12 without giving reasons. That he had applied for the position, was shortlisted, interviewed and issued with a letter indicating that he was successful in the interview. That two months after taking the new position, the TSC cancelled his appointment stating that it was erroneous. His TSC No. is 350884.	Inquiry ongoing
567.	Kiprono Kirui Charles CAJ/TSC/013/2505/23-SK	Male	Teachers Service Commission	Delay	A complaint alleging delay by Teachers Service Commission to pay the complainant for teaching services he offered as a relief teacher between 1 st October and 31 st December 2015. He was stationed at Teret Secondary	Inquiry Ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					School, Njoro Sub-County, Nakuru County	
568.	Edward K. Kirianki Ikiao CAJ/TSC/013/2512/23-SK	Male	Teachers Service Commission	Inefficiency	Complainant alleged failure by Teachers Service to issue him with a Letter of Official Release, Certificate of Last Pay and amendment of work station details upon resignation from Teachers Service Commission	Inquiry Ongoing
569.	Stanslaus Mungasia CJ/TSC/013/2521/2023-SK	Male	Teachers Service Commission	Delay	An allegation of delay by Teachers Service Commission to remit complainant's National Social Security Fund(NSSF) deductions from 1980 to 1988 when he was employed as untrained teacher	Inquiry ongoing
570.	Richard Rukwaro CAJ/TSC/013/2537/23-SK	Male	Teachers Service Commission	Unfair Treatment	Complainant alleged that TSC omitted Special Education Lecturers from Kenya Institute of Special Education in its advertisement for promotions for many years leading to stagnation and demoralization	Inquiry ongoing
571.	Bernand Gikundi Ndegwa CAJ/TSC/013/2563/23-SK	Male	Teachers Service Commission	Delay	A complaint alleging delay in processing of the complainant's pension dues. He stated that he retired from TSC on 10 th December 2022 and has been following up on his pension dues since then	Inquiry Ongoing
572.	Linet M. Aruya CAJ/TSC/013/2557/23-SK	Female	Teachers Service Commission	Delay	Complainant alleged delay by Teachers Service Commission in responding to her application for sick leave due to her medical case where she was attacked by stray dogs and sustained wounds which became septic	Inquiry Ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
573.	Reuben Kimutai CAJ/TSC/013/2540/23-SK	Male	Teachers Service Commission	Manifest Injustice	Complainant alleged unlawful demotion by TSC. He averred that he was a school principal in 2017 and was posted to another school only to report and find another Principal in Office whereupon TSC deployed him to class as a class teacher, assuring him that the matter would be sorted and he would take up the Office of the Principal. The matter was never sorted and later he was informed that he did not qualify to be a Principal pursuant to a new Policy	Inquiry Ongoing
574.	Christine Nandako Lusweti CAJ/TSC/013/2556/23-SK	Female	TSC	Unfair Treatment	Complainant alleged that Teachers Service Commission stopped paying her Disability Guide Allowance of Kshs.20000 monthly from 2019 without any justifiable cause. She sought to have the allowance reinstated and the arrears from 2019 computed and paid	Inquiry ongoing
575.	Lillian Nambafu CAJ/TSC/013/2601/23-SK	Female	Teachers Service Commission	Unresponsive Official Conduct	A complaint alleging failure by Tsc to process Widows and Children's Benefits following demise of the complainant's husband who was a Teachers Service Commission employee until his demise in 2019	Inquiry Ongoing
576.	Susan Njoroge CAJ/TSC/013/2570/23-SK	Female	Teachers Service Commission	Administrative Injustice	Complainant alleged that MINET insurance which provides medical cover for Teachers paid last expense benefits to the wrong beneficiaries following the demise of the complainant's brother who was a teacher. She alleged that his brother passed on on 5/12/2019 and the	Inquiry Ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					last expense of Kshs.200,000 was paid to his estranged wife who had left in 2008	
577.	MBUGI ANNE CAJ/NYHRR/M.EDU/13/ 18/23-EM	Female	The Teachers Service Commission	Delay	The complainant alleges that her sister was a teacher at Flamingo Secondary School. She suffered a stroke in 2013 and TSC has refused to release her final dues.	Inquiry ongoing
578.	Beatrice Ayuma Mutungi CAJ/TSC/013/2561/23-FN	Female	Teachers Service Commission	Delay	A complaint that the complainant has not received benefits after her late husband's death his TSC No. 224450. She has followed up on the matter severally without assistance	Inquiry ongoing-pending update from the respondent
579.	Jackson Gacuru Nderitu HUD/NYERI/TSC/013/242/23-FN	Male	Teachers Service Commission	Unresponsive Official Conduct	A complaint that the TSC has failed to pay the complainant his dues owed to him from pension and salary arrears claim following Civil Appeal No. 300 of 2009 in the Court of Appeal at Nakuru	Inquiry ongoing-pending update from the respondent
580.	Shadrack Muthee CAJ/TSC/013/2509/23-FN	Male	Teachers Service Commission	Administrative injustice	A complaint that though the respondent duly reinstated the complainant to his employment on 15 th March 2023, after successfully challenging his interdiction, he is yet to be placed back on the payroll to date.	Inquiry ongoing - pending update from the respondent
581.	Omino Solomon CAJ/TSC/013/2596/23-FN	Male	Teachers' Service Commission	Delay	Complainant alleged delay in the payment of his salary arrears for the months of February, March, April and May	Inquiry ongoing – Pending update from respondent

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
582.	Ian Joseph Makokha CAJ/TSC/013/2520/23-FN	Male	Teachers' Service Commission	Delay	Complainant alleged delay in the payment of gratuity wed to him as a result of his father's death. The Commission initiated an inquiry via a letter dated 31st October 2023 to the respondent.	Inquiry ongoing - Pending update from respondent
583.	Patrick Muriithi Muigai HUD/NYERI/TSC/aradi/23-FN	Male	Teachers Service Commission	Unresponsive Official Conduct	Complainant, who is visually impaired, alleged delay in the payment of his personal guide allowance. He further stated that he had made several attempts to follow up on the same and gotten no response	Inquiry ongoing - Pending update from respondent
584.	Leah Soipei Leboi CAJ/TSC/013/2609/23-FN	Female	Teachers Service Commission	Unfair Treatment	Complainant alleges that TSC demoted him and started recovery for past payments alleging a lack of documents to verify his pay grade despite having issued him with an appointment letter.	Inquiry ongoing - Pending update from respondent
585.	Margeret Muthoka CAJ/TSC/013/2534/23	Female	Teachers Service Commission	Delay	The complainant who is a retired TSC teacher with TSC No. 227675 alleges that since she retired in the year 2022 May 31st, no pension has been received from TSC. The file in question is still pending in the TSC offices which has caused delayed payments of her dues.	Inquiry Ongoing
586.	YUSSUF MAJIBO ABAE CAJ/GSA/TSC/013/002/22-AH	Male	Teachers Service Commission	Oppressive official conduct	The complainant alleges that he borrowed some loan from Tana Teachers Savings Society and later cleared the loan. However, his employer kept deducting money from his pay slip.	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
587.	YUSSUF MAJIBO ABAE CAJ/GSA/TSC/013/002/ 22-AH	Male	Teachers Service Commission	Oppressive official conduct	The complainant alleges that he borrowed some loan from Tana Teachers Savings Society and later cleared the loan. However, his employer kept deducting money from his pay slip.	Inquiry ongoing
588.	Harriet Kathure Thuranira CAJ/ISI/M.EDU/013/042/ 23 - KWK	Female	Teachers Service Commission	Unfair treatment	The Complainant alleged that she holds TSC No. 285511. In 2008, she was appointed Deputy Head teacher and confirmed into the same position in 2012. However, a letter dated 1 st July 2017 appointed her into the position of a senior teacher, a position she alleged was a wrong designation as at the time she was serving as a deputy Head Teacher. She therefore contents that her application for the promotion into the position of a Head Teacher was declined on grounds of wrong designation.	Inquiry ongoing
589.	Timothy Kimathi Mbae CAJ/ISI/M.EDU/013/041/ 23 KWK	Male	Teachers Service Commission	Unfair treatment	The Complainant alleged that he was appointed into the position of an acting deputy head teacher in 2018. He was transferred from Kiwanjani Primary School to Lunguruma Primary School which is 78 KMs apart. After 6 months, he requested for confirmation into the said position to no avail. He lodged a complaint with the Respondent who indicated that it was impossible to confirm him without a CBA. Later on, another Deputy Head teacher was deployed into the school. Upon request	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					for transfer, he was transferred to a school of his choice but as a mere class teacher.	
590.	Mariam Jalla CAJ/ISI/M.EDU/013/040/ 23 - KWK	Female	Teachers Service Commission	Unfair treatment	The Complainant alleged that he was appointed as deputy head teacher on 5 th July 2017. He has been serving in that capacity to date. However, his salary has never been increased to reflect his job grade. He has been following up the matter with the TSC to no avail.	Inquiry ongoing
591.	Ahmed Ibrahim Ali CAJ/ISI/M.EDU/013/043/ 23	Male	Teachers Service Commission	Unfair treatment	The Complainant alleged that he was appointed into the position of deputy head teacher in 2013. He was confirmed into the said position in 2014 but his pay was never upgraded to reflect his pay grade. He alleged that he has been following the same with the Teachers Service Commission to no avail.	Inquiry ongoing
592.	Jotham Maingi CAJ/ISI/M.EDU/013/044/ 2023 - KWK	Male	Teachers Service Commission	Unfair treatment	The Complainant alleged that he was deployed as an acting deputy head teacher in 2018 to Oldonyiro primary school. That he has not been promoted into the said position and that a new deputy head teacher has been deployed into the school where he is stationed. He further alleged that he was denied an interview opportunity for the same position on grounds that he lacked an up-to-date certificate of good conduct despite having a receipt to show that he had applied for the	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					same 2 weeks prior and awaiting processing of the same.	
593.	Joy Nkatha Nabea CAJ/ISI/M.EDU/013/046/ 23 - KWK	female	Teachers Service Commission	Unfair treatment	The Complainant alleged that she was appointed as a teacher on 2 nd February 2009 TSC No. 470138. In 2015, she was appointed as a senior teacher while at Uhuru Primary school. Despite the promotion, she never received salary increment. In 2018, she was appointed acting Deputy headteacher for Lowangila Primary School. On 8 th January 2021, the headteacher Lowangila primary school recommended her to be confirmed as deputy headteacher given that she had served in an acting capacity for two years and half contrary to section 34 (3) of the Public Service Commission Act, No. 10 of 2017. Despite her stellar performance at work, her applications to senior positions are constantly and unjustifiably rejected. On 30 th March 2023, she lodged a complaint with TSC with regards to the said issues but the same did not elicit any response. The Complainant thus wants TSC to resolve her complaint and compensate her for the position served as a Senior Teacher between 2015 – 2018 and acting deputy headteacher between 2018 – 2023. Further, she wants her current position of Senior Teacher revised and her request	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					for confirmation as a Deputy Headteacher granted considering the 5 years she has served in an acting capacity.	
594.	Osman Galma CAJ/ISI/M.EDU/013/039/ 23 - KWK	Male	Teachers Service Commission	Delay	The Complainant alleged that he was an employee of TSC until his retirement in June 2022. Upon retirement, he started following up on his retirement benefits by submitting all the requisite documents to no avail	Inquiry ongoing
595.	Stephen Gonyobe Abdi CAJ/ISI/M.EDU/013/047/ 23 - KWK	Male	Teachers Service Commission	Delay	The Complainant alleged that he retired from service on 30 th June 2023 (TSC No. 192751). He has been battling diabetes mellitus and hypertensive heart disease which progressed over the years resulting into numerous admissions in the hospital. In addition, he is suffering from end stage renal disease and is on haemodialysis twice weekly. He is unable to meet his medical costs and is dependent on well-wishers for his NHIF payment since he is yet to receive his pension benefits. He further alleged that the delay is occasioned by TSC failure to forward his file to the Pensions Department for processing of his pension benefits	Inquiry ongoing
596.	Grace Mugwongo ISI/HUD/M.EDU/013/013/ 23 - KWK	Female	Teachers Service Commission	Delay	The Complainant alleged that she was a teacher employed under TSC NO. 159817. That she retired in 2008 and immediately began processing her pension payment. That however, to	File held in abeyance

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					date she has not been issued with a pension number. She alleged to have been informed that was her academic credentials had different names from the names she currently uses. That she had sworn an affidavit but the matter has never been resolved.	
597.	Samuel Kirinya CAJ/ISI/M.EDU/013/048/ 23 - KWK	Male	Teachers Service Commission	Delay	The Complainant alleged that he is a teacher at Bula Mpya Primary School. His TSC Number is 299997. On 11 th March 1992, he was involved in a Road Traffic Accident along Sericho-Modogashe road while on official duty. That he filled in the workman's compensation form but he is yet to be compensated despite several follow ups with the Respondent.	Inquiry ongoing
598.	Lilian Ngugi Ikiugu CAJ/ISI/M.EDU/013/049/ 23 - KWK	Female	Teachers Service Commission	Administrative Injustice	The Complainant alleged that she applied to be a Junior Secondary School Teacher in February 2023. That she was shortlisted for the position and attended interviews at the Sub-County TSC offices in Meru. She was successful and was deployed as a JSS teacher. That In July, she noticed her pay slip did not reflect her new role. In September 2023, TSC advertised positions for promotion. When she applied, the application was declined on grounds that she was above the applied position.	Inquiry ongoing
599.	Ian Mugambi Kamunyi CAJ/TSC/013/2502/23 – EF	Male	Teachers Service Commission	Unresponsive official conduct	Complainant alleged that the respondent had failed to take action to process his claim for his father's	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					dependants' benefits. He alleged that his father was a teacher between 1954 and 1982, and that he submitted all requisite documents to the Teachers Service Commission in February 2022 but there was no response. Inquiry initiated.	
600.	Kefa Mobisa CAJ/PO/047/630/23 – EF	Male	Teachers Service Commission Public Officer	Discourtesy	Complainant alleged that an officer, one Mrs Sango, persistently mistreated him when he sought services from his employer at the Teachers Service Commission. The Commission advised him to first allow the Teachers Service Commission to address the complaint since he had lodged the same a day prior.	Inquiry ongoing Pending update from complainant
601.	Samwel Kipronoh CAJ/TSC/013/2625/23 – EF	Male	Teachers Service Commission	Manifest injustice	Complainant alleged that since his retirement from service in June 2022, the Commission had failed to forward his pension claim file to the National Treasury despite following up severally.	Inquiry ongoing
602.	G.G Macharia Richard HUD/NKR/TSC/013/46/2 3-EK	Male	Teachers Service Commission (TSC)	Unresponsive official conduct	A complaint on allegations that TSC has failed to address his complaint on anomaly in the computation of his pension dues following their failure to effect a salary increment owed to him at the date of his retirement on 31/7/2019 which has led to the underpayment of his pension dues.	Initiated inquiry which is still ongoing awaiting update from the respondent
603.	Joseph Kevogo CAJ/ELD/TSC/013/131/2 3-EK	Male	Teachers Service Commission (TSC)	Unresponsive official conduct	A complaint on allegations that TSC has failed to address his complaint on anomaly in the computation of his pension dues following their failure to	Initiated inquiry which is still ongoing awaiting

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					effect a salary increment owed to him following his promotion/ratification to the position of Headteacher on 29/12/2017 which has led to the underpayment of his pension dues.	Update from the respondent.
604.	Geofrey Kipkurui Koech CAJ/ELD/TSC/013/132/2 3-FL	Male	Teachers Service Commission (TSC)	Delay	A complaint on allegations that TSC has delayed to update on the outcome of his appeal against dismissal from service that he rendered on or around November 2021	Initiated inquiry which is ongoing awaiting update from the complainant
605.	Sammy Kipkoech Ronoh CAJ/ELD/TSC/013/133/2 3-FL	Male	Teachers Service Commission (TSC)	Delay	A complaint on allegations that TSC has delayed to update him on the outcome of his complaint on underpayment of his pension dues following an anomaly in the computation of the same by TSC.	Initiated inquiry which is ongoing awaiting update from the complainant
606.	Jonathan Masese CAJ/ELD/TSC/013/134/2 3-FL	Male	Teachers Service Commission (TSC)	Unresponsive official conduct	A complaint on allegations that TSC has failed to compute and forward to the Pension Department the personnel file for Hamerton Mwazera Masese to enable the payment of the dues owed to his estate following his demise on 8/4/2022	Initiated inquiry which is ongoing awaiting update from the respondent.
607.	Joel Kemboi CAJ/ELD/M.EDU/013/13 8/23-MM	Male	Teachers Service Commission	Unresponsive official conduct	A complaint on allegations of delay by Teachers Service Commission (TSC) to settle his gratuity following the lapse of his contract as Headteacher SDA Soronoi Primary School, Nandi County on 30/12/2022.	Initiated inquiry which is ongoing awaiting

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						update from the respondent
608.	Jane Njeri Waitthuki CAJ/TSC/013/2514/23-EMN	Teachers Service Commission	Female	Delay	The Complainant alleged that her deceased husband one Michael Mwangi Maina was the respondent's employee and that she has been following up on his death gratuity since 2008 in vain.	Inquiry ongoing
609.	Christine Kawira CAJ/TSC/013/2529/23-RA	Female	Teachers Service Commission (TSC)	Unresponsive Official Conduct	The complainant alleges that TSC is delaying in granting her transfer to her home county which is Meru. She claims that she has been requesting for the same since delocalization that was ended by the government which has turned to be futile. She further claims that, her fellow teachers went to their home counties hence her case should be looked upon.	Ongoing Inquiry
610.	Filemon Otieno Bwana CAJ/TSC/013/2619/23-RA	Male	Teachers Service Commission	Delay	The complainant alleges of TSC failure to pay him his pension dues that is remaining of 4 phases of salary/pension award increment of July 1997 to all teachers. He claims that he retired in September 1997 and was thereafter paid one phase of 25% of the 150% salary increment. He claims that the matter of the retired teachers payments went to court and they won for total payment despite the Government appeals at various Court levels.	Ongoing Inquiry

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611.	Sagwe Fred Ondieki CAJ/TSC/013/2546/23-RA	Organization	Teachers Service Commission	Unfair Treatment	The Complainant alleges that he was unfairly and unlawfully transferred without a hearing notice or reason due to and despite his ongoing treatment for mental health challenges.	Ongoing Inquiry
612.	Wanjala Lupaoh Cleophas CAJ/TSC/013/2582/23-RA	Male	Teachers Service Commission (TSC)	Unresponsive Official Conduct	The complainant states that he is the husband to late Catherine Khisa of TSC number 218509 who passed on 3/3/2022. As the legal beneficiary of the estate of the deceased, the complainant says, he filled the necessary docs and forwarded to TSC to have his claim processed but to date no action has been taken nor response received.	Ongoing Inquiry
613.	Junior Secondary School Teachers CAJ/TSC/013/2383/23-RA	Unclear	Teachers Service Commission (TSC)	Administrative Injustice	The complaint is on alleged plight of Junior secondary school Teachers deployed from Primary schools to Junior Secondary Schools in MARCH 2023. The complainant states that despite these teachers being issued with appointment letters to an enhanced grade in March 2023 either C1 or C2 (for degree holders and diploma respectively), the change is not reflected in the payment of their salaries despite being issued appointment letters with the new grades and salary. They continue to earn their previous salary 8 months later.	Ongoing Inquiry

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Public Service Commission						
614.	Calvin Otieno Odhiambo CAJ/PSC/016/209/2023-KC	Male	Public Service Commission	Administrative Injustice	The complainant alleged unfairness at Public Service Commission to cancel his appointment as a Principal Industrial Office at the Ministry of Industrialization, Trade and Investments. He alleged that PSC purported that his selection did not meet the requirements for the post which he refuted arguing that he had the requisite necessary qualifications. He had since appealed and was awaiting the outcome, hence advised to be patient.	Legal advice
615.	Lucy Njoki Ngondi CAJ/PSC/016/207/2023-SAK	Female	Public Service Commission (PSC)	Unresponsive Official Conduct	The complainant alleged failure by Public Service Commission (PSC) to respond to her appeal for promotion. The complainant, who is an employee of the Ministry of Water and Sanitation, addressed the PSC vide a letter of 30 th September 2022 to consider her for promotion in line with those in the inspectorate cadre. She further sent a follow up dated 8 th June 2023. However, to date, the PSC had not responded.	Inquiry ongoing
616.	John Kibet CAJ/PSC/016/213/2023-KC	Male	Public Service Commission	Administrative injustice	The complainant alleged discrimination by Public Service Commission to exclude 40 prison officers with qualifications in accounting from being considered for vacancies advertised by the National Treasury. He claimed that the National Treasury made an Internal	Inquiry ongoing

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					advertisement amongst all state departments, Ministries and agencies inviting serving Officers in the Public service to apply if with requisite Qualifications in Accounting. The shortlisted candidates were subjected to suitability tests and interviews out of which 500 most qualified interviewees were recommended to the PSC to authorize the National Treasury to either appoint or re-designation. However, the PSC omitted qualified prison officers from the list without any reason.	
617.	Onyango Ojiem Dancan CAJ/PSC/016/205/23-SCK	Male	Public Service Commission	Unresponsive Official Conduct	The Complainant alleges that he wrote a letter to the Public Service Commission, however he indicates that the Commission failed to respond.	Inquiry Ongoing
618.	Musa Gilbert Githinji CAJ/PSC/016/208/23-RA	Male	Public Service Commission	Unresponsive Official Conduct	The complainant alleges that PSC has failed to respond to his letter appealing for promotion.	Ongoing Inquiry
National Police Service Commission						
619.	Andrew Mwanza CAJ/MSA/POL/015/506/2023-SAK	Male	National Police Service Commission	Unresponsive Official Conduct	The complainant alleged delay at National Police Service Commission to communicate the outcome of his appeal against dismissal lodged on 14 th November 2021. Further, the complainant states that he was dismissed on 19 th July 2021 on unfounded claims of misconduct and	Inquiry ongoing

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					later appealed but to date, he has not been informed of the outcome.	
620.	Mohamed S. Mwalonya CAJ/MSA/POL/015/508/ 2023-SAK	Male	National Police Service Commission	Unresponsive Official Conduct	The complainant CPL Mohamed Salim Mwalonya PF/NO 49768 alleged that he was dismissed from duty on 19th July 2021 by the National Police Service Commission after he was charged and convicted with the offence of theft contrary to section 268 as read with section 275 of the penal code. The dismissal was to take effect from 31st December 2018, being the date when he was convicted in court. That he claims that he was denied his pension/ gratuity following the dismissal but the Public Service Commission vide its circular dated 21st October 2022, directed that exiting officers had the right to be paid terminal accrued benefits irrespective of the modality of exit. The complainant wrote to the NPSC to claim for his benefits but he is yet to receive a response.	Inquiry ongoing
621.	Sammy Letoona Lokini CAJ/NPSC/015/4348/23 -JMM	Male	National Police Service Commission	Delay	The Complainant alleged that he was suspended from duty with effect from 23 rd December 2023 on account of desertion of duty. No communication has been forthcoming regarding the suspension to date despite several follow ups.	Inquiry ongoing

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622.	Abdullahi Noor Muhumed CAJ/NPSC/015/4318/23 -V.O.K	Male	National Police Service Commission	Delay	The Complainant alleged that he appealed against his dismissal to the Respondent on 16 th November 2022 but the appeal has not been determined.	Inquiry ongoing
623.	Mark Loruku Lokuru CAJ/NPS/015/4355/2023-KC	Male	National Police Service Commission	Delay	The complainant alleged delay at the National Police Service Commission to render and communicate the outcome of his appeal against dismissal from National Police Service effective 22 nd April 2010. He claimed the appeal has been pending since June 2023.	Inquiry ongoing
624.	Nicholas Ananda PCSC/POL/015/140/08	Male	National Police Service Commission	Delay	The complainant alleges that the Respondent has failed to proceed with investigations regarding his stolen car. He alleges that the Respondent and the office of the Attorney General have failed to respond to letters of CAJ regarding his complaint.	Inquiry Ongoing
625.	Francis Mbiriti Kuulu CAJ/ISI/POL/015/209/2023 - KWK	Male	National Police Service Commission	Administrative Injustice	The Complainant alleged that he is an Ex-Police Constable and his personal number is P/No. 54905/88001959. He was dismissed from the then National Police Force now NPS effective from 19 th May 2008 for breaking out of the police line and absenting himself from his area of duty. He filed a complaint with the then In-charge complaints at the police Headquarters vide a letter dated 27 th November 2011 wherein he indicated that he was not given a fair hearing and the decision to dismiss him was unprocedural and in contravention of	Inquiry ongoing

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					the Police Force Standing Orders. Vide the letter dated 6 th December 2011 and referenced [C]COM/1/6/EASSTERN/VOL.80/14, the Complainant was advised to appeal to the then Provincial Police Officer-Eastern Province. His appeal was subsequently forwarded to the PPO vide a letter dated 26 th April 2013. He alleged that the said letter did not elicit any response to date. On 27 th November 2011, he again wrote a letter addressed to Police Headquarters in-charge Complaints, wherein he stated that he was yet to receive an update on his appeal to the PPO-Eastern. This too did not elicit any response. He alleged that having been issued with a discharge certificate indicating termination of his services, he was entitled to receive termination dues for the 20 years and 5 months he had served the Police Force diligently.	
626.	Habiba Mohamed CAJ/ISI/POL/015/210/23 - KWK	Female	National Police Service Commission	Administrative Injustice	The Complainant alleged that she is the wife to Mr. Ali Noor Golicha, a police officer currently stationed at Kula Mawe Police Station. Mr. Ali's Force No. is 55295. In the year 1990, Mr. Ali and his colleagues were attacked by bandits while on duty and six of them killed. Since the attack, he has suffered trauma which led to mental instability.	Inquiry ongoing

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					Due to his mental state, he has severally threatened to kill his whole family. On 6 th December 2023, the Complainant decided to seek assistance from her husband's boss, the County Commander who refused to assist her stating that the husband is not mentally unstable but he is pretending.	
627.	Akoth Mareya Rose CAJ/NPS/015/4324/23-RA	Organization	National Police Service Commission	Unresponsive Official Conduct	The complainant alleges that she made report to the DCIO Central Police Station and nothing has been happening.	Ongoing Inquiry
628.	Veronicah Nyambura Gitahi and Issa Mzee Mwasoza CAJ/MSA/NPSC/015/523/23-EM	Group	National Police Service Commission	Unresponsive Official Conduct	The Complainants alleged that they are former employees of the NPSC. The two former officers were charged in Court for manslaughter in 2014 and found guilty in 2017 and imprisoned for 7 years. However, the complaint alleges that they were never interdicted from duty neither dismissed from service, but stopped receiving salaries in June 2018 without any communication therein. Further, they are still in possession of government articles such as police uniforms as they were never asked to surrender the same. They have written to the National Police Service Commission severally, to no avail. Further, they wish to be considered in line with the Employment and Labour Court ruling that stated the provisions requiring persons who are dismissed from service to forfeit all claims to pension as	Inquiry ongoing

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					unconstitutional since it contravened Articles 41 (1) and (2)(b) on fair labor practices and working conditions.	
629.	Sharon Cherotich CAJ/KSM/NPSC/015/67 4/23-AO	Female	National Police Service Commission(NPSC)	Delay	The Complainant alleged that the Respondent failed to comply with court orders to attach salary of a public officer following judgement in Kericho CMCCC No. 27 of 2013 against Lawrence Njiru S. No 235353	Inquiry ongoing
630.	Stanley Ngeny CAJ/NPSC/015/436/2023	Male	National Police Service Commission	Delay	Complainant alleged that he lodged an appeal against his dismissal from service in February 2021 but the same was yet to be determined. He received an acknowledgement of receipt of the appeal but got no further feedback. The Commission initiated inquiry via a letter dated 20th November 2023 to the respondent.	Inquiry ongoing - Pending update from respondent
Ethics and Anti-Corruption Commission						
631.	Okore Otuma & Co. Advocates o/b Marvin Omondi Ngei CAJ/EACC/026/259/2023-SAK	Organization	Ethics and Anti-Corruption Commission	Unresponsive Official Conduct	The complainant alleged lack of response from the Ethics and Anti-Corruption Commission (EACC) to a complaint lodged on behalf of Marvin Omondi Ngei on 20 th June 2023 regarding financial misappropriation by the Migori County Executives and the County Assembly. The complainant had invited EACC to scrutinize issues raised by the Auditor General in 2022/2023 FY.	Inquiry ongoing

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Independent Electoral & Boundaries Commission						
632.	Francis Mwangi Kamau CAJ/IEBC/026/261/23-RA	Male	Independent Electoral & Boundaries Commission	Unlawful Official Conduct	The Complainant alleges that he worked for IEBC as a Deputy Returning Officer in Naivasha Constituency during the 2022 General elections. Moreover, he was entitled to allocation of a vehicle but was persuaded by his supervisor (Returning Officer) Madame Agnes Muriuki to instead look for a vehicle and fill the work ticket. He has never been paid despite submitting all the requisite documents only to learn that the payments were made to Afriskill Limited, a company co-owned by Madame Agnes Muriuki.	Ongoing Inquiry
National Land Commission						
633.	Kiziwi Development Self Help Group CAJ/MSA/NLC/022/338/23-EM	Group	National Land Commission	Unresponsive Official Conduct	This Complaint was lodged by the residents of Kiziwi within Mombasa who have 35 households on a parcel of land known plot number M/X1105- Tudor. They have lived on the said parcel of land for many years. The proprietor of the land has not been seen since 1985 and the residents are the ones who have been paying land rates to avoid auction. The National Land Commission visited the land and wrote a letter dated 6th July 2016 indicating that if the landlord could not be traced, then the Commission could invoke Article 62(1) d	Inquiry ongoing

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					and e of the constitution to settle the occupants. that on 19th February 2018, the NLC County Coordinator wrote to the NLC Chairman making recommendations that NLC settles the occupants.	
634.	Abdullahi Bonaya and Others CAJ/ISI/M.LAN/022/099/23 - KWK	Male	National Land Commission	Delay	The Complainants allege that they are the registered proprietors of the following land parcels of land situated in different parts within Marsabit County: Marsabit/Mountain/354 for Paul Dale and Jane Halaku Wako, 358 for BonayaAdano Godana, 363 for Huka Bonaya, 364 for GuyoDikaDabaso who is deceased, Marsabit/Jirime/117 for RobaYattani Godana who is deceased, ownership of the land has since been transferred to the deceased's relatives OlgeRobaYattani and JarsoRoba, 116 for KiwanjaNdege Women Group. Vide Gazette Notices 6581 and 7698 of 19 th September 2014 & 24 th October 2014 respectively their parcels of land were compulsory acquired under the Land Acquisition Act (CAP 295). That their lands were acquired to pave way for the construction of Mombasa-Nairobi-Addis Ababa Road Corridor Development project. The Complainants accepted acquisition and were issued with varied awards. Vide a letter dated 25 th June 2018, the Complainants wrote	Inquiry ongoing

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					to the National Land Commission and raised concerns with respect to the inordinate delay of payment of their awards but the same did not elicit any response to date.	
635.	Isaaq and Harti Community CAJ/ISI/M.LAN/022/101/23 - KWK	GROUP	National Land Commission	Access to Information	The Complainant alleged that there has been illegal issuance of title deeds in the community over community land that is legally owned by the IssackHarti Community. The Complainants allege that they have requested for information from the National Land Commission regarding maps and sketches of the said land to no avail. Complainant to supply supporting documents	Inquiry ongoing
636.	CAJ/NLC/022/2400/2023-EMM SAINO OGIEK HISTORICAL LAND INJUSTICES	Group	National Land Commission	Manifest Injustice	The complainants allege that they wrote to the National Lands Commission on issues of historical land injustices and the community is yet to get a response.	Referred to National Land Commission.
637.	Ravaspaul Kyalo Mutisya CAJ/NLC/022/2410/23 - EF	Male	National Land Commission	Unlawful official conduct	Complainant alleged that he was awarded a decretal sum as compensation for the acquisition of his land in ELC Appeal No. E004 of 2021. He obtained and served the Certificate of Order against the government, and had pursued payment of funds since April 2022 without success. The Commission initiated an inquiry.	Inquiry ongoing
638.	Martin S. Wamalwa CAJ/ELD/NLC/022/101/23-EK	Male	National Land Commission (NLC)	Delay	A complaint on allegations of failure by the National Land Commission to address a complaint on settlement of	Initiated inquiry which is

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					the squatters evicted from the Kenya National Railway Cooperation land along Uasin Gishu – Lugari Railway Line that they lodged on 12/9/2023.	ongoing awaiting update from the Complainant.
639.	Patrick L Seki CAJ/M.ENV/038/207/23-EMN	Male	National Land Commission	Delay	the complainant alleged that is land was compulsorily acquired via gazette notice dated 17 th June, 2022 for the purpose of road construction but that the said road has never been constructed and neither have they been compensated.	Inquiry Ongoing
National Cohesion and Integration Commission						
640.	Aggrieved staff of National Cohesion and Integration Commission. CAJ/NCIC/026/262/23-MD	Unclear	National Cohesion and Integration Commission	Unfair treatment	The Complainant alleged lack of ethics, maladministration and corruption, abuse and disregard of the commission's human resource policy, nepotism and tribalism in recruitment. The complaint was addressed to Ethics and Anti-Corruption Commission and copied to us. The file is pending approval for investigation	Inquiry ongoing.
641.	Vincent Kiprotich CAJ/NCIC/026/257/2023-SK	Male	National Cohesion & Integration Commission	Unresponsive Official Conduct	An allegation of inefficiency in administration of an aptitude test by National Cohesion and Integration Commission on 27 th June 2023. Complainant alleged that he received a notification for a test at 00.23hrs on 27 th June 2023 but his attempts to access the link were futile as the same was inactive.	Inquiry Ongoing

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642.	Kenya Human Rights Commission. CAJ/NCIC/023/260/23-EMN	Organization	National Cohesion and Integration Commission	Unresponsive Official Conduct	This complaint is addressed to the Respondent and copied to this Commission among others. The Complainant alleged that a group in Mombasa was carrying out Anti-LGBTQI crusades aimed at inciting the public against members of the LGBTQI community. He was advised to follow up with the Respondent and update the Commission.	Inquiry ongoing
Kenya Meat Commission						
643.	Adan Sugow & Another CAJ/KMC/014/410/23-SK	Male	Kenya Meat Commission	Delay	A complaint by the retirees of the Kenya Meat Commission alleging delay by the National Treasury to respond to their request for Tax Waiver on their rate	Inquiry Ongoing
National Gender & Equality Commission						
644.	Faith Chebet Koros CAJ/NSEC/018/148/2023	Female	National Gender & Equality Commission	Inaction	Complainant alleged that she lodged a complaint with NSEC in September 2022 regarding her dismissal from employment from KEMSA but received no response	Inquiry ongoing – Pending update from respondent
Advocates Complaints Commission						
645.	Nawed & Jemuma Investments CAJ/JUD/001/2632/23-EMN	Institution	Advocates Complaints Commission	Unresponsive Official Conduct	The Complainant alleged that he was involved in a Conveyance transaction with a third party and that his advocate released his title deed to the purchaser before he could be paid. He said that efforts to get his title has been in vain.	Inquiry ongoing

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					The complaint was referred to the Advocates Complaints Commission.	
646.	Joyline Symon CAJ/ACC/001/2612/23-RA	Female	Advocates Complaints Commission	Oppressive Official Conduct	The complainant alleges that Mr Kikwai responded to a matter she raised hurriedly and without appreciating and understanding the circumstances of her complaint. She alleges that the above-named individual, who is an officer of the Advocates Complaints Commission, did not investigate the complaint and. sought to defeat the process of justice. due to an undisclosed conflict of interest.	Ongoing Inquiry
National Police Service						
647.	Katso W. Masinde CAJ/MSA/POL/015/504/2023	Male	National Police Service (Kitale Police Station)	Delay	The complainant alleged delay by Kitale Police Station to conclude investigations into fraudulent & unauthorized transactions totaling to Kshs.150, 000/- on his bank account at Equity bank, Kitale Branch. He reported the incident vide OB No. 72/11/4/2023 but states to date, no action has been taken against the suspects.	Inquiry ongoing
648.	Aziz and Co. Advocates CAJ/MSA/POL/015/509/2023-SAK	Organisation	National Police Service	Unresponsive Official Conduct	The Complaint alleged delay by the police at Nyali police station to conclude investigations into incidents of fraud reported vide OB No.s 39/6/6/2023 & 39/13/7/2023. They claim to date, the suspect has not been arrested nor arraigned in court to face criminal charges	Inquiry ongoing

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649.	Lugo Konde Gona CAJ/MSA/POL/015/514/2023-EM	Male	National Police Service	Oppressive Official Conduct	The Complainant alleged that an officer at Kadzandani Police Station had refused to refund his cash bail of Kshs. 5,000/- issued under receipt number. 1547733. He has been following up on the same since 2020.	Inquiry ongoing
650.	Pullah William Mwaruwa CAJ/MSA/POL/015/519/23-EM	Male	National Police Service	Unresponsive Official Conduct	The complainant alleged that one Ziro David Boja threatened to kill him and consequently he reported the incident to Kijipwa Police Station OB No 12/10/10/2023. The OCS then referred the Complainant to the Area Chief Junju Location to have the matter settled out of court. The Chief in turn referred the matter to the village elder however no settlement was reached. Attempts to have his complaint investigated have been futile and he fears for his life.	Inquiry ongoing
651.	Stanley Kamau Gatune CAJ/CG/NRB/060/390/23-V.O.K	Male	National Police Service	Unresponsive official conduct	The Complainant alleged that the OCS, Buruburu Police Station, has failed to arrest known suspects who encroached on his land parcel – Nairobi/Umoja Block 109/2380 as ordered in <i>Makadara MCCR. Case No. 2098/16 R vs Maina Njoroge.</i>	Inquiry ongoing
652.	Paul Gachomba CAJ/NPS/015/4285/23-V.O.K	Male	National Police Service	Unfair official conduct	The Complainant alleged that he was unfairly dismissed from service. He filed an appeal out of time but the appeal was yet to be determined.	Inquiry ongoing
653.	Sharon Otwoma CAJ/P.O/047/634/23-V.O.K	Female	National Police Service	Delay	The Complainant alleged that there is delay in processing of a report of obtaining by false pretense which she	Inquiry ongoing

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					made to Migori Police Station vide OB No. 35/27/07/23.	
654.	Ali Hafsa CAJ/MSA/POL/015/521/ 23-EM	Male	National Police Service (Inuka Police Station)	Unresponsive Official Conduct	The Complainant alleged harassment at Inuka Police Station under OB No. 28/25/10/23. Despite recording statement, no substantial action has been taken by the police.	Inquiry ongoing
655.	Bathseba Kerubo CAJ/MSA/POL/015/522/ 23-EM	Female	National Police Service (Mikindini Police Station)	Unresponsive Official Conduct	The Complainant alleged that her estranged husband who allegedly attempted to poison their child. The matter was reported to Mikindini Police Station under OB No 52/12/10/2023, but to date no action has been taken. Further, they have all original copies to support the allegation but are refusing to allow her to make copies of the doctor's report and P3 form	Inquiry ongoing
656.	Roselyne Lusinde Shitote CAJ/MSA/POL/015/524/ 23-EM	Male	National Police Service	Unresponsive Official Conduct	The Complainant alleged that her daughter was sexually assaulted while under the custody of her father. The matter was reported to Kadzandani Police Station OB NO 28/26/04/2021 but no action has been taken to date.	Inquiry ongoing
657.	Sadia Omary Ng'anzi CAJ/POL/015/4287/23- JMM	Male	National Police Service	Unresponsive official Conduct	The complainant alleged that she reported an incident of forgery at Embakasi Police Station on 12 th July 2023, OB No. 12/12/07/2023. He was assaulted on 9 th January 2023 by people well known to him. She has been making several follow ups for apprehension of	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					the culprit but the police at the station are yet to take any action.	
658.	Samuel Auka Nyandoro CAJ/NPS/015/4289/23-JMM	Male	National Police Service	Unresponsive official Conduct	The Commission has received a complaint from Samuel Auka Nyandoro alleging that the OCS, Etago Police station has blatantly declined to effect arrest of three suspects, namely Calleb Onyoke Auka, Vincent Oino Morara and Namson Ombui Onyango as directed by the Office of the Director of Public Prosecutions vide a letter dated 4 th January 2021.	Inquiry ongoing.
659.	Joyce Nabwire Pamba CAJ/POL/015/4302/23-JMM	Female	National Police Service	Outside Mandate	The Complainant alleged that she bought a parcel of land being Ruiru Kiu Block 2 (Githunguri) 23220 and that the vendor has declined to transfer the same to her. We advised that she makes an application in court to effect the transfer.	Inquiry ongoing
660.	Kazungu Chengo CAJ/MSA/POL/015/513/23EM	Male	National Police Service	Unresponsive Official Conduct	The Complainant alleged that they had complained of Harassment by their neighbor but that the police failed to take action. He was requested to supply clearer particulars on his complaint	Inquiry ongoing
661.	Sherman Nyongesa and Mutubia Advocates for Mohamed Arshad Ansari CAJ/MSA/NPS/015/517/23-EM	Organization	National Police Service (Tononoka Police Station)	Oppressive Official Conduct	The complainant alleged that in October 2023, he received a call from a police officer Haji from Tononoka Police Station advising that he surrender motor vehicle registration 5715E to the station. Despite not being advised why this was being done, he surrendered the vehicle on 16th October 2023. On 23rd October	Inquiry ongoing

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					2023 upon following up again, he was advised that the car was handed over to the "owner". In 2022, the vehicle was given to the complainant's former employer in lieu of terminal benefits.	
662.	John Ndambuki Mchoki HUD/WND/POL/015/13/ -EM23	Male	National Police Service	Unresponsive Official Conduct	The complainant went to the Eldoro police station to report a crime, that he had been robbed that night. He filled out a report and was given the OB number. A suspect was arrested and later released. The complainant was then told to go fill out a P3 form and take it to the station. He did as instructed and was told to pay one hundred shillings for a file. The officers then told him that they will visit his residence but never did. The officers also told him to inform them when he spots the suspect, which he did but no action was taken. He was informed that the officer handling his case was being transferred and went to the deputy who sent him to Kitoko. His house was broken into again and when he went to report the incidence the officers requested him to pay 500 shillings.	Inquiry ongoing
663.	Edwin Koech aka Edwin Bett CAJ/MSA/POL/015/520/ 23-EM	Male	National Police Service (Changamwe Police Station)	Unresponsive Official conduct	The complainant alleged that the officer investigating his case had delayed and sought to be allocated a different Investigations officer. He was requested to supply further details on his complaint.	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
664.	Eunice Nyakio Wangechi CAJ/NPS/015/4326/23-JMM	Female	National Police Service	Delay	The complainant alleged that he applied for a Certificate of Good Conduct on 12 th July 2023 at Kerugoya Huduma Centre, application No. PCC-YLT57RM2. The same has never been issued to date despite several follow-ups.	Inquiry ongoing
665.	Wincate Kagendo Nyaga HUD/EMBU/NPS/015/215/2023-JMM	Female	National Police Service	Delay	The complainant alleged that she reported an incident of assault on 16 th July 2021 at Marima Police Station. She has been making several follow ups for apprehension of the culprit but the police at the station are yet to take any action.	Inquiry ongoing
666.	Raha Mohamed Salah CAJ/PO.047/649/23-JMM	Male	National Police Service	Unfair Treatment	The Complainant alleged that he raised a complaint with Eastleigh North Police Station but no action was taken. He was requested for his claim supporting documents	Inquiry ongoing
667.	Mary Muthoni Kithaka CAJ/NPS/015/4344/23-MD	Female	National Police Service	Abuse of power	The Complainant alleges that the OCS and police officers based at Kiritiri Police Station visited her shop at Kiritiri Market and confiscated her assorted good without any justification. Despite several follow ups, the goods have not been released.	Inquiry Ongoing.
668.	Federation of Women Lawyers-Kenya for Sylvia Mulama Kitika CAJ/NPS/015/4304/23-V.O.K	Organization	National Police Service	Unresponsive official conduct	The Complainant alleged that Buru Buru Police station failed to effect a warrant of arrest issued in Milimani Children's case number 1638 of 2014, SK Vs MO. Complainant advised vide letter dated 17.10.2023.	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
669.	Paul Gachomba CAJ/NPS/015/4285/23-V.O.K	Male	National Police Service	Unfair official conduct	The Complainant alleged that he was unfairly dismissed from service. He filed an appeal out of time but the appeal was yet to be determined.	Inquiry ongoing
670.	Stanley Kamau Gatune CAJ/CG/NRB/060/390/23-V.O.K	Male	National Police Service	Unresponsive official conduct	The Complainant alleged that the OCS, Buruburu Police Station, has failed to arrest known suspects who encroached on his land parcel – Nairobi/Umoja Block 109/2380 as ordered in <i>Makadara MCCR. Case No. 2098/16 R vs Maina Njoroge.</i>	Inquiry ongoing
671.	Sharon Otwoma CAJ/P.O/047/634/23-V.O.K	Female	National Police Service	Delay	The Complainant alleged that there is delay in processing of a report of obtaining by false pretense which she made to Migori Police Station vide OB No. 35/27/07/23.	Inquiry ongoing
672.	Florence Moraa Manoti HUD/KSI/POL/015/115/23-AO	Female	National Police Service	Unresponsive official conduct	The Complainant alleged that the Officer Commanding Kisii Central Police Station on allegation of failure to investigate a case of fraud reported under OB NO. 96/27/7/2021 and have those found culpable arraigned before a court of law.	Inquiry ongoing
673.	John Dodo Okumu CAJ/KSM/POL/015/670/23-AO	Male	National Police Service	Manifest Injustice	A complaint alleging failure on the part of the Police, on four occasions, to receive and enter in the OB cases of threat to life against the Complainant by a person well known to the Complainant.	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
674.	Salim Ali Wanga and Ramadhan Mohammed CAJ/KSM/NPS/015/669/23-WT	Group	National Police Service	Unresponsive official conduct	The Complainant alleged failure by Bungoma Police Station to investigate OB Numbers O.B NO. 17/07/04/2023, O.B NO. 85/1/9/23, O.B NO. 85/11/23, O.B NO. 42/10/8/2023 and O.B NO 108/19/09/23 that were reported in regard several offences of assault, threats to life and theft amongst others.	Inquiry ongoing
675.	Stephen Otieno Ondoroh CAJ/KSM/POL/015/671/23-WT	Male	National Police Service	Unresponsive official conduct	The Complaint alleged failure by the Kisumu Sub-County Directorate of Criminal Investigations Office to investigate OB No. 44/3/8/2023 and arraign the suspects in court. That he had made a report of fraudulent acquisition of motor vehicle.	Inquiry ongoing
676.	Kevin Momanyi Mokaya HUD/KSI/POL/015/120/23-WT	Male	National Police Service	Unresponsive official conduct	Complaint alleging failure by Nyatieko Police Station to arraign Nelson Rongito in court who was accused of assaulting his mother, Christina Kerubo, OB No. 15/01/08/23.	Inquiry ongoing
677.	Jane Adhiambo Kumba CAJ/KSM/NPS/015/676/23	Female	National Police Service	Unresponsive official conduct	Complaint alleging failure by officers attached to Rabuor Police Station in Kisumu County to act on OB No. 28/29/09/23.	Inquiry ongoing
678.	Abdikadir Mohamed Hassan CAJ/POL/015/4296/23-SK	Male	National Police Service	Delay	A complaint alleging delay by the National Police Service Commission to compensate the complainant for injuries sustained in the course of duty on March 2007 along Nairobi-Magadi Road	Inquiry Ongoing

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679.	John Munene Mutura CAJ/NPS/015/4292/23-SK	Male	National Police Service	Unresponsive Official Conduct	A complaint alleging failure by the National Police Service to pay Kshs.12,081, 238 owed to the complainant for foodstuff supplied to remandees at Maua Police Station	Inquiry Ongoing
680.	Dorcas Cherobon Lelei CAJ/NPS/015/4334/23-SK	Female	National Police Service	Unresponsive Official Conduct	An allegation of inaction by the Police at Mosoriot Police Station for failing to act on complaints reported vide OB Numbers 33/28/11/2021, 20/18/12/2021, 08/05/01/2021, 23/18/05/2023 and 26/20/09/2023	Inquiry Ongoing
681.	Abdikadir Mohamed Hassan CAJ/POL/015/4296/230-SK	Male	National Police Service	Delay	Complainant alleged delay in payment of compensation for injuries sustained after he was involved in a road accident while on 24 th March 2007.	Inquiry Ongoing
682.	MUTHONI PURITY CAJ/NHRR/POL/015/52/23-EM	Female	The National Police Service	Unresponsive official conduct	The complainant alleges that she bought land from Hohwe Farmers Company Limited who later defrauded her. She then reported the matter to the police who have failed to act.	Inquiry ongoing
683.	WAWERU THUKU GABRIEL CAJ/NHRR/PO/047/18/23-EM	Male	The National Police Service	Abuse of power	The complainant alleges that DCI officers from Jebi police station have been harassing him over a land transfer that he did with a neighbor. The DCI officers have been bringing strangers to his parcel who have been threatening to begin construction on his parcel.	Inquiry ongoing
684.	NGURE MURIITHI JOHN CAJ/NHRR/M.LAN/022/25/23-EM	Male	The National Police Service	Abuse of power	The Claimant alleges that he was assaulted by police officers from Huhoini Police station and the police station has	Inquiry ongoing

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					refused to issue him with a P3 or even record the complaint in the occurrence book.	
685.	WARARI WANJIKU LOISE CAJ/NHRR/POL/015/51/23-EM	Female	The National Police Service	Unlawful official conduct	The complainant alleges that she applied for a certificate of good conduct in June 2023 but it had not been processed by November 2023.	Inquiry ongoing
686.	WAINAINA KARANJA CAJ/NHRR/POL/015/53/23-EM	Male	The National Police Service	Delay	The complainant alleges that he was defrauded money by someone known to him but DCI have refused to act on the case.	Inquiry ongoing
687.	Joseph Tanui CAJ/NPS/015/43/9/23-FN	Male	National Police Service	Inaction	Complainant alleged that he reported cases of threats to his life vide OB number 14/4/11/2022 and 22/25/8/2023 respectively but no action was taken. The Commission initiated inquiry via a letter dated 13th October 2023.	Inquiry ongoing - Pending update from respondent
688.	Salome Musyawa Makau CAJ/NPS/015/4318/23-FN	Female	National Police Service	Delay	Complainant alleged inaction in looking into the death of their kin who was attacked by armed robbers while working as a security guard at a quarry site. The Commission initiated an inquiry via a letter to the SCCIO Matuu dated 27th September 2023.	Inquiry ongoing - Pending update from respondent
689.	Elizabeth Koli Mwendwa CAJ/NPS/015/4382/2023-KC	Female	National Police Service	Abuse of Power	The complainant alleged that her son-PMM who is mentally challenged was assaulted by the OCS Kyuso police station in the company of other officers in June 2023 upon being arrested on allegations of assault. Apparently, her son fought with another person- Japheth	Referred

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					Muema Musyoka but was the only arrested. Subsequently, police demanded Kshs. 14,100 to secure his release but she could not afford the amount. Matter referred to the Internal Affairs Unit for redress.	
690.	Federation of Women Lawyers (FIDA- Kenya) o/b Joyce Waithera CAJ/POL/015/4294/2023-SAK	Organization	National Police Service	Unresponsive Official Conduct	The complainant alleged unresponsiveness and police inaction into an incident of defilement reported at Kasarani Police Station vide OB No. 13/16/06/2023. The complainant's daughter X, a minor was allegedly defiled by a police officer one, Patrick Kimwele attached to the KICC police station but despite reporting, no action had been taken.	Inquiry ongoing
691.	Richard PK Hassan CAJ/NPS/015/4322/2023-KC	Male	National Police Service	Delay	The complainant alleged delay at Kilifi Police Station to conclude police investigations into an incident of obtaining money by false pretense reported vide OB No. 41/08/05/2023. Claimed that no arrests have been made since reporting despite giving the details and whereabouts of the suspect.	Inquiry ongoing
692.	Velma Akinyi Achieng CAJ/NPS/015/4331/23	Female	National Police Service	Delay	The complainant alleges that she reported a matter of stolen phone at Jogoo Police Station and was issued with an OB No. 13/3/9/2023, and that despite following up, she has not received any feedback on the status of the investigations.	Inquiry ongoing

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693.	Sammy Bakhuya CAJ/NPS/015/4290/23-SCK	Male	National Police Service	Delay	The complainant alleges that he reported a matter of theft, where he lost Kshs 78,000 at the Central Police Station under OB No. 115/25/11/2022, he states that since making the report the investigation has taken long.	Inquiry ongoing
694.	Cherotich T. Serem CAJ/NPS/015/4370/23-SCK	Male	National Police Service	Abuse Of Power	The complainant wrote to the Internal Affairs Unit and copied the commission alleging that she was harassed by Police officers from Keringet Police Station over a debt matter, which she alleges that it is not a Criminal offence.	Inquiry ongoing
695.	Esther Nyokabi Gaiitho HUD/GPO/POL/015/219/23-SCK	Female	National Police Service	Unresponsive Official Conduct	The complainant alleges that she reported a criminal offence at ngoingwa Police Post under OB No. 10/16/08/2023, and OB 12/27/11/2023, however she indicates that there has been no action taken by the police officers.	Inquiry ongoing
696.	Bonface Muthuri CAJ/NPS/015/4372/23-SCK	Male	National Police Service	Manifest Injustice	The Complainant alleges that the OCS Tala police station unprocedural released a pool table worth Kshs 60,000 belonging to the complainant, he reported the OCS action to IPOA who are actively investigating the matter.	Inquiry ongoing
697.	Anonymous CAJ/POL/015/4369/23-SCK	Unclear	National Police Service	Unlawful Official Conduct	The anonymous complainant alleges that there is a street in Hunters, Kasarani (11 th Street, Opposite PCEA) where Police Charge drug peddlers Kshs 500 per week, and named Muriuki, collects the Money every Saturday.	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
698.	Charles Kinyua CAJ/NPS/015/4379/23	Male	National Police Service	Unfairness	The complainant alleges that he was attacked by persons known to him while on his way to Kituo cha Sheria and took away his wheel chair and disability card. He subsequently reported the matter to Central Police station. The complainant states that he went to the said station to enquire about complaint, his wheelchair and card but he was not attended to by the officers he met at the station.	Inquiry Ongoing
699.	Verane Muhire CAJ/NPS/015/4333/23 - SCK	Male	National Police Service	Outside Mandate	The complainant alleges that police officers from Vihiga, took his money and charged him with Assault, that he was arraigned at Vihiga Law Courts and later remanded at Kodiaga Prison, that the Court issues a deportation order to his country Rwanda, the complainant sought the intervention of the Commission, however the matter is outside the Mandate of the Commission.	Inquiry ongoing
700.	Guandura Thuita & Co Advocates for Rose Nyambura CAJ/POL/015/4275/2023-SCK	Organization	National Police Service	Unlawful Official Conduct	The complainant alleges unlawful interference of their clients' bar and harassment by the police despite their client having valid license to do such business	Inquiry Ongoing
701.	Concerned Citizens CAJ/POL/015/4278/23-SCK	Group	National Police Service	Abuse Of Power	The complainants allege that they have been Harassed by an officer known as Charles, that he is intimidating them and blackmailing them with a view of getting Bribes	Inquiry Ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
702.	H.Kago and Co. Advocates	Male	National Police Service	Manifest Injustice	The complainant alleges that they requested police to investigate the death of their client and take subsequent appropriate legal action against those found culpable but the same is yet to be done.	Inquiry Ongoing
703.	Amkeni Wakulima Village Ten CBO CAJ/NPS/015/4288/23-SCK	Group	National Police Service	Manifest Injustice	The complainant lodges complain against the Inspector General and police officers Bura Police station for closing their file due to lack of evidence on the reported assault case on a madman who is not of a sound mind and cannot recognize the person who assaulted him. They claim that all the evidence needed is ready for prosecution and therefore, dispute the decision of the Inspector General and request for re-opening of the file and the matter be taken to court.	Inquiry Ongoing
704.	Grace Wanjoki Mugoh HUD/EMBU/NPS/015/211/23-SCK	Female	National Police Service	Abuse Of Power	The complainant alleges of abuse of power by the police officers in Runyenjes Police Station. She claims that the police officers stormed into her shop and stole all the items. She questioned the police officers on the act and they indicated that they are acting on a court order directed to Edward Murithi who was not known to her. The matter was reported by the complainant to Runyenje Police Station who admitted on bringing the armed men.	Inquiry Ongoing

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705.	Sammy Bhakuya CAJ/NPS/015/4290/23-SCK	Male	National Police Service	Unresponsive Official Conduct	The complainant alleges that On 9th July 2022 he entered into an agreement with Charles Njonjo Mugane of Teflon Solutions Central to purchase Harman Kardon AVR 161S s/no Ano179-KH0012577 for Kenya Shillings 78,000. The agreement was to make payment in 3 instalments where 1st Instalment of KES 30,000 was made on 09/07/2022 to his phone number 0726968861 via Mpesa 2nd Instalment was made via KCB bank transferred to the Same phone Number kes 23,000. last and 3rd Instalment of Kes 25,000 was transfered to his phone via Mpesa. Immediately in receipt of the last instalment he didnt pick his calls then he decided to block him from accessing him. on 25th Nov 2022 he reported the complaint at Central police station via OB Ref 115 Dated 25/11/2022 he wrote a statement relating to the same was assigned an officer who was to handle the same that he visited the station severally that the public officer kept telling him they could not locate the person.	Inquiry Ongoing
706.	Marachi Community and William Onyango CAJ/POL//015/4293//23-SCK	Group	National Police Service	Abuse Of Power	The complainant alleges of crime against humanity committed by the Police and Politicians in Busia County. They claim that the crimes are being committed in their community by the police with orders from politicians. The	Inquiry Ongoing

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					police have been terrorizing them with night raids, live bullet shootings, and tear gas the whole night. The police claim that they are dealing with a criminal gang by the name "JOBLESS" thus the group is not a criminal gang but a group of unemployed young men who are trying to make ends meet in Busia Town.	
707.	Jennifer Nafula Barasa CAJ/POL/015/4310/23-SCK	Female	National Police Service	Unresponsive Official Conduct	The complainant alleges invasion and burning of her property. That while she was out of the country, cattle herders invaded her home in Oloitikoish of LR number Kajiado/kitengela/25281. The fence of her farm fence was broken on 12th August 2022 and stores destroyed. It was a perennial problem which happened more than once and despite reporting the issue to the police, the same has not been taking up despite meeting OCPD Isinya.	Inquiry Ongoing
708.	Lucy Wanja Mwaniki HUD/EMBU/NPS/015/213/23-SCK	Female	National Police Service	Unresponsive Official Conduct	Complainant alleges that she reported her title deed stolen at Embu Police Station, but the officers chased her away, saying that she was too old and should let her son (who stole the deed) have it. She claims the police are colluding with her son	Inquiry Ongoing
709.	Ezekiel Mwaniki Mwangi CAJ/ISI/POL/015/196/2023 - KWK	Male	National Police Service	Inaction	The Complainant alleged that he is a truck driver plying from Gachuru trading centre to Isiolo town. While offloading cattle from his truck, he was attacked and assaulted by individuals who work	Inquiry ongoing

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					with BukoRaha Bus Services. He was rescued by police officers on patrol who rushed him to Isiolo Teaching and Referral Hospital where he was treated and discharged after gaining consciousness. He reported the matter at the Isiolo Police Station vide OB Number 58/02/03/2023. No action was taken against the culprits despite his report.	
710.	Tonny Munene CAJ/ISI/POL/015/197/2023 - KWK	Male	National Police Service	Inaction	The Complainant alleged that his sister was arrested for defrauding their uncle some money from his M-pesa account. That while he helped the police officers to trace his sister's whereabouts, he was assaulted by one of the police officers. He reported the matter at Horr Police Post but the OCS declined to register the matter on grounds that the incident occurred outside his jurisdiction. He was advised to report the matter at Baragoi Police Station where he reported the matter but the same was declined as it involved a police officer.	Ongoing Inquiry
711.	Geoffrey Michuki CAJ/ISI/POL/015/198/23 - KWK	Male	National Police Service	Inaction	The Complainant alleged that on 28 th May 2023 unknown individuals attacked him at his residence in Tigania east and stole 75 goats. He reported the matter at Ntangilia Police Post vide OBNo. 02/28/5/2023. That with the help of a Kenya Police Reservist Officer one Mr. James Mwititi he followed the goat's	Ongoing Inquiry

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					footprints up to Kambi Garba – Isiolo where the steps led into a certain homestead. That they reported the matter to the area chief who promised to follow up on the matter to enable him get his goats. He further reported the matter at Isiolo who are yet to provide investigation report regarding the matter.	
712.	Michael Baariulweta CAJ/ISI/POL/015/199/2023 - KWK	Male	National Police Service	Inaction	The Complainant alleged that on 4 th April 2021, one Mr. Peter Karithi (former MCA for Athwana Ward) and Samuel Muriira trespassed into his land and extracted murram that was used in upgrading Mbuuru Road. He reported the matter at Muthara Police Station vide OB No. 21/28/05/21 but the suspects are yet to be arrested.	Ongoing Inquiry
713.	Joseph Kinoti Rukaria CAJ/ISI/POL/015/200/23 - KWK	Male	National Police Service	Unfair treatment	The Complainant alleged that he was interdicted over criminal charges that were pending in Court. It was indicated that he was to be paid half of his basic salary during the interdiction period. The matter was determined and he was acquitted of the charges. He further alleged that during the interdiction period, he was never paid the said half salary. Further, his employer failed to reinstate him into service after the acquittal. The Complainant to furnish a copy of the interdiction letter	Ongoing inquiry

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
714.	Yusuf Huka CAJ/ISI/POL/015/201/23 - KWK	Male	National Police Service	Inaction	The Complainant alleged that he reported theft of his motorcycle registration number KMFG 767 A vide OB No. 04/21/07/2023 at Biligo Police Post but the Police Officers have failed to arrest the suspect.	Inquiry ongoing
715.	Ann Kerito CAJ/ISI/POL/015/202/20 23 - KWK	Female	National Police Service	Manifest Injustice	The Complainant alleged that on 11 th July 2023 while at her kiosk, there was a verbal altercation between her and a KPR officer namely Mr. Jeremiah Chokera and that the same turned into a physical fight. As they were fighting, police officers on patrol arrested her and later booked her at Isiolo Police Station for the offence of assaulting the aforementioned. On 12 th July 2023, when she was released on cash bail, she reported at Isiolo Police Station vide OB No. 30/12/07/2023 for being assaulted by the said officer and proceeded to Isiolo Referral Hospital for medication. Her case of assaulting Mr. Chokera is active at Isiolo Law Courts while hers is yet to be processed. Her effort to seek justice has proven futile for the reason that the said Mr. Chokera enjoys police protection.	Inquiry ongoing
716.	Ali Golo Sahir CAJ/ISI/POL/015/203/23 - KWK	Male	National Police Service	Manifest Injustice	The Complainant alleged that people known and others unknown to him have been breaking into his house and stealing various items. He has been reporting at Kula Mawe Police Station	Inquiry ongoing

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					and Central Police Patrol Base vide multiple OB numbers but the police have not taken any action against the suspects. On 13 th September 2023, individuals well known to him assaulted him. He reported the matter at Kula Mawe Police Station vide OB number 13/13/09/2023. The suspects were arrested and released on 17 th September 2023 under unclear circumstances before being arraigned in Court on 18 th September 2023.	
717.	Dakane Bulle Mohamed CAJ/ISI/POL/015/204/23 - KWK	Male	National Police Service	Inaction	The Complainant alleged that his 19 camels were stolen by individual well known to him. The said individuals are one Mr. LentaLekango – Kipsing and Mr. LekomoisaBiashalai – Barsilinga. He reported stock theft at Isiolo Police Station vide OB No. 49/30/01/2023. He has been following up on the matter but the suspects are yet to be arrested.	Inquiry ongoing
718.	Dakane Bulle Mohamed CAJ/ISI/POL/015/204/23 - KWK	Male	National Police Service	Unresponsive official conduct	The Complainant alleged that his 19 camels were stolen by individual well known to him. The said individuals are one Mr. LentaLekango – Kipsing and Mr. LekomoisaBiashalai – Barsilinga. He reported stock theft at Isiolo Police Station vide OB No. 49/30/01/2023. He has been following up on the matter but the suspects are yet to be arrested.	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
719.	Mohamoud Abdi Hussein CAJ/ISI/POL/015/206/23 - KWK	Male	National Police Service	Unresponsive Official Conduct	The Complainant alleged that he reported theft of his livestock to Kulamawe Police Station vide OB Number 22/11/06/2023 and OB Number 39/40/13/06/2023. He alleged that 160 goats were stolen on 11 th June 2023. After following up the case, he only managed to recover 26 goats. His attempts to follow up with the rest of the goats with police officers from Isiolo Police Station bore no fruits. The OCPD Isiolo Police Station informed him that the case is out of his jurisdiction and that he should pursue the matter with police in Samburu since the goats were stolen and taken to Samburu.	Inquiry ongoing
720.	Jeniffer Mukami CAJ/ISI/POL/015/208/2023 - KWK	Female	National Police Service	Unresponsive official conduct	The Complainant alleged that she reported an incident of theft whereby her former employer one Mr. Kanja who is the area Chief Mwangaza Location forcefully entered her rental house and confiscated a 6 kg cooking gas cylinder. That she reported the matter at Kula Mawe Police Station on the same day vide OB.26/27/10/2023. That her efforts to pursue the matter with the police station proved futile as the suspect is yet to be apprehended.	Inquiry ongoing
721.	Joyce Muthoni Kariuki CAJ/NPS/015/4284/23 - EF	Female	National Police Service	Unresponsive official conduct	Complainant alleged that the police had failed to take action on her report of assault. Upon assessment, the Commission noted that the complaint	Inquiry ongoing

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					had been lodged with the Internal Affairs Unit only 2 days before the same was lodged with the Commission. The complainant was advised to allow the Internal Affairs Unit sufficient time to address the matter, and to update the Commission in due course.	Pending update from complainant
722.	Peter Nkuja CAJ/NPS/015/4299/23 – EF	Male	National Police Service	Unresponsive Official Conduct	Complainant alleged that he reported the killing of his sister by a person known to him via OB No. 47/25/12/018 at the Maua Police Station, but the perpetrator was not arrested despite being seen in the area. He further alleged that the deceased's family was living in fear due to an imminent threat to their lives from the alleged perpetrator, and following up with the police officers had not yielded results. The Commission initiated an inquiry.	Inquiry ongoing
723.	Betty Wamukore & Owiti Advocates on behalf of Samuel Bahati Moses CAJ/POL/015/4305/2023 – EF	Female	National Police Service (Ongata Rongai Police Station)	Ineptitude	Complainants alleged that they reported a case of forceful eviction of a client and unlawful auction of his property at the Ongata Rongai Police Station, but no action was taken on the basis that it was a civil matter. The complaint letter was addressed to the Office of the Director of Public Prosecutions, thus the complainants were advised to follow up and provide an update.	Inquiry ongoing Pending update from complainant

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
724.	Albina Wanja Kirimo CAJ/NPS/015/4314/23 – EF	Female	National Police Service (Thindigua Police Station)	Unresponsive official conduct	Complainant alleged that she reported a case of assault and injury by her employer to the police at Thindigua Police Station vide OB No. 18/24/07/22, but no action was taken to arrest or prosecute the perpetrator. The commission initiated an inquiry.	Inquiry ongoing
725.	Samuel Kiambi CAJ/NPS/015/4330/23 – EF	Male	National Police Service (Soweto Police Station)	Unresponsive official conduct	Complainant alleged that he reported a case of theft of his property to the police at Soweto Police Station, but no action was taken to arrest or prosecute the perpetrator. The commission initiated an inquiry.	Inquiry ongoing
726.	Benard Musizu Amugasia CAJ/POL/015/4327/23 – EF	Male	National Police Service (Muthangari Police Station)	Unresponsive official conduct	Complainant alleged that he reported a case of assault and injury by his employer to the police at Muthangari Police Station vide OB No. 4/19/2/2020, but no action was taken to arrest or prosecute the perpetrator. The commission initiated an inquiry.	
727.	Omar Said Abubakar CAJ/DCI/015/4329/23 – EF	Male	National Police Service (Directorate of Criminal Investigations)	Delay	Complainant alleged delay in the issuance of a police clearance certificate, which he had applied for in May 2023. Complainant was requested for additional information.	Inquiry ongoing Pending update from complainant
728.	Jennifer Nafula Barasa CAJ/NPS/015/4315/23 – EF	Female	National Police Service (Isinya Police Station)	Unresponsive official conduct	Complainant alleged that she made several reports about invasion of her property and the destruction of crops vide OB Numbers 20/03/08/2022 and 23/18/06/2022, but no action was taken to arrest or prosecute the perpetrators. The commission initiated an inquiry.	Inquiry ongoing

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729.	David Igoro Gatiru CAJ/NPS/015/4335/23 – EF	Male	National Police Service	Manifest injustice	Complainant alleged that his brother was fatally injured in an accidental grenade explosion at the Baraza Park in Mandera in 1995, which was caused by a police officer on duty. That attempts by the family to seek compensation were unsuccessful. Complainant was asked to provide additional information and supporting documents.	Inquiry ongoing Pending action from complainant
730.	Michael Mwangi Kamari HUD/NYERI/POL/015/216/23 – EF	Male	National Police Service (Witima Police Station)	Unresponsive official conduct	Complainant alleged that he made several reports of harassment and physical assault by known people to the police as at Witima Police Station, but the police failed to receive his complaint or take action. The Commission initiated an inquiry.	Inquiry ongoing
731.	Peter Kamiri CAJ/DCI/015/4345/23 – EF	Male	National Police Service Directorate of Criminal Investigation	Unresponsive official conduct	Complainant alleged that he reported a case of fraud at the Directorate's Headquarters, which was allocated to an officer named Boniface Muli. That he initiated investigations into the matter and communicated with the complainant until 2022, but since then there is no feedback on the outcome of the investigation and action to be taken. An inquiry was initiated.	Inquiry ongoing
732.	Benard Onyango for Victor Odongo Obiero CAJ/NPS/015/4358/23 – EF	Male	National Police Service (Ndiru Police Station)	Unlawful official conduct	Complainant alleged that police officers at the Ndiru Police Station in Kagan Ward colluded with the Assistant Chief of Kamenya Sub-Location to irregularly arrest and detain him, for purposes of	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
			Ministry of Interior and National Administration		forcefully affixing his thumb print on a falsified land sale agreement.	
733.	Samuel Mwangi CAJ/DCI/015/4350/23 – EF	Male	National Police Service (Nyahururu Directorate of Criminal Investigations)	Unfair official conduct	Complainant alleged that police officers at the Nyahururu Directorate of Criminal Investigations failed to record and take action on a report of the suspected killing of his brother. Further, that the Teachers Service Commission excluded the mother of the deceased from the list of beneficiaries of his employment benefits, whereas she was named as a next of kin in his employment records.	Referred to the Internal Affairs Unit – National Police Service Inquiry against the Teachers Service Commission ongoing.
734.	Triple OK Law Advocates CAJ/NPS/015/4357/23 – EF	Organization	National Police Service (Nairobi Area Police Station)	Unlawful official conduct	Complainant alleged that police officers at the Nairobi Area Police Station used their power to irregularly arrest and intimidate the Director of MBA Construction Ltd, upon instructions by a business rival against whom he had filed a civil suit. The complaint had been lodged with the Office of the Inspector General and the Independent Policing Oversight Authority, thus the complainant was advised to follow up with the said competent authorities and update the Commission.	Inquiry ongoing Pending action by complainant
735.	William Abuga on behalf of Martin Kahiga Maina CAJ/NPS/015/4384/23 – EF	Male	National Police Service	Unfair official conduct	Complainant alleged that he was wrongly dismissed from employment. That he did not disobey a lawful command, as alleged in the charges. The matter was raised with the National	Inquiry ongoing Pending action by the complainant

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					Police Service Commission and the complainant was advised to follow it up and update the Commission in due course.	
736.	Douglas Avungana CAJ/ELD/POL/015/193/ 23-EK	Male	National Police Service (NPS)	Abuse of power	A complaint on allegations that police officers attached to Shauri Moyo Police Station, Uasin Gishu County have unlawfully been using their powers to harass him at his business premises in Mwanzo Estate despite having requisite licenses.	Initiated inquiry which is still ongoing awaiting update from the complainant.
737.	Juliah Nungari CAJ/ELD/POL/015/196/ 23-FL	Female	National Police Service	Delay	A complaint on allegations that the Directorate of Criminal Investigations have delayed to issue her with a certificate of good conduct which she applied on 9/6/2023	Initiated inquiry which is ongoing awaiting update from the respondent.
738.	Joyce Lydiah Oranga CAJ/ELD/POL/015/194/ 23-EK	Female	National Police Service	Delay	A complaint on allegations that the Directorate of Criminal Investigations have delayed to issue her with a certificate of good conduct which she applied on 9/6/2023	Initiated inquiry which is ongoing awaiting update from the respondent.
739.	Joseph Kipleting Songok CAJ/ELD/NPS/015/197/2 3- MM	Male	National Police Service (NPS)	Administrative Injustice	A complaint on allegations of dissatisfaction with the decision of NPS to dismiss him from service on allegations that he was charged with the offence of uttering a false document despite his acquittal on the same.	Inquiry initiated awaiting update from the Complainant

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740.	Geoffrey Nyabeto Omosa CAJ/ELD/POL/015/201/ 23-FL	Male	National Police Service	Abuse of power	A complaint on allegations that one Reuben Ombiro a police officer attached to Londiani Police Station, Kericho County unlawfully used his power and took kshs12,0000 from him in order to release his kin who had been arrested	Initiated inquiry which is ongoing awaiting update from the complainant.
741.	Jacklyne Melly CAJ/ELD/POL/015/199/ 23-EK	Female	National Police Service	Delay	A complaint on allegations that OCS Mosoriot Police Station, Nandi County has failed to update him on the outcome of an assault and torture complaint lodged at the station vide OB NO. 6/25/9/2023.	Initiated inquiry which is ongoing awaiting update from the complainant.
742.	Cleophas Owino CAJ/ELD/DCI/015/204/2 3-FL	Male	National Police Service	Delay	A complaint on allegations of delay by the Directorate of Criminal investigations to issue his certificate of good conduct which he made an application in June, 2023.	Initiated inquiry which is ongoing awaiting update from the complainant.
743.	Oseya Ayecha Ambundo CAJ/ELD/DCI/015/202/2 3-FL	Male	National Police Service	Delay	A complaint on allegations of delay by the Directorate of Criminal investigations to issue his certificate of good conduct which he made an application in July, 2023.	Initiated inquiry which is ongoing awaiting update from the complainant.
744.	Caroline Iminza CAJ/ELD//015/206/23- EK	Female	National Police Service	Administrative Injustice	A complaint on allegations that Police officers attached to Kipkaren Police Post, Uasin Gishu County have failed to furnish them with information pertaining	Initiated inquiry which is ongoing awaiting

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					to the death of their son- Lewis Sadangi on 9/11/2023 whilst in their custody.	update from the respondent
745.	Janet Akunava CAJ/ELD/POL/015/208/ /23-EK	Female	National Police Service	Unresponsive official conduct	A complaint on allegations that Langs Police Station, Uasin Gishu County have delayed to update her on the outcome of a fraud complaint that he lodged at the station vide OB Number 14/17/02/2023	Initiated inquiry which is ongoing awaiting Update from the complainant
746.	Susan Kolee Agnes HUD/NKR/NPS/015/062/ 23-FL	Female	National Police Service	Unresponsive official conduct	A complaint on allegations that the DCI Rimuruti Police Station, Nakuru County have failed to update her on the outcome of a threat to life complaint that she reported against her husband on 17/12/2019 (No OB Number was provided)	Initiated inquiry which is ongoing awaiting update from the complainant
747.	Victor Okiya CAJ/ELD/ATI/POL/015/2 /23-EK	Male	National Police Service (NPS)	Correction of information	A complaint on allegations that the Directorate of Criminal Investigations has failed to correct information on the past Criminal Records on his certificate of his good conduct despite the withdrawal of criminal case filed against him in the year 2016. cleared the charge to the property.	Initiated inquiry which is still ongoing awaiting update from the respondent
748.	Teresia Wanjia CAJ/NPS/015/4286/23- EMN	The National Police Service	Female	Delay	The complainant alleged that her son was fatally injured in an accident and that she reported the same to Kasarani Police Station but that the driver has not been arrested and charged to date.	Ongoing inquiry

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749.	Orembe Moses CAJ/NPS/015/4323/23-RA	Male	National Police Service	Unresponsive Official Conduct	The Complainant alleges that money was withdrawn from his bank account on 16/09/2022 amounting 33,000.00 into phone number 0742087522 without his knowledge. The matter was reported and issued OB No. OB 54/21/10/2022	Ongoing Inquiry
750.	Nicholas Mugo Joel HUD/EMBU/NPS/015/214/23-RA	Male	National Police Service	Unresponsive Official Conduct	The Complainant alleges that he has reported a case at Runyenjes police Station in regard to being defrauded by a private surveyor. The case has delayed as the officer designated to conduct investigation has been transferred and since then there has been no progress. The complainant states there has been no response despite follow up.	Ongoing Inquiry
751.	Joseph Kinoti Rukaria	Male	National Police Service	Unfair Treatment	The Complainant alleges that he was interdicted over criminal charges that were pending in Court. It was indicated that he was to be paid half of his basic salary during the interdiction period. The matter was determined and he was acquitted of the charges. He further alleges that during the interdiction period, he was never paid the said half salary. Further, his employer failed to reinstate him into service after the acquittal.	Ongoing Inquiry
752.	Frontline Defenders CAJ/NPS/015/4337/23-RA	Organization	National Police Service- Officer Commanding	Abuse of Power	The complainant alleges of Abuse of power by the OCS of Matsangoni whereas the officer disrupted a training on the environment and human rights,	Ongoing Inquiry

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			Station, Matsangoni		organised by the Centre for Justice, Governance and Environment Action for the Uyombo community in Matsangoni, Kilifi County with a contingent of fully armed police officers who forcefully dispersed the training. The officers claimed that the complainant was required to obtain a permit from them in order to conduct the training. The organizers were subjected to police raid which they claim was an intimidation and harassment.	
753.	Eglah Wanja Munene CAJ/NPS/015/4352/23-RA	Female	National Police Service-Region Police Commander Nyeri	Unresponsiveness	The complainant alleges of unresponsiveness by Region Police Commander Nyeri. She claims that she lodged a complaint against OCS and Deputy OCS Baricho police station against a case OB NO. 4/26/9/23 at Kibingoti police post but up to date no response has been given.	Ongoing Inquiry
754.	Cheruiyot Walter CAJ/NPS/015/4356/23-RA	Male	National Police Service	Unresponsive Official Conduct	The complainant states that he was recruited by the NPS as a police constable on 12th January ,2013. He was later dismissed from Police Force on allegations that he had presented forged documents i.e Identification card. He was subsequently tried before the CM court at Makadara for the offense of forgery .However, the court acquitted him of all charges on 1st April 2016. He thereafter after wrote several letters to NPS appealing for	Ongoing Inquiry

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					reinstatement in light of the Judgment. NPS advised him to lodge the same through the GSU commandant where he was first posted. Seven years later, his efforts to have his issue addressed are not successful as there has been no response.	
755.	Fridah Nkatha CAJ/NPS/015/4363/23-RA	Female	National Police Service	Unfair Treatment	The complainant alleges of unfair treatment from each of the mentioned perpetrators. She claims that the police are using electromagnetic radiation waves to torture her in regards to her case.	Ongoing Inquiry
756.	Kisuya & Weyombo Advocates CAJ/NPS/015/4367/23-RA	Organization	National Police Service	Abuse of Power	The complaint is in relation to OB NO 12/12/01/23 OB 12/08/02/23 OB12/04/03/23 AND OB 09/10/03/203. The complainant alleges that the said complaint has not been acted upon as it involves police officers including the OCS at Railway police station who have allegedly harassed their client and issued threats in relation to property ownership dispute that is in court and in violation of court order against Kenya Railways Corporation.	Ongoing Inquiry
757.	Abdiaziz & Co Advocates CAJ/NPS/015/4308/23-SCK	Organization	National Police Service	Unlawful Official Conduct	Complainants allege that they were forcefully evicted from their home by around 50 officers from the Nairobi regional Police Headquarters accompanied by about 100 youth/goons despite active court orders	Inquiry Ongoing

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					granting status quo over the property that is the matter of a judicial dispute.	
Directorate of Criminal Investigations (DCI)						
758.	Bernard Kibue Njuguna CAJ/MSA/DCI/015/515/2023-EM	Male	Directorate Of Criminal Investigations	Delay	The complainants alleged that his son, Stanley Njuguna Kibue, applied for his certificate of good conduct on 5th May 2023, but to date the same is yet to be issued	Inquiry ongoing
759.	Gitonga Nahashon CAJ/DCI/015/4279/23-JMM	Male	Directorate of Criminal Investigations	Delay	The Complainant alleged that he applied for a Certificate of Good Conduct on 18 th May 2023 at GPO Huduma Centre but that the same has never been issued to date despite several follow-ups.	Inquiry ongoing.
760.	Kelvin Nderitu CAJ/DCI/015/4298/23-V.O.K	Male	Directorate of Criminal Investigations	Delay	The Complainant alleged that the Respondent has not issued him with a police clearance certificate since 5 th July 2023 when he applied for the same.	Inquiry ongoing
761.	Jeremy Ng'ang'a CAJ/DCI/015/4296/23-V.O.K	Male	Directorate of Criminal Investigations	Delay	The Complainant alleged that the Respondent has not issued him with a police clearance certificate since 10 th March 2023 when he applied for the same.	Inquiry ongoing
762.	Kelvin Nderitu CAJ/DCI/015/4298/23-V.O.K	Male	Directorate of Criminal Investigations	Delay	The Complainant alleged that the Respondent has not issued him with a police clearance certificate since 5 th July 2023 when he applied for the same.	Inquiry ongoing
763.	Jeremy Ng'ang'a CAJ/DCI/015/4296/23-V.O.K	Male	Directorate of Criminal Investigations	Delay	The Complainant alleged that the Respondent has not issued him with a police clearance certificate since 10 th	Inquiry ongoing

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					March 2023 when he applied for the same.	
764.	Wanjiku Mbugua CAJ/DCI/015/4347/23-SK	Female	Directorate of Criminal Investigations	Unresponsive Official Conduct	An allegation that the Directorate of Criminal Investigations in Ruiru Police Station have delayed in acting on a complaint reported by the complainant whereby she alleges that her company's lorry KCG159W which had been impounded by the Police could not be seen at the Police Station.	
765.	Joe O. Ayako CAJ/DCI/015/4301/2023-KC	Male	Directorate of Criminal Investigations	Delay	The complainant alleged delay at the Directorate of Criminal Investigations to process and issue a Certificate of Good Conduct he applied for in May 2023 and paid the requisite charges.	Inquiry ongoing
766.	Irene Mwikali Musyoka HUD/MAKUENI/DCI/015/217/2023-KC	Female	Directorate of Criminal Investigations	Delay	The complainant alleged that she applied for a Certificate of good conduct on 27th February 2023 and paid for the service but the Certificate had not been processed despite follow ups and inquiries.	Inquiry ongoing
767.	Joshua Mbiti CAJ/DCI/015/4309/2023-KC	Male	Directorate of Criminal Investigations	Delay	The complainant alleged delay at the Directorate of Criminal Investigations to process and issue a police clearance certificate since May 2023 vide Application Ref: PCC-67T87AM7.	Inquiry ongoing
768.	Lenengwesi Evans CAJ/NPS/015/4351/23-SCK	Male	Directorate Of Criminal Investigations	Delay	The complainant alleges that his brother, was kidnapped on 8 th July 2022, that they reported the matter and was issued with OB NO. 12/09/07/2022, he indicates that the matter was then transferred to	Inquiry ongoing

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					the DCI, the complainant states that the investigation has taken long.	
769.	Ngugi Gabriel CAJ/DCI/015/4363/23 - SCK	Male	Directorate Of Criminal Investigations	Inefficiency	The complainant alleges that he reported a case to DCI land fraud unit in 2018. The DCI did investigations which were concluded but his follow up to have the report was unsuccessful as enquiry file was lost and that the findings of the investigations have resulted to no arrests yet	Inquiry ongoing
770.	Felix Munene Musangi CAJ/ODPP/027/319/23-SCK	Male	Directorate Of Criminal Investigations	Delay	The complainant alleges that he reported a case at DCI Buruburu under OB No. 15/11/10/2022, that the matter was forwarded to the office of the DPP, he however indicates that since reporting the matter in the year 2022, he has not received feedback from DCI Buruburu.	Inquiry ongoing
771.	Gabriel Ngugi CAJ/DCI/015/4363/23	Male	Directorate Of Criminal Investigation	Delay	The complainant alleges delay in his matter, he states that after reporting a matter relating to illegal sub division of LR No. 13166 IR NO. 27109, that the file was forwarded to ODPP who recommended that charges be preferred against suspects, but that despite the directive nothing has been done.	Inquiry ongoing
772.	Charles K. Koskei, CP CAJ/DCI/015/4374/23-SCK	Male	Directorate of Criminal Investigations	Delay	The complainant alleges that he wrote to the Director Directorate of Criminal Investigations in relation to an alleged bungled investigations that he had reported in Mombasa.	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					The complainant sites unresponsiveness by the DCI.P	
773.	David Gitari Njoka CAJ/DCI/015/4368/23-SCK	Male	Directorate of Criminal Investigation	Unresponsive Official Conduct	Complainant alleges that BETIKA Betting Company, that he reported the matter to your offices on the 19 th June, 2023 and gave out his phone for forensic investigations. He states that he has not received any communication on the progress of the investigations.	Inquiry ongoing
774.	E. Kinyanjui & Co Advocates for Sureland Ltd CAJ/DCI/015/4283/23-SCK	Group	Director Of Criminal Investigation	Abuse Of Power	The complainant is complaining against RUAI DCI police and Harassment of Sureland Ltd. The complainant claims that they were rightfully adjudged as the rightful and registered owner of the Title property known as Nairobi/Block/No. 126/147 located at Kamulu Nairobi. On 10th July 2023 Mr. Mutuota affiliated with Embakasi Ranching Co. Ltd in the company of two DCI officers attached to the Ruai Police Station namely Robinson Thiaka and Luke Murimi entered the premises and forcibly stopped construction work that was being carried out. The officers were acting devoid of any orders derived from any court.	Inquiry Ongoing
775.	Eric Lumati CAJ/DCI/015/4295/23-SCK	Male	Directorate Of Criminal Investigation	Delay	The complainant alleges that he submitted an application for a police clearance certificate on June 14, 2023, but it has not been processed yet.	Inquiry Ongoing

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776.	Francis Mwaura Njogu CAJ/DCI/015/4300/23-SCK	Male	Directorate Of Criminal Investigation	Abuse Of Power	Complainant alleges that an officer called PC Washington Kariuki - 0704478752 of Kikuyu arrested him on an allegation of theft but has since failed to present him in court. He further alleges that they detained his vehicle while he maintains that he is innocent of the crime he is accused of.	Inquiry Ongoing
777.	Orlando Cares CAJ/DCI/015/4378/23-EMN	Directorate of Criminal Investigations	Org anization	Delay	The complaint is addressed to the Respondent and copied to this institution amongst 11 other entities. The complainant sought the Respondent's assistance to arrest of the aforementioned individual on allegations of intermeddling with the estate of their client's deceased husband. They were advised that the complaint is addressed to the entity mandated to handle it.	Inquiry Ongoing
778.	Nyongesa Nafula & Company Advocates CAJ/DCI/015/4311/23-RA	Directorate of Criminal Investigations (DCI)	Organization	Unresponsive Official Conduct	The Complainant alleges inaction by officers of Langata Police Station pertaining to a case of the murder of the late Maurice Chichi Choge which occurred on 28 th May 2023 and was reported under OB No. 20/28/5/23.	Ongoing Inquiry
779.	Samuel Musyoki HUD/MACHAKOS/DCI/015/212/2023-RA	Directorate of Criminal Investigation	Male	Delay	The Complainant alleges he applied for a good conduct in April and has not received the certificate up-to-date.	Ongoing Inquiry
780.	Harriosn Njuguna CAJ/DCI/015/4346/23-EMN	Directorate of Criminal Investigations	Male	Delay	The complainant alleged that he had lodged a complaint at the Engineer Police Station on 2 nd May, 2023 but that the Respondent had failed to	Inquiry Ongoing

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					investigate it. The Complainant was requested for his claim supporting documents.	
Kenya Prisons Service						
781.	Nassir Mohamed Ahmed CAJ/MSA/M.IGC/062/345/2023-SAK	Male	Kenya Prisons Service	Unresponsive Official Conduct	The Complainant alleged that he is a prison officer (P/F No. 2006082505) currently attached at Kaloleni GK prison. He indicates that he was transferred from Shimo la Tewa prison to Kaloleni GK prison but is yet to be paid the transfer allowance as required since 2022.	Inquiry ongoing
782.	Stephen Wangombe CAJ/PRI/002/167/2023-SK	Male	Kenya Prisons Service	Unfair Treatment	Complainant alleged unfair dismissal from service with Kenya prison Service. He stated that the period he was alleged to have deserted duty he was sick and hospitalized and the same was communicated to the commanding Officer for Nyahururu Prison where he was stationed but the Officer failed to forward the signal	Inquiry Ongoing
783.	Josephat Njoroge Mwangi CAJ/PRI/002/170/23-EMN	Kenya Prison Service	Male	Delay	The Complainant alleged that he retired from the Kenya Wildlife Service in 2010 and that he has been following up on his benefits in vain.	Inquiry Ongoing
784.	Edwin Ochengo Nyangau CAJ/KPS/002/169/23-RA	Male	Kenya Prisons Service	Delay	The Complainant alleges that he has been working with Kenya Prisons Service until his dismissal on account of desertion of duty on July 2013. The Complainant alleges that he appealed to the Public Service Commission on 27th of July 2023	Ongoing Inquiry

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					and upon follow up with the Commission, he was told that they are yet to receive it as the appeal letter is yet to be forwarded by the departments headquarters.	
785.	Anonymous CAJ/PEN/002/168/23-RA	Unclear	Kenya Prisons Service	Unlawful official Conduct	The complainant alleges that there has been unlawful deduction of his salary to pay for a loan that he never applied from microfinance institutions. His matter was referred to the Directorate of Criminal Investigations where it was recommended that the said unlawful deductions be stopped immediately. The deductions were then stopped for two months and later they were reinstated on his payslip. Further, the complainant alleges that pursuant to the government salary increment of the prison officers in July, the same has not been effected in their payslip.	Ongoing Inquiry
786.	Joseph Macharia Gathara CAJ/KPS/003/429/23-MD	Male	Kenya Prisons	Unresponsive Official Conduct	The Complainant alleged that he was dismissed from service on 22 nd April 2012 by KPS and lodged an appeal with Public Service Commission which has elicited no response.	Inquiry Ongoing.
Independent Policing Oversight Authority (IPOA)						
787.	Ntiba Kageni Linda CAJ/IPOA/132/26/2023-SCK	Female	Independent Policing Oversight Authority	Unresponsive Official Conduct	The complainant alleges that she was assaulted by police officers, Peter Kalori of Force No. 119144, Josphine Akinyi, John Kioko.and Anthony Mwenesi. She reported the same to Njambini Police	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					Station which resulted to Court cases. Since then, she has been receiving threats on accounts of the same and has reported to IPOA but to no avail.	
788.	Clinton Kiplagat CAJ/ELD/IPOA/015/191/23-FL	Male	Independent Policing Oversight Authority (IPOA)	Unresponsive official conduct	A complaint on allegations that IPOA have failed to update him on the outcome of his complaint reference number 3052/22 against a police officer called Kinoti who assaulted him in June 2022 whilst attached to the Kaptagat Police Station, Elgeyo Marakwet County.	Initiated inquiry which is ongoing awaiting update from the respondent
789.	George Oketch CAJ/ELD/IPOA/015/205/23-MM	Male	Independent Policing Oversight Authority	Delay	A complaint on allegations of delay by IPOA to address his complaint against Langas Police Station for failure to address his complaint on fraud that he lodged vide vide OB NO 14/3/10/2021.	Initiated inquiry which is ongoing awaiting update from the Respondent
790.	Omondi Elisha Obong CAJ/IPOA/132/24/23-RA	Organization	Independent Policing Oversight Authority	Outside Mandate	The complainant alleges that IPOA has failed to summon one Mr Sospeter Munyi Njue, who he accuses of harassing him. He alleges that he lodged a complaint in 2015	Ongoing Inquiry
Office of the Director for Public Prosecution (ODPP)						
791.	Kenneth A. Kibira CAJ/MSA/ODPP/027/45/2023-SAK	Male	Office of the Director for Public Prosecution	Unresponsive Official Conduct	The complainant alleged that he and one other person were assaulted on 18th July 2022 and reported the matter to Central Police Station Mombasa under OB 84 and 87, and to date the assailants have not been arrested. They reported	Inquiry ongoing

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					this matter to the ODPP Nairobi who referred the matter to the ODPP Mombasa who to date has not taken any action	
792.	Salim Zuma Chirindi CAJ/MSA/ODPP/027/46/2023-SAK	Male	Office of the Director for Public Prosecution	Unresponsive Official Conduct	The Complaint alleged delay the Respondent's Mombasa office to institute criminal charges in a defilement incident involving the complainant daughter since April 2023. He states that he reported the matter at Likoni police station, whereupon the suspect was arrested but released on cash bail. The investigation file was subsequently forwarded to the ODPP but hearing has not commenced.	Inquiry ongoing
793.	Beatrice Cherono CAJ/MSA/ODPP/027/47/23-EM	Female	Office of the Director for Public Prosecution	Unresponsive Official Conduct	The Complainant alleged that her daughter was defiled and impregnated. The case was reported to Inuka police station where the accused was arrested and later released on a cash bail of KShs. 50,000/= The file was forwarded to the ODPP on 17th April 2023 who recommended that the complainant await the birth of the child for a DNA to take place. The Complainant has indicated that the child has since been born but the DPP is yet to advise further.	Inquiry ongoing
794.	Chengo Kambi Mbovu CAJ/MSA/ODPP/027/59/23-EM	Male	Office of the Director for Public Prosecution	Delay	The Complainant alleged that the Respondent had failed to furnish him with the charge sheet and copies of the witness statements in his case.	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
795.	Agnes W. Mwangi CAJ/ODPP/027/306/23-FN	Female	Office of the Director of Public Prosecutions	Unresponsive Official Conduct	Complainant alleged that the ODPP recommended ADR to settle a matter where the ingredients to secure a conviction against the offender had been met.	Inquiry ongoing - Pending update from complainant
796.	Hezron M. Obadiah CAJ/ODPP/027/305/23-FN	Male	Office of the Director of Public Prosecution	Unlawful Official Conduct	Complainant alleged that he reported a matter of fraud and the matter was forwarded to ODPP Voi but no action were taken and no charges were preferred against the known perpetrator. Complainant was advised to follow up on the complaint lodged with the ODPP	Inquiry ongoing - Pending update from complainant
797.	Malaki Otieno CAJ/ODPP/027/318/23-FN	Male	ODPP	Outside Mandate (civil dispute)	A complaint alleging erroneous termination of criminal case No. MCCR 374 of 2002	Inquiry ongoing pending update from complainant
798.	Lucy Wambui Kimangu CAJ/ODPP/027/315/23 - SCK	Female	Office of The Director Public Prosecutions	Outside Mandate	The complainant alleges that she reported a criminal complaint at the Watamu Police Station, that the matter proceeded to court, she alleges that the ODPP, withdrew the criminal case in an unclear manner, she then sought the Commission's intervention.	Inquiry Ongoing
799.	Felix Omondi Nyawanga CAJ/ODPP/027/303/23 - SCK	Male	Office of the Director Public Prosecutions	Unresponsive Official Conduct	The complainant alleges he has continued to follow up with DPP on a matter in which his brother was shot dead that but has not gotten any feedback.	Inquiry Ongoing

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800.	Oyomba Mosota & Wamwea Advocates CAJ/ODPP/027/307/23 – EF	Organization	Office of the Director of Public Prosecutions	Ineptitude	Complainants alleged that their client reported a case of obtaining money under false pretences at the DCI Headquarters (ref no. 244 of 2021), but were informed that the case would not proceed due to a related ongoing civil matter. The complainants were advised to first follow up with the Office of the Director of Public Prosecutions, to whom the complaint letter was addressed, and update the Commission.	Inquiry ongoing Pending action from complainant
801.	George Ogonya Abonyo CAJ/ELD/ODPP/027/20/23- EK	Male	Office of the Director of Public Prosecutions (ODPP)	Delay	A complaint on allegations of delay by the ODPP Uasin Gishu County to update him on the progress of his complaint on delay in the prosecution of the suspect to a threatening to kill complaint occasioned to his son by a person known to him that he reported at the Huruma Police Station vide OB Number 25/06/09/2023	Initiated inquiry which is ongoing pending update from the respondent.
802.	Edgar Kipkorir & Another CAJ/ELD/ODPP/027/21/23-EK	Male	Office of the Director of Public Prosecutions (ODPP)	Delay	A complaint on allegations of delay by the ODPP to update them on the outcome of their complaint on destruction of crops that they had reported at Chepkanga Police Station, Uasin Gishu County vide OB Numbers 5/21/04/2023 and 11/11/6/2023. The complainant confirms that the investigation file had been forwarded to the ODPP on 19/5/2023 and 23/8/2023.	Initiated inquiry which is ongoing awaiting update from the complainant
803.	Edgar Kipkorir & Another	Male	Office of the Director of	Delay	A complaint on allegations of delay by the ODPP to update them on the	Initiated inquiry which is

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	CAJ/ELD/ODPP/027/21/23-EK		Public Prosecutions (ODPP)		outcome of their complaint on destruction of crops that they had reported at Chepkanga Police Station, Uasin Gishu County vide OB Numbers 5/21/04/2023 and 11/11/6/2023. The complainant confirms that the investigation file had been forwarded to the ODPP on 19/5/2023 and 23/8/2023.	ongoing awaiting update from the complainant
Kenya Defence Forces						
804.	Anthony Leboo Kimeywa CAJ/KDF/037/288/23-FN	Male	Kenya Defence Forces	Outside Mandate	Complainant alleges that he was falsely accused of several offences including forgery. Complainant was advised that the matter was outside mandate as it was pending determination by the Court Martial.	Inquiry ongoing - Pending update from respondent
Central Bank of Kenya						
805.	Salim Athman Salim CAJ/MSA/CBK/000/131/2023-SAK	Male	Central Bank of Kenya	Unresponsive Official Conduct	The complainant alleged that he wrote to CBK on 29 th May 2023 regarding a complaint against Rafiki Microfinance Bank, Mombasa regarding unlawful listing in CRB by the microfinance allegedly on account of having outstanding loan arrears of Kshs. 149,509/- yet he states that the bank impounded and sold his motor vehicle Reg. No. KCB 449Z to offset the debt. However, CBK has failed to respond to his complaint.	Inquiry ongoing

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The National Treasury and Economic Planning						
806.	Charles Misto CAJ/ELD/PEN/000/53/2 3- MM	Male	The National Treasury and Economic Planning	Unresponsive official conduct	A complaint on allegations of failure by the Pensions Department to settle dues owed to the estate of Julius Philip Kalomaria who until his demise on or around 2003 was an employee of the Ministry of Lands attached to the Kapenguria Land Adjudication Section, West Pokot County.	Initiated inquiry which is ongoing awaiting update from the complainant.
807.	Bernard Mutisya Muathe HUD/NKR/PEN/000/22/2 3-MM	Male	The National Treasury and Economic Planning	Delay	A complaint on allegations of failure by the Pension Department has delayed to settle dues owed to the estate of Daniel Muathe Kikundu amounting to Kshs.122,094 which had been returned to them by Post Bank, Wote Branch on 26/6/2023	Initiated inquiry which is ongoing awaiting update from the Respondent
808.	Jane Chebet Kaila CAJ/ELD/PEN/000/54/2 3-MM	Female	The National Treasury and Economic Planning	Unresponsive official conduct	A complaint on allegations that the Pensions Department has failed to settle dues owed to the estate of Esbon Kiprotich Koroto who until his demise on 6/2/2022 was receiving his monthly pension dues vide pension file number APN/ PC 226150 having retired from service of the State Department of Public Works in 2008	Initiated inquiry which is ongoing awaiting update from the respondent
809.	Zuhura Khadioli Hamisi CAJ/ELD/PEN/000/56/2 3-EK	Female	The National Treasury and Economic Planning	Delay	A complaint on allegations that the Pensions Department has failed to settle pension dues owed to her following her retirement from service of the County Government of Kakamega on 29/9/2020	Initiated inquiry which is ongoing awaiting

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					despite her numerous follow ups on the same	update from the Respondent
810.	Jane Chelangat Keiyo HUD/NKR/PEN/000/23/23-EK	Male	The National Treasury and Economic Planning	Delay	A complaint on allegations of failure by the pensions department to settle dues owed to the Estate of Wycliffe Nyongo Keiyo who until his demise was an employee at Kenya Forestry Service.	Initiated inquiry which is ongoing awaiting update from the respondent.
811.	Esther Nyokabi Ngoro HUD/NKR/PEN/000/24/23-EK	Male	The National Treasury and Economic Planning	Inefficiency	A complaint on allegations of failure by the pensions department to settle the monthly dependent benefits dues owed to the estate of her deceased husband since July 2022 to date on grounds of missing file.	Initiated inquiry which is still ongoing awaiting update from the respondent.
812.	Kipkosgei Choge & Company Advocates CAJ/ELD/ATI/NG-CDF/000/1/23-MM	Organization	The National Treasury & Economic Planning	Rejection of information requested	The complaint is on allegations of failure by the Aldai Constituency Development Fund Manager to furnish them with information requested on 5/12/2023 on the expenditure of fifty two million shillings (Kshs,52,000,000) awarded to the Aldai CDF for the 17 primary schools Aldai renovation program despite the lapse of the 21 days statutory period.	Initiated inquiry which is ongoing awaiting update from the complainant
813.	Paul Mburu Ngethe CAJ/ELD/PEN/000/51/23-FL	Male	The National Treasury & Economic Planning	Delay	A complaint on allegations that the Pensions Department has delayed to settle dues owed to him following his retirement from service of TSC on 3/9/2019	Initiated inquiry which is ongoing awaiting

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						update from the complainant.
814.	Jackline Nasike Nasimiyu CAJ/ELD/PEN/000/52/23-EK	Female	The National Treasury and Economic Planning	Delay	A complaint on failure by the Public Service Superannuation scheme to settle dues owed to the Estate of Moses Semeo Wasilwa	Initiated inquiry which is ongoing awaiting update from the respondent.
The National Social Security Fund						
815.	KARIMI FLORENCE CAJ/NHRR/M.LAB/017/22-EM	Female	The National Social Security Fund	Delay	The complainant alleges that she made an application for processing of NSSF benefits on behalf of her dead brother but the benefits have not been processed up to date.	Inquiry ongoing
816.	Gicugu Anastasia CAJ/NSSF/017/889/2023-KC	Female	National Social Security Fund	Inefficiency	The complainant alleged that in July 2023, she discovered that NSSF had illegally registered 2 member accounts under her name. She stated that she joined teaching service in 1992 and registered NSSF Member No. 402046811. In July 2023, she visited NSSF Embu branch for her member statement but was shocked to realize that NSSF deductions go to a different account No. 2042816656 which was also registered under her name. She raised the issue with NSSF who referred her to TSC for further assistance. Advised to follow up at TSC for internal redress.	Legal advice

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817.	Anthony Murogoli Adogo on behalf of Jotham Musinde Alude CAJ/NSSF/017/871/23- RA	Male	National Social Security Fund (NSSF)	Unresponsive Official Conduct	The Complainant alleges that his uncle namely, Anderson Jotham Musinde Alude has never been paid his retirement benefits by NSSF since his retirement in 1994 despite following up and on express directives from the Ministry of Environment and Natural Resources.	Ongoing Inquiry
818.	Kabuthia Kamau Advocates For Christopher Okoth CAJ/NSSF/017/870/23- RA	Organization	National Social Security Fund (NSSF)	Delay	The complainant alleges of delay in processing of their client retirements benefit who was dismissed by SGA Kenya Ltd on allegations of forgery vide a summary dismissal letter dated 3rd July 2023.	Ongoing Inquiry
Retirement Benefit Authority						
819.	Zacchaeus Musawa CAJ/RBA/000/1569/23- MD	Male	Retirement Benefit Authority	Unresponsive Official Conduct	The Complainant alleged that he requested Retirement Benefits Authority to investigate Nzoia Sugar Company Staff Retirement Direct Benefits Scheme for non-remittance, delay, non-payment and mismanagement of the scheme on 18 th July 2023. RBA has not responded.	Inquiry Ongoing.
820.	Dorothy Onyango CAJ/RBA/000/1551/23- EMN	Female	Retirement Benefits Authority	Delay	The complainant alleged that she was a contributor to a pension scheme and that on retirement; she has been following up on her retirements benefits in vain. She had equally reported the matter to the Respondent in vain.	Inquiry Ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
National Hospital Insurance Fund						
821.	Habitech Consultants CAJ/NHIF/012/637/23-JMM	Firm	National Hospital Insurance Fund	Unresponsive official Conduct	The Complainant alleged that on 17 th August 2017, National Hospital Insurance Fund (NHIF) awarded them consultancy services on spatial organization and office optimization at NHIF Headquarters, Nairobi. On 11 th July 2019, they raised the first fee note of Kenya Shillings Fifteen Million, Three Hundred and Twenty-Nine Thousand, Five Hundred and Thirty-Seven Cents Sixty-Five (KSHS 15,329537.65. They sent several reminders for the settlement of the sums demanded but NHIF has never responded to date. They have been making a follow up for payment on the same without success, which has pushed them to rely on bank overdrafts whose costs are unbearable on their part.	Inquiry ongoing
822.	Antony Kahuha CAJ/NHIF/012/653/23-JMM	Male	National Hospital Insurance Fund	Delay	The Complainant alleged that he is a civil servant at the State Department for Social Protection entitled to immediate defendants' last expense claims. His daughter, Abigael Favour Wanjiku passed away on 28 th August 2022 and he has been making a follow up of the last expense claims with NHIF without success.	Inquiry ongoing

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Ministry of Interior and National Administration						
823.	Lumatete and Co. Advocates for Denis Konde and Konde Thuva CAJ/MSA/M.IGC/062/3 346/2023-SAK	Organization	Ministry of Interior and National Administration (Area Chief Kaloleni Sub-County)	Unresponsive Official Conduct	The complainant alleged that the Chief, Kwale location has refused and/or delayed to issue his client with a letter for purposes of filing citation proceedings in the estate of Julius Ngala Memba.	Inquiry ongoing
824.	Salim Juma Mwaito CAJ/MSA/IMM/003/128 /23-EM	Male	Ministry of Interior and National Administration (Department of Immigration)	Delay	The Complainant alleged that he applied for a passport on the 24th November 2022 and appeared for the Biometric Capture on the 6th of January, 2023, and consequently given tracking number. 1510292837. However, at the lapse of over 11 months he visited the immigration office at Mombasa and the man in-charge of inquiry informed him that the passport was printed 5 times and that he can only get a new one by reapplying and paying a fresh	Inquiry ongoing
825.	Dominic Vasi CAJ/MSA/M.IGC/062/3 56/23EM	Male	Ministry of Interior and National Administration	Delay	The Complainant alleged that the Mombasa Prosecution office has failed to produce a response in Mombasa law court criminal case no. e1019 of 2023.	Inquiry ongoing
826.	Michael C. Karisa CAJ/MSA/M.IGC/062/3 48/23-SAK	Male	Ministry of Interior and National Administration	Oppressive Official Conduct	The complainant alleged delay by the Assistant Chief, Majaoni sub location in Mombasa County to issue him a letter for purposes of filing a succession cause in the estate of the late Charo Karisa since last year. He states that efforts to	Inquiry ongoing

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					get assistance at the Chief's office have also not borne fruit.	
827.	Mohamed Suleiman Maalim Ahmed CAJ/IMM/062/1469/23-JMM	Male	Ministry of Interior and National Co-ordination	Delay	The Complainant alleged that he applied for his passport in 2020 at the Mombasa Office and submitted all the required documents. His application tracking No. is 1510152963. He has made several follow-ups for the passport without success	Inquiry ongoing.
828.	Madolla Self-Help Group CAJ/M.IGC/062/1468/23-JMM	Organization	Ministry of Interior and Co-ordination	Unresponsiveness	The complainant alleged that Madolla group is a youth group from Mabatini Ward in Mathare Sub-County. They used to carry out their business at the NYS Hall located in Kwa Kanji area in Mabatini Ward. The hall was closed in 2019 due to wrangles between different youth groups over its usage. They have pleaded with the area Chief to have the matter resolved without success.	Inquiry ongoing
829.	Brasio Kathuri HUD/EMBU/M.INT/062/303/23-JMM	Male	Ministry of Interior	Unresponsive official Conduct	The complainant alleged that he is a resident of Kangethia market, Kibugu location. He reported an incidence to the area chief of illegal Opium being consumed by the area residences. He has pleaded with the area Chief to have the matter resolved without success.	Inquiry ongoing
830.	Carey Francis Otieno CAJ/M.INT/062/1488/23-MD	Male	Ministry of Interior and National Administration	Administrative Injustice	The Complainant alleged that there was irregularity in the recruitment of assistant Chief Post Simenya. Complainant duly advised to explore internal complaint handling mechanism which was not	Inquiry Ongoing.

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					exhausted at the time of lodging the complaint.	
831.	Dorine Adero T/A Ashioya & Company Advocates CAJ/KSM/MOICNG/062/188/23-AO	Female	Ministry of Interior & National Administration	Abuse of power	The Complainant alleged that the Chief, Kanyaluo East on allegations of abuse of power in interference with matters relating to succession cause and alienation of land parcel East Karachuonyo/ Kowuor/15. Matter brought to the attention of the Deputy County Commissioner, Rachuonyo North Sub County.	Inquiry ongoing
832.	Florence Sindani Khasonzi CAJ/KSM/MOICNG/062/183/23-WT	Female	Ministry of Interior and Coordination of National Government	Improper Official Conduct	The Complainant alleged that the Chief of Musoli Location in Kakamega County on allegation of failure to issue the Complainant with a beneficiary letter to facilitate succession proceedings in the estate of Captain Munyeri Sibembe.	Inquiry Ongoing
833.	Programme against Malnutrition on Behalf Of Francis Onyango Owour CAJ/KSM/MOICNG/062/185/23-WT	Organization	Ministry Of Interior and Coordination of National Government	Abuse of power	The Complainant alleged that on 10 th August 2023, while in the company of two Police Officers from Nyilima Police Post, the Chief of East Asembo Location in Siaya County supervised the demolition of property developed on Land Parcel No. Siaya/Omia Diere/3629. That the land is registered in the name of Francis Onyango Owour where he lives with his family including his aged grandmother, yet the said demolition was done without notice and there was no court order authorizing the same.	Inquiry ongoing

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834.	David Kengere Obworo CAJ/KSM/MOICNG/062/185/23-WT	Male	Ministry of Interior & Coordination of National Government	Abuse of power	Complaint against the Assistant Chief, Nyatike Sub-Location in Kisii County on allegations that on 4th July 2023, he visited the Complainant's homestead in the company of other people as he was in the process of planning for the burial of his son and led the group to demolish his house, harvest and destroy his crops in the farm while others stole his poultry. That he sought to be given reasons for the action, but none was provided.	Inquiry ongoing
835.	Jane Muthoni Ndehi CAJ/M.IGC/062/1473/2023-SK	Female	Ministry of Interior	Unresponsive Official Conduct	Complainant alleged that the Chief of Oloolua Location in Ngong Hills, Kajiado County refused to issue her with a letter for introduction of beneficiaries for purposes of succession	Inquiry Ongoing
836.	Ali Dhadho Tambo CAJ/P.E/040/2725/2023-SK	Male	Ministry of Interior & National Administration	Abuse of Power	A complaint alleging that the Chiefs of Chara and Konemansa locations in Tana Delta Sub-County, Tana River County were interfering in management affairs of Chara Community Forest Association(CFA) and had kicked out the complainant who was the bona fide Chairperson of the CFA	Inquiry Ongoing
837.	Emie K. Mutegi & Co. Advocates CAJ/M.IGC/062/1477/23-SK	Corporate	Ministry of Interior & National Administration	Delay	A complaint alleging delay by the Ministry of Interior & National Administration in resolving a dispute involving the owners of Mwea Settlement Scheme. It was alleged that Ministry of Land through the Department of Lands recommended the intervention of the National Administration towards	Inquiry Ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					resolution of the issue of who are the bona fide beneficiaries but nothing had been done	
838.	Simon Kinganga CAJ/KPLC/021/633/23-SK	Male	Ministry for Interior & National Administration	Abuse of Power	A complaint alleging abuse of power by the Chief of Kalimoni Location and Assistant Chief of Kalimoni and Juja Farm Locations for harassing the complainant's employees and effecting arbitrary arrests	Inquiry Ongoing
839.	James Kimani Mburu CAJ/M.INT/062/1491/23-SK	Male	Ministry of Interior & National Administration	Unlawful Official Conduct	A complaint alleging abuse of power by the Assistant Chief, Chief, Deputy County Commissioner and County Commissioner for Embu County by harassing and intimidating the complainant with a view to having him give up on his case in court concerning succession of his deceased father's estate.	Inquiry Ongoing
840.	Nathan Biwott CAJ/M.INT/062/147/23-SK	Male	Ministry of Interior & National Administration	Abuse of Power	A complaint alleging maladministration by the Chief of Kipture Location, Kilibiwoni Sub-County in Nandi County. The Chief is alleged to have conflict of interest in matters brought for his adjudication, favouritism, oppressive, acting ultra vires the law, greed and being malicious	Inquiry Ongoing
841.	KIRUI KIRNGETICH FRED CAJ/NHRR/M.IGC/062/17/23-EM	Male	Ministry Of Interior And Coordination Of National Government	Abuse of Power	The complainant alleges the chief Gituamba Location has been harassing him and attempting to sell his land to strangers.	Inquiry ongoing

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842.	MACHARIA GITHEKI GEOFFREY CAJ/NHRR/POL/047/22/23-EM	Male	Ministry Of Interior And Coordination Of National Government	Abuse of Power	The complainant alleges that the Chief Gatiro has been harassing him and sending police men to intimidate his family because of a land dispute.	Inquiry ongoing
843.	MAGOJE MUSONYE ANDRAINO CAJ/NHRR/PO/013/12/23-EM	Male	Ministry Of Interior And Coordination Of National Government	Abuse of Power	The complainant alleges the Chief Gatimu area has been trying to defraud the children of the late Ichoka Shingongekhe who died intestate by purporting to buy the land before succession case has been filed in court.	Inquiry ongoing
844.	Rose Wanjia Muthui HUD/NYERI/M.INT/062/295/23-FN- FN	Female	Ministry of Interior	Unresponsiveness	A complaint that a case of defilement of a 15-year-old daughter of the complainant was reported to Ruringu Police Station in January 2023 however, the police have remained unresponsive yet the accused person is someone well known to the complainant.	Inquiry ongoing - Pending update from complainant.
845.	Mary Muthoni Maina CAJ/M.IGC/062/1464/23-FN	Female	Ministry of Interior	Unfair Treatment	A complaint that the complainants wrote a letter to the Assistant County Commissioner (Kirinyaga) requesting his assistance in a family succession matter	Inquiry ongoing- pending update from the respondent
846.	Adow Issa Abdullahi CAJ/M.IGC/062/1470/2023-SAK	Male	Ministry of Interior and National Administration- Immigration Department	Delay	The complainant alleged delay at the Immigration department to process and issue him with a passport he applied for in June 2023 under tracking number 1111186734.	Inquiry ongoing

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847.	Joseph Kipngetich Tanui CAJ/MIGC/O62/1497/2 3-SCK	Male	Ministry Of Interior and National Administration	Outside Mandate	The complainant alleges that he visited Deputy County Commissioner to follow up on a memorandum that he had presented on Mashujaa day, he states that the DCC appeared biased, the allegations raised by the complainant are outside the mandate of the commission and does not disclose any administrative injustice as contemplated by the CAJ Act.	Pending closure
848.	Edward Mule CAJ/M.IGC/062/1502/2 3-SCK	Male	Ministry Of Interior and National Administration	Delay	The Complainant alleges that on 12 th December 2013 he was awarded the Silver Star Medal of Kenya by president Uhuru Kenyatta. He states that he was never been awarded the medal or certificate over ten years later even after writing numerous letters to his former Employer Ministry of Interior and the awards Committee formerly domiciled at the Deputy Presidents Office.	Inquiry Ongoing
849.	Daud Tano and Hussein Abdi CAJ/ISI/M.IGC/062/062/23 - KWK	Male	Ministry of Interior and Coordination of National Government	Abuse of Power	The Complainant alleged that they are officials of Tawakul Multi-Purpose Cooperative Society and Hurr Self-Help group. The two organisations are the of plot number 385 GARBA TULLA and ISL/117/16/094 both situated within Garba Tulla Sub-County. During the construction of LAPSET development project, Cale Infrastructure Constructing Company which is the legal representative of China Communications Construction	Inquiry Ongoing

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					Company Limited trespassed into their land. They filed a suit at Isiolo Chief Magistrates' Courts vide ELC E004 of 2023 and E003 of 2023 against the Company. During the court proceedings, they learnt that the Deputy County Commissioner had entered into a two-year Lease Agreement with Cale Infrastructure Construction Company for campsite and extraction of quarry materials to be used for the construction of the Garissa-Isiolo Road. The said construction company paid to the said Deputy County Commissioner Kshs. 3,000,000 into his official account number 1145647243 of Kenya Commercial Bank registered under the Ministry of Interior and Coordination of National Government. The Complainants alleged that they did not receive any compensation for the use of their legally owned property.	
850.	Anonymous CAJ/ISI/ATI/M.IGC/062/ 002/23 - KWK	Unclear	Ministry of Interior and Coordination of National Government	Access to Information	The Complainants allege that they are members of Ontulili Mt. Kenya Squatters who have been involved in a long-standing land dispute. The matter was reported at National Land Commission Meru branch vide case number NLC/HL1/025/2017. The matter was heard and held that the Deputy County Commissioner Timau Sub-County would	Ongoing

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					provide the list of the legitimate squatters who would be resettled. The Complainants request to be furnished with the alleged list of bona fide squatters wants to know whose names appear on the said list. The Complainants asked to provide a copy of the letter to DCC requesting for the said information.	
851.	Halima Ali Mohammed CAJ/ISI/M.CG/062/063/ 23- KWK	Female	Ministry of Interior and Coordination of National Government	Delay	The Complainant alleged that she has been applying for a National Identity Card since April 2022 to no avail. On 17 th August 2023, she visited the office of the Registrar of IDs to make a follow up on her applications but was informed that her passport photos were missing. She was advised to make another application which she felt no need to as the previous applications bore no fruits. The Complainant was advised to make an application as directed by the Registrar.	Ongoing inquiry
852.	Abel KiramunyaM'Mungania ISI/HUD/M.IGC/062/010/ 23 - KWK	Male	Ministry of Interior and Coordination of National Government	Abuse of power	The Complainant alleged that Antubetwe Kiongo area Chief has abused his powers in intermeddling into affairs of his family. The said chief failed to write an introduction letter for him and his family to initiate succession of the estate of his deceased father. The chief has colluded with his step mother in frustrating him and his nuclear family by allowing goons to evict him from his	Inquiry ongoing

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					father's land. The chief has also constructed chief's office on his father's land Plot number 273 Antubetwe/Kiongo Adjudication Section instead of utilizing the allocated land Pot number 3801 Antubetwe/Kiongo Adjudication Section	
853.	Dahri Ali Jama CAJ/ISI/M.IGC/062/064/23 - KWK	Male	Ministry of Interior and Coordination of National Government	Delay	The Complainant alleged delay by the Ministry of Interior and Coordination of National Government in issuing him with a passport that he applied for on 16 th August 2023.	Complaint to be held in abeyance
854.	Patrick Mutuma Makinya	Male	Ministry of Interior and National Administration	Administrative Injustice	The Complainant alleged that he was employed by the Public Service Commission vide Circular Ref: 186314/5 dated 21 st December 1998; his personal number is 98016370. He served as an Assistant Chief I, Kithwene Sub-location Rwarera Location, Buuri Division of Imenti North District, a position he held for 9 years. Vide a letter ref C/98016370/11 dated 29 th August 2007, he was forced to retire on public interest. He appealed against the decision but was unsuccessful. He alleged that both the ministry and PSC failed to demonstrate objective and demonstrate grounds warranting the retirement of the Complainant.	Inquiry ongoing
855.	Johnson Gikundi CAJ/ISI/M.IGC/062/065/23 - KWK	Male	Ministry of Interior and National Administration	Inaction	The Complainant alleged that there has been inordinate delay by the chief Kulamawe. He reported a stray camel that had encroached into his property	Inquiry ongoing

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					and destroyed crops and live fence at Kulamawe Police Station Vide OB No. 14/19/9/2022. The OCS Kulamawe Police Station tasked the Area chief to follow up the matter and get the owner of the camels that were held at the police station to enable the Complainant get compensation. However, the said chief found the camel's owner and give him the camels without informing neither the Complainant nor the OCS.	
856.	Agnes Mutura Kamunde ISI/HUD/M.IGC/062/012/23 - KWK	Female	Ministry of Interior and National Administration	Access to Information	The Complainant alleged that she is the legal owner of plots numbers 767 and 1070Ruiri/Rwarera Adjudication Section. That 3 known individuals trespassed into her land and started utilizing it. She reported the matter to DLASO and the matter was also heard and determined by DCC Tutua. However, she has been following up with the DCC to get a copy of the determination to enable her appeal against the same as the Respondents have been issued with title deed to her land to no avail. Complainant to request for information formally	Inquiry ongoing
857.	CAJ/ M.INT/062/1504/24-EMM Residents of proposed Chepkonia Phase III Settlement Scheme	Group	Ministry of Interior and National Administration	Manifest Injustice.	The Complainants allege that the government intends to forcefully evict them from Nauyapong Village, the proposed Chepchoina Phase III Settlement and they are decrying the continued historical injustice meted over	Ongoing. The Commission advised the Community to lodge the complaint with

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					the Community over the years and are requesting the National Land Commission to make a recommendation to investigate and register the proposed Chepchoina Phase 3 Settlement Scheme to be a permanent reserve.	National Land Commission for resolution.
858.	CAJ/NLC/022/2422/202 3-EMM Ogiek Welfare Council	Group	Ministry of Interior and National Administration	Manifest Injustice	The complainant has written to the CS, Ministry of Interior and National Administration seeking the assistance of the aforementioned office with provision of security services to the Community through security agencies as issues dealing with land was pronounced in the African Court's judgment.	Ongoing. The Commission wrote to the National Land Commission to discuss on the way forward on this matter.
859.	CAJ/M.LAN/022/2416/2 3-EMM REGISTERED LAND OWNERS AND RESIDENTS OF SIGOTIK, NESSUIT, NGONGONGERI AND MARIOSHONI SETTLEMENT	Group	Ministry of Interior and National Administration Ministry of Environment, Climate Change and Forestry Ministry of Lands and Physical Planning	Manifest injustice	The complainants allege that they are the registered owners of land in Amal, Ambusket and Cheptuech since 1958 and that their lands fall within the greater Mau Forest Complex which was the subject matter between the African Commission on Human and People's Rights (applicant) and the respondent state. Further, they allege that they are not members of the Ogiek Community and that they bought land from members of the Ogiek Community over the years. Lastly, the complainants allege that the African Court delivered a judgment touching on the Ogiek Community	Inquiry ongoing. The Commission has purposed to undertake a site visit and accord the community affected by the African Court's decision an opportunity to be heard.

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					without according them an opportunity to be heard.	
860.	CAJ/M.LAN/022/2414/2 3-EMM MARIOSHONI SETTLEMENT	Group	Ministry of Interior and National Administration	Delay, Manifest Injustice	Lack of vital documents has hindered the Commission in proceeding to resolve the complaint. Recommendation: the file be placed in abeyance until the relevant documents are availed by the complainants.	Ongoing
861.	Stephen Githendu Waithaka CAJ/BCLB/087/4/23 – EF	Male	Ministry of Interior and National Administration (Betting Control and Licensing Board)	Unresponsive official conduct	Complainant alleged that he lodged a complaint with the Board against Bigbets, for denying him access to won awards, but no action was taken even after providing evidence and documents to support the claim. Complainant was asked to supply the Commission with supporting documents.	Inquiry ongoing Pending action from complainant
862.	Fidel Omondi Oluoch CAJ/M.INT/062/1492/23 – EF	Male	Ministry of Interior and National Administration	Manifest injustice	Complainant alleged that he applied for a job and was shortlisted for the same but was later informed that his name and interview marks were missing from the list submitted to the Ministry. Complainant was advised to request for information relating to the outcome of the recruitment process, and explore internal mechanisms by seeking review of the decision, and update the Commission on the outcome.	Inquiry ongoing Pending action from complainant
863.	Sandra Natasha Shanyisa Dari CAJ/PO/047/659/23 – EF	Female	Ministry of Interior and National Administration	Abuse of power	Complainant alleged that the Assistant Chief declined to release a laptop which was kept in her custody pending resolution of an ownership dispute. That when the dispute was resolved and the	Inquiry ongoing

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			(Assistant Chief, Kitisuru)		parties agreed on possession, the Assistant chief asked for payment of money in exchange for the laptop.	
864.	Wanjiru Ndungu Esther HUD/NKR/M.IGC/062/29 /23-EK	Female	Ministry of Interior & National Administration	Unfair treatment	A complaint on allegations that National Registration Bureau has severally rejected her application for rectification of her surname in her National Identification card issued in the year 2022.	Initiated inquiry which is ongoing pending update from the respondent
865.	Mercy Jepkemboi CAJ/ELD/M/IGC/062/13 9/23-EK	Female	Ministry of Interior and National Administration	Delay	A complaint on allegations that the Chief Biribiriet Location, Uasin Gishu County has delayed to issue them with a beneficiary letter to enable them initiate succession proceedings for the estate of Michael Cheres	Initiated inquiry which is ongoing awaiting update from the complainant
866.	Japhet Namale Matikho CAJ/ELD/M.IGC/062/14 3/23-EK	Male	Ministry of Interior and National Administration	Delay	A complaint on allegations of delay by the Civil Registration Department Eldoret West to issue him with his child's birth Certificate applied for in the year 2022.	Initiated inquiry which is ongoing awaiting update from the respondent.
867.	Ruth Jepngetich CAJ/ELD/M.IGC/062/14 8/23-EK	Female	Ministry of Interior and National Administration	Unresponsive official conduct	A complaint on allegations that NRB has failed to replace her National Identification card that was lost in the year 2017 despite numerous follow ups.	Initiated inquiry which is ongoing awaiting update from the complainant.

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868.	Omollo, Rotich, Barasa & Company Advocates CAJ/ELD/M.IGC/062/15 0/23-MM	organization	Ministry of Interior & National Administration	Abuse of power	A complaint on allegations that the Assistant Chief Ngatit Sub-Location, Uasin gishu County unlawfully used his power to assault their client-Emmaculate Jebiwott Boit on grounds that he was resolving a dispute lodged before his office. This assault occasioned her injuries to her head, neck and thighs.	Initiated inquiry which is ongoing awaiting update from the respondent.
869.	Wilfred Mwale and Wilson Lisambu CAJ/ELD/M.IGC/062/15 1/23-FL	Male	Ministry of Interior & National Administration	Abuse of Power	A complaint on allegations that one Mr. Philip Chemngok the Chief of Pioneer Location, Uasin Gishu County has unlawfully used his power to terminate their tenancy and enforce their forceful eviction from a rental house in Kahuroko Estate	Initiated inquiry which is ongoing awaiting update from the respondent.
870.	Pauline Bateta CAJ/ELD/M.IMM/003/26 /23-FL	Female	Ministry of Interior & National Administration	Delay	A complaint on allegations that the Immigration Department has delayed to issue her with a passport following her application for the renewal of the same to enable her travel to the Republic of Oman on 16/10/2023.	Initiated inquiry which is ongoing awaiting update from the complainant.
871.	Emily Ayuma CAJ/ELD/M.IG.C/062/1 53/23-EK	Female	Ministry of Interior and Coordination of National Government	Delay	A complaint on allegations of delay by the National Registration Bureau to replace her National Identification Card which she applied in the year 2021.	Initiated inquiry which is ongoing awaiting update from the complainant.
872.	Peter Wangila	Male	Ministry of Interior &	Delay	A complaint on allegations of delay by the Immigration Department to issue him	Initiated inquiry which is

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	CAJ/ELD/M.IMM/003/27/23-MM		National Administration		with passport following his application on 25/8/2023 through of tracking number 13102306011.	ongoing awaiting update from the respondent
873.	Reuben Kiprono CAJ/ELD/M.IG.C/062/155/23- EK	Male	Ministry of Interior and National Administration	Unfair treatment	A complaint on allegations that the In charge Eldoret Main Prison, Uasin Gishu county has unlawfully issued orders denying him access to his brother- Philip Kemboi who is an inmate at the Prison without furnishing him reasons on the same.	Initiated inquiry which is ongoing awaiting update from the respondent.
874.	Abiud Ruto Koech CAJ/ELD/ATI/M.IGC/062/5/23	Male	Ministry of Interior and National Administration	Correction of information	A complaint on allegations that the National Registration Bureau has failed to correct information on his first name in his National Identification card from "ABIUT" to "ABIUD" which he made on 18/10/2023	Initiated inquiry which is still ongoing awaiting update from the Complainant.
875.	Meshack Mutai CAJ/ELD/ATI/M.IGC/062/4/23	Male	Ministry of Interior and National Administration	Correction of information	A complaint on allegations that the National Registration Bureau has failed to correct information pertaining to the date of birth in his National Identification card which he had rendered on 18/10/2023	Initiated inquiry which is still ongoing awaiting update from the Complainant.
876.	Oliva Kemoi Lokorlem CAJ/ELD/ATI/M.IGC/062/2/23	Male	Ministry of Interior and National Administration	correction of information	A complaint on allegations that the National Registration Bureau has failed to correct information pertaining to his names on his National Identification Card which he had rendered on 23/10/2023	Initiated inquiry which is still ongoing awaiting update from

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						the Complainant.
877.	Daniel Kiprono Kiprop CAJ/ELD/ATI/M.IGC/06 2/3/23	Male	Ministry of Interior and National Administration	Correction of information	A complaint on allegations that the National Registration Bureau has failed to correct information pertaining to his gender in his National Identification Card from female to male which he had rendered on 23/10/2023	Initiated inquiry which is ongoing awaiting update from the complainant
878.	Winfred Kaviniza Elavuna CAJ/ELD/ATI/M.IGC/06 2/6/23-MM	female	Ministry of Interior and National Administration	Correction of information	A Complaint on allegations of failure by the Trans Nzoia County Civil Registration Department to correct information pertaining to the name of her daughter in her birth certificate which is not reflective of what was provided in the birth notification	Initiated inquiry which is ongoing awaiting update from the respondent
879.	Anonymous CAJ/M.IGC/062/1493/2 3-EMN	Anonymous	Ministry of Interior and National Administration	Unfair official conduct	The complainant alleged unfairness in the promotion of Deputy County Commissioners. He was referred to the Ministry of Interior and National Administration	Ongoing inquiry
880.	Nicholas Mugo Joel HUD/EMBU/M.INT/062/3 04/23-EMN	Male	Ministry of Interior and National Administration	Unfair official conduct	The Complainant alleged that the assistant chief Nguviu Sub-Location was corrupt. He alleged that insecurity and illicit brew were on the rise in the said sub-location. The complaint was referred to the Respondent for resolution.	Inquiry Ongoing
881.	Concerned Residents of Kiribot Sub-Location CAJ/M.IGC/062/1474/2 023-RA	Organization	Ministry of Interior and National Administration	Unlawful Official Conduct	A complaint from residents of Kiribot sub-location alleging that the recent interview leading to the appointment of the assistant chief of Kiribot Sub-Location	Ongoing Inquiry

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882.	Abraham Kithinji HUD/EMBU/M.INT/062/3 01/23-RA	Male	Ministry of Interior	Unresponsive Official Conduct	was marred with favouritism and undue influence from local leadership. The complainant alleges that he reported an incident of being extorted by the area sub Chief to the Deputy County Commissioner but there has been no action. The complainant deals with Macademia nuts and the chief called him into his office on whether he could buy the commodity from the administrator to which the complainant agreed. The Chief asked for down payment of 1,000 and promised to call complainant when harvest was ready to complete transaction but the Chief sold the produce to another person upon harvesting but did not return the deposit. When the complainant escalated the matter, the Chief secretary reported him to police and was arrested and released on 10,500 which was not receipted.	Ongoing Inquiry
883.	Tisho Katana Kombe CAJ/M.IGC/062/1499/2 3-RA	Male	Ministry of Interior	Outside mandate	The complainant alleges that he was attacked with a sword by his father's grand children and sustained serious injuries over a land inheritance dispute. He alleges the area chief Tezo location is responsible for the said attack. The matter is in court -CR 942 of 2021.	Ongoing Inquiry
884.	R.K. & CO. ADVOCATES FOR Rael Chepkwony Limo	Organization	Ministry Of Interior And Coordination	Unlawful Official Conduct	The complainant alleges unlawful Conduct by the area chief Song'hor Location refusing to issue their client a	Ongoing Inquiry

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	CAJ/M.INT/062/1471/23-RA		Of National Government		letter identifying the beneficiaries of the deceased as required by law, in order for their client to move the court and have the estate preserved. They claim that their client attempts to be issued with the said letter have been futile despite numerous visits to the area Chiefs office.	
885.	Japheth Mwebia And Samuel Bundi	Male	Ministry Of Interior And Coordination Of National Government	Manifest Injustice	The Complainants allege that they are members of Ontulili Mt. Kenya Squatters who have been involved in a long-standing land dispute. The matter was reported at National Land Commission Meru branch vide case number NLC/HL1/025/2017. The matter was heard and held that the Deputy County Commissioner Timau Sub-County would provide the list of the legitimate squatters who would be resettled. The Complainants wants to know whose names appear on the said list.	Ongoing Inquiry
886.	Okuku Ochuodho Nicodemus CAJ/M.IGC/062/1486/23-RA	Male	Ministry Of Interior And Coordination Of National Government	Abuse of Power	The complainant hails from Migori county, Suna central - Wasweta one sub location. The complainant alleges that his late father purchased a piece of land from the father to the area chief. The chief has been making attempts to get back the land on claims that the same was sold on throw away price. He alleges chief has been threatening the complainant's family members with death threats and using his position to	Ongoing Inquiry

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					issue threats. The Chief allegedly sent armed goons on 24th January 2020 to attack two of his brothers who were hospitalized. The chief then filed police report to extent that they were attacked because they had guns. His attempts to report to various offices were futile.	
887.	Caroline Murugi Igoki HUD/EMBU/M.IGC/062/ 308/23-RA	Female	Ministry Of Interior And Coordination Of National Government- Chief - Rumuruti - Laikipia West	Inefficiency	The complainant alleges of inefficiency by the Chief - Rumuruti - Laikipia West on acquisition of introductory letter to the court for succession purposes. The Chief claims that she is not legally married hence to provide evidence on the same which was provided but to date no assistance has been offered.	Ongoing Inquiry
888.	Otieno Matengo Erick CAJ/062/1500/23-RA	Male	Ministry Of Interior And Coordination Of National Government	Unresponsive Official Conduct	The complainant is an Assistant Chief, Masogo Sub location. The complaint is addressed to the PS, state department for Interior and National Administrations. The complainant reports impersonation and forgery of his signature in a letter that was written to the PS under his name as the author. He denies being the author and wrote to the PS to treat it as forged and fake, he also reported to the police for investigation.	Ongoing Inquiry
889.	Peter Kiroo Gicharu CAJ/M.IGC/062/1501/2 3-RA	Male	Ministry of Interior and Coordination of National Government	Unresponsive official conduct	The complainant alleges that they wrote to the Deputy County Commissioner, Gatanga sub county for intervention on boundary dispute but there has been no response to their letter of 16/11/2023. They wrote a reminder letter on	Ongoing Inquiry

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					28/11/2023 on the same but haven't received any response. They state that the complainant who is mentally challenged has his property also dispossessed by his step father .	
State Department for Immigration and Citizen Services						
890.	Nassoro Ali Mwayanga CAJ/HUD/KWL/IMM/003/9/23 -EM	Male	Directorate of Immigration Services	Delay	The complainant alleged that he applied for a passport on 10 th August 2023 and took his picture and biometric details on 28 th August 2023 and given tracking number 1510322314. However, to date is yet to receive his passport contrary to their service charter that states process is supposed to take only 30 days.	Inquiry ongoing
891.	Joe Ayako CAJ/M.IMM/062/1472/23-JMM	Male	Department of Immigration	Delay	The Complainant alleged that he applied for renewal of his passport in November 2022 and submitted all the required documents. His application tracking No. is 111173647. He has made several follow-ups for the renewal of his passport without success.	Inquiry ongoing
892.	Ifah Abdi Hassan CAJ/M.IMM/003/417/23-JMM	Male	Department of Immigration	Delay	The complainant alleged that she applied for passport for her child on 2 nd September 2023 and submitted all the required documents. The application tracking No. is 1110854202. She has made several follow-ups for the passport without success.	Inquiry ongoing

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893.	Samuel Kyalo CAJ/IMM/003/425/23-JMM	Male	Department of Immigration	Delay	The Complainant alleged that he applied for passport in May 2023 and submitted all the required documents. The application tracking No. is 1111166362. He has made several follow-ups for the passport without success	Inquiry ongoing
894.	Mohamed Hussein Quracha CAJ/IMM/003/422/23-JMM	Male	Department of Immigration	Delay	The Complainant alleged that he applied for passport on 16th March 2023 and submitted all the required documents. The application tracking No. is 1111113929. He has made several follow-ups for the passport without success.	Inquiry ongoing
895.	Tobias Wabomba CAJ/IMM/003/424/23-JMM	Male	Department of Immigration	Delay	The Complainant alleged that he applied for passport on 29 th August 2023 and submitted all the required documents. The application tracking No. is 1111170317. He has made several follow-ups for the passport without success.	Inquiry ongoing
896.	Dr. Gitau Muigai CAJ/IMM/003/426/23-JMM	Male	Department of Immigration	Delay	The Complainant alleged that he applied for passport in on 2nd June 2023 and submitted all the required documents. The application tracking No. is 1111170317. He has made several follow-ups for the passport without success.	Inquiry ongoing
897.	Mark Waithaka Njoroge CAJ/M.IGC/062/1463/23-V.O.K	Male	State Department for Immigration and Citizen Services	Delay	The Complainant alleged delay in issuance of a Kenyan passport which he applied for on 25 th October 2022.	Inquiry ongoing

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898.	Omar Mohamed Farah CAJ/M.IGC/062/1483/2 3-V.O.K	Male	State Department for Immigration and Citizen Services	Delay	The Complainant alleged delay in issuance of a Kenyan passport which he applied for on 30 th July 2018.	Inquiry ongoing
899.	Kyalo Samuel CAJ/IMM/003/421/23-V.O.K	Male	State Department for Immigration and Citizen Services	Delay	The Complainant alleged delay in issuance of a Kenyan passport which he applied for in May 2023.	Inquiry ongoing
900.	Faisal Ibrahim Maalimu CAJ/IMM/003/420/23-V.O.K	Male	State Department for Immigration and Citizen Services	Delay	The Complainant alleged delay in issuance of a Kenyan passport which he applied for on 12 th September 2023.	Inquiry ongoing
901.	Edwin Mokoro CAJ/KSM/IMM/062/182/23-AO	Male	Immigration Department	Delay	The Complainant alleged delay in the issuance of a passport following an application lodged on 19/4/2023 and issued with tracking number 1910082901.	Inquiry ongoing
902.	John Russel Ouko CAJ/KSM/IMM/062/189/23-AO	Male	Immigration Department	Delay	The Complainant alleged delay in issuance of a passport despite payment of requisite fees and issuance of tracking number 1910093961, e citizen number EPP1-7AT2KA77.	Inquiry ongoing
903.	Marvin Mwenda CAJ/IMM/003/409/23-SK	Male	Department of Immigration Services	Delay	A complaint of delay by the Department of immigration to issue the complainant with a Kenyan Passport applied for in December 2022, tracked under Number 1111045733	Inquiry ongoing

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904.	Imtiaz Osman CAJ/M.IMM/062/1489/23-FN	Male	Immigration	Delay	Complainant alleged that he applied for a passport and paid the requisite fees in May 2023 but was yet to be issued with a passport. The Commission initiated an inquiry via a letter to the respondent dated 4th December 2023.	Inquiry ongoing - Pending update from respondent
905.	Joshwa Kamau Mbogwa CAJ/IMM/003/427/2023-KC	Male	Immigration Department	Delay	The complainant alleged delay in issuance of passport application lodged on 26th February 2023. The complainant stated that his biometrics were taken in March 2023 and since then, the passport had not been processed.	Inquiry ongoing
906.	Fredrick Mbuguah CAJ/M.IMM/003/418/23-JMM	Male	Ministry of Immigration	Delay	The Complainant alleged that he has been making a follow up of his passport without success. He was requested for his claim supporting documents	Inquiry ongoing
907.	MaryAnne Mulune CAJ/IMM/003/431/24-EMN	Female	Directorate of Immigration	Delay	The Complainant alleged that she applied for a passport under tracking number 1111084016 in February 2023 but that the same had not been issued to her.	Inquiry Ongoing
908.	Miriam Chepkemoi CAJ/IMM/003/433/24-EMN	Female	Directorate of Immigration	Delay	The Complainant alleged that she applied for a passport under tracking number 1710123040 in July 2023 but that the same had not been issued to her.	Inquiry Ongoing
909.	Krunal Satish Shah CAJ/IMM/003/432/24-EMN	Male	Directorate of Immigration	Delay	The Complainant alleged that he applied for a passport under tracking number 1110812113 in December, 2021 but that the same had not been issued to him.	Inquiry Ongoing

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910.	Kelvin Gitau Waithira CAJ/IMM/003/430/24-EMN	Male	Directorate of Immigration	Delay	The Complainant alleged that he applied for a passport under tracking number 1110812113 in August 2023 but that the same had not been issued to him.	Inquiry Ongoing
911.	David Bundi CAJ/IMM/003/423/23-EMN	Male	Directorate of Immigration	Delay	The Complainant alleged that he applied for a passport under tracking number 1110812113 in January 2023 but that the same had not been issued to him.	Inquiry Ongoing
912.	Mike Chege CAJ/M.IGC/062/1475/23-RA	Male	Department of Immigration	Delay	The complainant alleges of delay of his passport application which was applied on 8th December 2022. Despite having done several follow-ups at immigration office in Nairobi nothing has been done to date.	Ongoing Inquiry
913.	Ondari & Co., Advocates CAJ/M.FA/011/78/23-JMM	Firm	Department of Diaspora	Unfair Treatment	The Complainant alleged that Damaris Nyanchama Nyauncho is a Kenyan Citizen holder of passport No. AK0917896. She was recruited by a local agency called Fregice Agencies Ltd and was working in the Kingdom of Saudi Arabia until sometime in October 2023 when she died. Her family have persistently been requesting the Ministry of Foreign Affairs for the repatriation of her remains without success.	Inquiry ongoing

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National Registration Bureau						
914.	Nelly Mutinya Mbakaya HUD/KAK/NRB/062/64/23-WT	Female	National Registration Bureau	Delay	Complaint alleging delay by the National Registration Bureau to process the Complainant's application of rectification of identity card that she applied for on 5 th October 2021, Serial No. 2532163051. That the National Registration Bureau had caused a mix up of the details of her ID card with that of Selfa Were and when she applied for rectification, it had taken long to be processed.	Inquiry ongoing
915.	ISMAIL HASSAN ABDI CAJ/GSA/M.IGC/062/01/23-AH	Male	National Registration Bureau	Delay	The complainant alleges that there has been an inordinate delay in the issuance of his ID despite numerous follow ups	Inquiry ongoing
916.	Romauld Natto Wamocho CAJ/NRB/003/415/23-FN	Male	National Registration Bureau	Delay	Complainant alleged delay in the issuance of his ID card which he applied for in July 2023. The delay arose as a result of errors made by the registry requiring correction eg gender	Inquiry ongoing - Pending update from complainant
917.	Abdi Najib Ali CAJ/IMM/003/406/2023-SAK	Male	National Registration Bureau	Administrative Injustice	The complainant alleged administrative injustice by the National Registration Bureau. The complainant lost his Identity Card No. 31170799 in September 2021. Consequently, he made an application for a replacement card vide application number 7031461227. He indicated that he was verbally advised that his fingerprints were found to be in the refugee database and as such, he was	Inquiry ongoing

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					referred to the Department of Refugee Services for verification whereupon, it was eventually confirmed that he is a Kenyan Citizen Serial No. 2321352652 and ID No. 31170799. However, he stated that the National Registration Bureau had still refused to issue the replacement card.	
918.	Valentina Wakesho Chorong CAJ/MSA/NRB/003/127/23-EM	Female	National Registration Bureau	Inefficiency	The complainant alleged that she applied for her first ID Card in 1985. In 1997, she applied for a replacement but the second ID came out with errors. The date of birth was indicated as 1962 instead of 1964 and name was wrongly indicated as 'Wekesho' instead of 'Wakesho'. She raised a complaint with the registrar and in 2022 she was issued with another ID card. The 3rd ID card had a wrong date of birth and wrong ID number. In 2023, she went to Huduma centre Mombasa to address her complaint and was issued with the same ID she got in 2023 without rectification of the errors	Inquiry ongoing
919.	Prijion Otieno CAJ/MSA/NRB/062/353/2023-EM	Male	National Registration Bureau	Delay	The Complainant alleged that he applied for his National Identity Card in August 2022. Up to date, he is yet to be issued with his National Identity Card. He was requested for clearer particulars on his Complaint.	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
920.	Veronica Katee Muli CAJ/MSA/NRB/062/355/23-EM	Female	National Registration Bureau	Oppressive Official Conduct	The Complainant alleges that she was a street child in Nairobi and that she migrated to Kwale while she was still a minor when her mother died. Upon attaining the age of 18 years, she applied for an identity card at the Chief's Office Kombani location but was denied service because she did not have her parents' documents. She does not know who her father is and does not know any living relative or family friends.	Inquiry ongoing
921.	Amos Ngeno CAJ/NRB/003/408/23-FN	Male	National Registration Bureau	Delay	A complaint that the respondent has delayed in issuing a national Identity card to the complainant who made the application on 21 st February 2022	Inquiry ongoing-pending update from the complainant
Registrar of Marriages						
922.	Harriet Indasi CAJ/AG/001/2627/2023-SK	Female	Registrar of Marriages	Ineptitude	An allegation that the Registrar of Marriages declined the complainant's application for Marriage by Special License and required them to submit an Entry Visa which was not necessary in her application. She stated that she works in Uganda and her partner in Kenya a duly stamped Work Permit serves the purpose in her application	Inquiry Ongoing
923.	Zinafa Aseyo Obayi CAJ/AG/001/2630/23-RA	Female	Registrar of Marriages	Unresponsive Official Conduct	The Complainant alleged that on 18 th May 2023, she applied for a correction of her marriage certificate to read that she was married at the age of 37 as	Ongoing Inquiry

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					opposed to 36 but has never received a response nor the amended marriage certificate despite making several personal visits to the Respondent's office and receiving many assurances.	
Registrar of Societies						
924.	Benjamin Mwangi Muturi CAJ/AG/001/2677/23-V.O.K	Male	Registrar of Societies	Oppressive official conduct	The Complainant alleged that the Respondent was interfering with the affairs of Mountain View Association and in so doing: allowed non-members to conduct an AGM and extended the term of office of office bearers.	Inquiry ongoing
925.	Skeptics and Atheists Society of Kenya CAJ/ROS/001/2609/2023-SAK	Organization	Registrar of Societies	Unresponsive Official Conduct	The complainant alleged lack of response from the Office of the Registrar of Societies to its application for registration submitted on 15 th October 2022 under the application Ref: SOCA-B5TKKKY. It claimed that the Registrar of Societies had refused and/or declined to register the society as set out in Sec. 10(1) of the Societies Act. No.19 of 2015 allegedly for non-compliance with the relevant requirements stipulated in the law. They claimed that despite numerous follow up, there had been no further communication.	Inquiry ongoing
Department of Refugee Affairs						
926.	Justin Hagenimana CAJ/DRA/003/414/23-FN	Male	Department of Refugee Affairs	Unresponsive Official Conduct	A complaint that the respondent has failed to issue the complainant (case number 823-18C05466) with a refugee	Inquiry ongoing-pending

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					Identity card despite his numerous applications.	update from the respondent
927.	Olivier Rukundo CAJ/M.IGC/062/1494/23-FN	Male	Department of Refugee Services (DRS)	Unresponsive Official Conduct	Complainant alleged that the DRS was unresponsive to his request to leave Kakuma Refugee camp to seek treatment for his ailing mother	Inquiry ongoing – Pending update from complainant
928.	Galan Kenea Gobena CAJ/DRA/003/412/23-FN	Male	Department of Refugee Affairs	Unresponsive official conduct	Complainant alleged that he was a refugee and was facing death threats while in Kakuma Refugee Camp. He stated that he had lodged several data transfer requests with the DRA but received no response. The Commission initiated an inquiry via a letter to the respondent dated 16th October 2023.	Inquiry ongoing - Pending update from respondent
Business Registration Service						
929.	Okoth & Co., Advocates CAJ/BRS/001/2650/23-JMM	Firm	Business Registration Service	Unresponsive official Conduct	The complainant alleged that on diverse dates in the month of July 2023, changes were made to their client's record without the knowledge of its directors and shareholders.	Inquiry ongoing
930.	Dennis Muthoka CAJ/BRS/001/2643/23-SK	Male	Business Registration Service	Delay	An allegation that the Business Registration Bureau delayed in processing the complainant's application for registration of a business name. it was alleged that the complainant's MPESA payment could not reflect in the BRS system	Inquiry Ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
931.	Ongweny & Co. Advocates (Erick Omariba) CAJ/BRS/001/2594/23-V.O.K	Organization	Business Registration Services	Unresponsive official conduct	The Complainant alleged that the Respondent did not take any action on its complaint regarding irregular alteration of the companies register in respect of Capitol Laundry Limited	Inquiry ongoing
Ministry of State for Immigration and Registration of Persons						
932.	AMIRA MUSE SANTUR CAJ/GSA/M.IMM/062/04/23-AH	Male	Ministry of State for Immigration and Registration of Persons	Delay	The complainant alleges that he applied for a passport in 2022 and is yet to receive his passport. He was asked to furnish copies of supporting documents.	Inquiry ongoing
933.	MOHAMED WARDERE RASHID CAJ/GSA/M.IMM/062/05/23-AH	Male	Ministry of State for Immigration and Registration of Persons	Delay	The complainant claims that he applied for an ID Card and once year later he was told his fingerprints could not be verified. We asked the complainant to provide supporting documents	Inquiry in progress
934.	SHAMSUDIN ABDULAH CAJ/GSA/M.IMM/062/06/23-AH	Male	Ministry of State for Immigration and Registration of Persons	Unresponsiveness	The complainant alleges that he had applied for a passport in January 2022 and followed all the required process and despite numerous follow ups, he is yet to receive his passport	Inquiry ongoing
935.	HALIMA YUSUF CAJ/GSA/M.IMM/062/07/23-AH	Female	Ministry of State for Immigration and Registration of Persons	Delay	The complainant claims that she had applied for a national ID Card in 2022 and he is yet to be issued with one. We asked for copies of supporting documents	Inquiry pending subject to supporting documents

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936.	BASHIR AHMED CAJ/GSA/M.IMM/062/0 08/23-AH	Male	Ministry of State for Immigration and Registration of Persons	Delay	The complaint alleges that he had applied for a passport replacement but 7 months later he is yet to be issued with one. He yet is to provide supporting document as requested.	Inquiry pending subject to provision of supporting document
Department for Civil Registration						
937.	DEKOW ABDI AHMED CAJ/GSA/AG/001/001/ 23-AH	Male	Department of Civil Registration	Delay	The complainant had applied for registration of birth certificate for his two children born in 2018 and 1021 respectively. He is yet to be issued with any. We asked the complainant to provide birth notifications for a proper action	Inquiry to be undertaken once copies of birth notifications are received
Ministry of Education						
938.	Maikara Mogusu CAJ/M.EDU/013/2518/2 3-JMM	Male	Ministry of Education	Delay	The complainant alleged that he is an intern at the Ministry of Education under the program called Digital Literacy Program. He joined internship in February 2023 and he has been receiving monthly stipends. His stipend for the month of July 2023 and August 2023 has not been remitted together with the statutory deductions being NSSF and NHIF.	Inquiry ongoing.
939.	Alex Wairegi CAJ/MSA/.M.EDU/013/1 66/2023-EM	Male	Ministry of Education	Administrative Injustice	The Complainant alleged that his KCSE Certificate, leaving certificate and results slip have not been issued to him by Lenana School due to a fee balance of 71,000/=. He alleges that he was to report to KMTC in September 2023, but	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					cannot as he does not have any of his certificates	
940.	Makasi Elizabeth Kavutha CAJ/M.EDU/013/2566/23-JMM	Female	Ministry of Education	Unfair Treatment	The complainant alleged that she was a student at Karima Girls High School from 2019 2022 where she sat for her KCSE Certificate, index No. 07200009217. She is supposed to join her University education on 9 th October 2023. The school has withheld her KCSE Certificate on the basis that she has not paid the outstanding school fees. The continued withholding of the certificate contravenes the law and directives by the ministry which is to the effect that certificates or diplomas shall not be withheld from the candidate by any person or institution.	Inquiry ongoing
941.	Makasi Elizabeth Kavutha CAJ/M.EDU/013/2566/23-JMM	Female	Ministry of Education	Unfair Treatment	The complainant alleged that she was a student at Karima Girls High School from 2019 2022 where she sat for her KCSE Certificate, index No. 07200009217. She is supposed to join her University education on 9 th October 2023. The school has withheld her KCSE Certificate on the basis that she has not paid the outstanding school fees. The continued withholding of the certificate contravenes the law and directives by the ministry which is to the effect that certificates or diplomas shall not be withheld from the candidate by any person or institution.	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
942.	Brian Kabugih Njau CAJ/M.EDU/013/2522/2 3-SK	Male	Ministry of Education	Inefficiency	A complaint alleging inefficiency at the Ministry of Education as the complainant alleges that the Ministry is not doing what it is meant to do	Complainant requested to provide better particulars
943.	Moses Ngugi CAJ/M.EDU/013/2554/2 3-SK	Male	Ministry of Education	Unfair Treatment	An allegation that there is corruption in employment at Mama Ngina University. Complainant cited political influence whereby politicians bring their people for employment in disregard of employment laws and procedures	Complainant requested to provide better particulars
944.	Philemon Bungei CAJ/ELD/M.EDU/013/12 9/23-EK	Male	Ministry of Education	Administrative Injustice	A complaint on allegations that the Principal Simat High School, Uasin Gishu County has directed the Clearance of his son- Belamy Kimutai Bungei a student of Form 3S from the school without furnishing them with written reasons for the decision contrary to Article 47 (2) of the Constitution as read with Section 4 (3) of the Fair Administrative Action Act.	Initiated inquiry which is ongoing pending update from the respondent.
945.	Samuel Chege Muiruri CAJ/ELD/DKU/013/137/ 23-EK	Male	Ministry of Education	Unresponsive official conduct	A complaint on allegations that the Vice Chancellor Dedan Kimathi University of Technology has failed to address his complaint on unpaid cumulative overtime claims of 5500hours which he had raised on diverse dates whilst in service of the University as a Driver until his resignation on 25/8/2021.	Initiated inquiry which is ongoing awaiting update from the respondent.
946.	Ngore Patrick CAJ/M.EDU/ 013/2497/23-EMN	Male	Ministry of Education	Unresponsive Official Conduct	The Complainant alleged that he is the Respondent's retired employee who retired on 1 st April, 2022 but that he has been following up on his retirement benefits in vain.	Inquiry Ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
947.	Joseph Maina CAJ/M.EDU/013/2616/23-EMN	Male	Ministry of Education	Administrative Injustice	The Complainant alleged that he sat for her exams in 2017 and scored a B+ but that he was not issued with a result slip on grounds that he had a fee balance. He nevertheless proceeded to university and studied Bachelor of Laws but is unable to join the Kenya School of law as he has not been issued with his original copy of a result slip. He was requested for his claim supporting documents.	Inquiry Ongoing
948.	David Herbling CAJ/M.EDU/013/2513/23-SK	Male	Ministry of Education	Delay	A complaint that the Ministry of Education delayed in addressing a complaint lodged by the complainant against Mirema School. He alleged that Mirema School was forcing parents to purchase sport shoes from Bata Shops only, a conduct which amounts a concerted practice	Inquiry Ongoing
949.	Shalyne Gathoni Nyambura ISI/HUD/M.EDU/013/014/23 - KWK	Female	Ministry of Education (Dedan Kimathi University of Science and Technology)	Delay	The Complainant alleged that she was a part-time lecturer at Dedan Kimathi University of Technology from 2013 to 2018. That she has not been paid from 2015 to 2018 for the services rendered to the University. That she was thereafter paid for only two semesters (September-December 2016 and January- April 2017) after raising complaint with the University. That efforts to have the said money paid have proved futile. That the amount owed to her with respect to unpaid salary is 2,381,140/=.	Inquiry ongoing

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950.	Shalyne GathoniNyambura ISI/HUD/M.EDU/013/015/23 - KWK	Female	Ministry of Education – (Jomo Kenyatta University of Science and Technology)	Delay	The Complainant alleged that she was a part-time lecturer at JKUAT Department of Basic and Applied Sciences Westland's campus for 2 semesters in 2016. She was only paid for one semester for the service rendered. Her efforts to follow up on the balance of Kshs 54,600 have been futile as she was informed that the campus had ceased operation and payment of the balance will be effected by the main campus.	Inquiry ongoing
951.	Sere Maghema CAJ/KU/013/2508/23 – EF	Female	Ministry of Education (Kenyatta University)	Unfair official conduct	Complainant alleged that she enrolled for a part time course at the University, but later withdrew when she learned that the course would only be offered online. That she wrote a withdrawal letter in February 2022 and the same was approved, following which the paid school fee was to be refunded. The fee was not refunded despite several attempts to follow up. The Commission initiated an inquiry.	Inquiry ongoing
952.	Silas Khasindu CAJ/KICD/013/2519/2023 – EF	Male	Ministry of Education (Kenya Institute of Curriculum Development)	Oppressive official conduct	Complainant alleged that while working at the Institute he was sent to Germany on a study tour in 2022, but he was not facilitated with an allowance for his daily subsistence. That he claimed payment severally without success. The Commission initiated inquiry.	Inquiry ongoing
953.	Njoroge John Mbitu CAJ/KNEC/013/2498/23 - EF	Male	Ministry of Education	Ineptitude	Complainant alleged that the Council had made mistakes in marking and grading his son's KCPE exam scripts. The	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
			(Kenya National Examinations Council)		complaint had been lodged with the Institute as an appeal, and the complainant was advised to follow up and update the Commission.	Pending action by the complainant
954.	Mwarania Ninette CAJ/KNEC/013/2595/23 - EF	Female	Ministry of Education (Kenya National Examinations Council)	Ineptitude	Complainant alleged that the Council had made mistakes in marking and grading her daughter's KCPE exam scripts, and that the appeal process was unfair.	Inquiry ongoing
955.	CM Thuku & Co. Advocates for Janepher Mukonyole CAJ/M.EDU/013/2503/2 3 – EF	Organization	Ministry of Education	Unlawful official conduct	Complainant alleged that the teachers and administrators of Parklands Arya Girls Secondary School violated the rights and fundamental freedoms of their parents. The complainant was advised to first follow up the matter with the Ministry of Education and the Teachers Service Commission, who had been addressed in the complaint letter.	Inquiry ongoing Pending update from complainant
956.	Anthony Nyauchi Obunga CAJ/M.EDU/013/2553/2 3-EMN	Male	Ministry of Education (Moi Forces Academy – Lanet)	Unfair official conduct	The Complainants alleged that they are parents in the Respondent learning institution and that the Respondent had irregularly and unjustly increased school fees. The complaint was referred to the Ministry of education	Inquiry Ongoing
957.	Anonymous CAJ/M.EDU/013/2531/2 3-EMN	Anonymous	Ministry of Education (Nkoroi Mixed Secondary School)	Oppressive Official Conduct	The complainant alleged that learners in the Respondent learning institution were forced to repeat classes contrary to the Ministry's directives. The Complaint was referred to the Ministry of education	Inquiry Ongoing

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958.	Peter Odhiambo Ogango CAJ/KSM/M.EDU/013/4 17/23-AO	Male	Ministry of Education	Abuse of power	The Complainant alleged that the Board of Management John Mbadi Ligongo Secondary School alleging illegal construction of water pipeline on his parcel of land No. 3164 East Kubia, on or about the year 2019.	Inquiry ongoing
959.	Eunice Cheruto Terer CAJ/ELD/M.EDU/013/13 6/23-EK	Female	Ministry of Education	Administrative injustice	A complaint on allegations that St. Lukes Cheptiret High School, Uasin Gishu County has declined to compute and settle pension dues owed to the estate of Joseph Terer Koech on grounds that his employment as a herdsman by the Board of Governors (as it then was) wasn't on a permanent and pensionable terms.	Initiated inquiry whilst awaiting update from the complainant.
960.	Joshua Juma Wambuchi CAJ/ELD/ATI/M.EDU/01 3/1/23-MM	Male	Ministry of Education	Correction of information	A complaint on allegations of failure by the Kenya National Examination Council to correct information pertaining to his name in his KCSE Certificate.	Initiated inquiry which is ongoing awaiting update from the Complainant
961.	Peter Nthiwa HUD/EMBU/M.EDU/013/ 246/23-RA	Male	Ministry of Education	Inefficiency	The complainant alleges that an alarming rate of pregnant school girls at Mbonziki secondary school and that accuses the principal of laxity and when the deputy and the principal stated it is beyond their jurisdiction. The complainant seeks to have the principal and the deputy principal to be more	Ongoing Inquiry

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					efficient in ending the situation and providing guidance.	
962.	Okundi Ombworo Charles CAJ/M.EDU/013/2541/2 3-RA	Male	Ministry Of Education, Science And Technology-Principal Maranda High school	Manifest Injustice	The complainant alleges conspiracy between Principal Maranda High School and government chemist in Kisumu to give false drug test to his son at the school and chase him out of the school. The certificate of analysis in a random test taken by the school states heroine was detected in his urine sample but when he expressed his dissatisfaction and requested for a chance to do the test in a different facility, the school insisted on the same facility. The same facility upon second test had on 11th September shown urine test positive for Cannabis this time and not Heroine. However, with a lot of doubt, the complainant took the son to Kenyatta National Hospital on 12th September and tested negative for all allegations.	Ongoing Inquiry
963.	Kasuva Munyao Davis CAJ/M.EDU/013/2576/2 3-RA	Male	Ministry Of Education, Science And Technology	Delay	The complainant alleges that he supplied Kinyui High School cereals worth 307,200 on 27th July 2023. The complainant states he has not been paid to date despite several visits and telephone calls. The complainant states the principal has been avoiding follow up on payments.	Ongoing Inquiry
964.	David Sang & 3 others CAJ/ELD/M.EDU/013/13 0/23- EK	Male	Ministry of Education	Unlawful official conduct	A complaint on allegations that teachers attached to Cheptil High School, Uasin Gishu County unlawfully	Initiated inquiry which is

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					administered corporal punishment on their children on allegations that they were planning a strike at the school occasioning them grievous bodily harm.	ongoing awaiting update from the complainant.
965.	Andrew Nganga Kimani CAJ/M.EDU/013/2588/2 3-FN	Male	Ministry of Education	Unresponsive official conduct	Complainant sought a refund and transfer of school fees paid to Thika High School. Attempts to follow up on the same with the school and the State Department were futile. The Commission initiated inquiry via a letter dated 20th November 2023	Inquiry ongoing - Pending update from respondent
966.	Concerned Stakeholder CAJ/KSM/M.EDU/013/4 03/23-WT	Unknown	Ministry of Education	Inefficiency	Complaint alleging that the Principal of St. Paul's Secondary School in Siaya County had overstayed in the school for a period of over 20 years leading to deteriorating performance. He also alleged that the Principal was collecting money from parents in an improper manner.	Complainant requested to provide further particulars of the complaint.
967.	Kelvin Katimbo Kilonzo CAJ/MSA/EDU/013/167/ 2023-SAK	Male	Ministry of Education (Nakuru high School)	Oppressive Official Conduct	The Complainant alleged that he sat his K.C.S.E. at Nakuru High School in the year 2022 for the 2021 class, which normal school calendar was interrupted by Covid-19 pandemic. That upon the completion of his secondary school, he noted an over-payment to the School of Kshs 14,000/=. It was agreed that the school would credit the amount to Jomo Kenyatta University of Agriculture and Technology (JKUAT) where he was pursuing degree in bachelor of science	Inquiry ongoing

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					in procurement and contracts management. However, to date the monies are yet to be credited.	
968.	Eric Njogu Mwangi HUD/EMBU/M.EDU/013/244/23-JMM	Male	Ministry of Education	Unfair Treatment	The Complainant alleged that he is a BOM teacher in Gathambi Girls High School. There is a lot of discrimination in that when the rest of the staff members are being included in the time table, he is normally excluded.	Inquiry ongoing
969.	Miriam Asige CAJ/M.EDU/013/2602/23-JMM	Male	Ministry of Education	Unfair Treatment	The Complainants alleged that his son, Wright Elius sat for his KCSE Certificate in 2019 and had a B-. The school has withheld her KCSE Certificate on the basis that he has not paid the outstanding school fees. The continued withholding of the certificate contravenes the law and directives by the ministry which is to the effect that certificates or diplomas shall not be withheld from the candidate by any person or institution.	Inquiry ongoing
970.	Fred Mosota CAJ/KSM/M.EDU/013/401/23-WT	Male	Ministry of Education	Unlawful official Conduct	The Complainant alleged that the Principal Mbita High School increased school fees by Kshs. 10,000 which he termed as 'Development Levy' which was increased without following the proper channels and consultation with relevant stake holders. The decision was communicated through informal ways by use of WhatsApp messages.	Inquiry ongoing

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Kenya National Examination Council (KNEC)						
971.	Henderson Kisombe CAJ/MSA/KNEC/013/17 6/23-EM	Group	Kenya National Examinations Council (KNEC)	Inefficiency	THE Complainants alleged that they were former students of Kenya Coast National Polytechnic who completed studies in December 2021. Their course certificates came out in June 2023, but some did not receive theirs without any explanation therein. The Polytechnic advised that they ought to wait for over two more years for the release of the certificates and that KNEC has not advised on the reason for the delay	Inquiry ongoing
972.	Walter Kathurima Kimathi HUD/KAJ/013/247/23- MD	Male	Kenya National Examination Council	Delay	The Complainant alleged that the Respondent failed to issue his KSCE certificate. He sat for KSCE in 2010 at Meru School and his certificate has never been released by KNEC	Inquiry Ongoing.
973.	Wycliffe Otieno Omwaka HUD/KSI/KNEC/013/92/2 3-WT	Male	Kenya National Examination Council	Unresponsive official conduct	The Complainant alleged that he sat for his KCSE National Examination in 2010 at Kisumu Boys High School, Index No. 701001/040, but did not receive a certificate on the grounds that he had not provided a passport photo. In 2019, he filed a complaint with the Kenya National Examinations Council (KNEC) to which he was advised to make an online application. Despite him making the online application, he was yet to be issued with a certificate and KNEC had remained unresponsive on the matter.	Inquiry Ongoing

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974.	Lincoln Wanjau Kamau CAJ/KNEC 013/2584/2023-KC	Male	Kenya National Examinations Council	Unresponsive official conduct	The complainant alleged that he sat for the Higher Diploma In Human Resources Management at KIFAM College in November 2019 vide index number 403028/0002. The Complainant alleged that since then, he has not been issued with a Certificate despite clearing school fees. He had sought KNEC's intervention severally via email but there had been no response nor assistance offered.	Inquiry ongoing
975.	Margaret Kaembe CAJ/KNEC/013/2550/2023-KC	Female	Kenya National Examinations Council	Delay	The complainant alleged delay at Kenya National Examinations Council to issue her with a Certificate for the ECDE course she undertook at Tigania ECDE Centre in 2013. She claimed to have been issued with only a result slip serial number 0041749 and that despite follow up with KNEC to get her certificate, she had not been successful. The certificate was required by her employer TSC to be considered for promotion.	Inquiry ongoing
976.	Nancy M. Thimangu CAJ/KNEC/013/2549/23-EMN	Female	Kenya National Examination Council	Delay	The complainant alleged that she sat for the Respondent's accredited Early Childhood Development Examinations in 200, was issued with Result slip in 2011 but has never received her certificate despite several follow ups.	Inquiry Ongoing
977.	Edwin Chirchir CAJ/KNEC/013/2478/2023- FN	Male	KNEC	Unresponsive Official Conduct	A complaint that a number of TVET trainers who participated in exams validation in Kisii (November 2022) and Embu (March 2023) have never been	Inquiry Ongoing-Pending

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					paid. The complainant further alleges that no official communication from KNEC (Complainant requested to provide supporting documents).	Update from Complainant
Higher Education Loan Board (HELB)						
978.	Peter Kidembe CAJ/HUD/WND/HELB/013/7/23-EM	Male	Higher Education Loans Board	Administrative Injustice	The Complainant alleged that the Taita Taveta County government was issuing out loans, bursaries and scholarships to students. The complainant alleges that he did not apply for the loan but found out that he was allocated 16000 which he did not receive. Consequently, he reported it to the county government to rectify the same to no avail. However, the money has been accumulating interest and it has been deducted from his pays lip.	Inquiry ongoing
979.	Mare Dushe CAJ/HELB/013/2610/23-MD	Male	Higher Education Loans Board	Delay	The Complainant alleged that the Respondent has not processed a refund on account of 8 months' salary deduction.	Inquiry Ongoing.
980.	Hawa Jamal CAJ/HELB/013/2593/23-FN	Female	Higher Education Loans Board (HELB)	Unresponsive Official Conduct	Complainant alleges that they are yet to receive their loan disbursement despite HELB records showing that the same was disbursed to her.	Inquiry ongoing – Pending update from respondent
981.	Patrick Kemboi CAJ/HELB/013/2499/2023-SCK	Male	Higher Education Loans Board	Delay	The complainant alleges that he made overpayment of Kshs 8066 to Higher Education Loans Board. That he filled a refund form and send it to their office on	Inquiry Ongoing

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					29th May 2023 but there is no communication or any action from their end. Phones are not answered neither do twitter messages.	
982.	Mare Dushe Soso CAJ/ISI/M.EDU/013/050/23 - KWK	Female	Higher Education Loans Board	Delay	The Complainant alleged that he was a HELB beneficiary under HELB account number 10642628 for undergraduate studies at Daystar University. She completed her studies in 2018 and therefore required HELB to stop contributing to her university education. he adds that Kshs. 39,500 was paid in September to the University which she was supposed to pay as part of her loan. Daystar University refunded the said amount but the Complainant alleged that HELB owes her Kshs. 50, 000 which she needs to be refunded.	Inquiry ongoing
983.	Wathimba John CAJ/HELB/013/2532/23-RA	Male	Higher Education Loans Board (HELB)	Unresponsive Official Conduct	The complainant alleges that he applied for Higher Education Funding but he did not get the scholarship but got the option of HELB.	Ongoing Inquiry
Kenya Institute of Blind						
984.	Emmily Kitty Chasia CAJ/M.EDU/013/2589/23 - EF	Female	Kenya Institute for the Blind	Unfair official conduct	Complainant alleges that she has been serving in acting capacity for about three years without commensurate remuneration, because payment of an acting allowance ceased after the first year due to Human Resource Policies. That the Institute has failed to either	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					promote her and to recruit a substantive office holder.	
KASNEB						
985.	Pauline Kwamboka Mairura CAJ/M.EDU/013/2517/23-RA	Female	KASNEB	Unfair Treatment	The Complainant alleged that she completed and passed an exam in Nov 2017 sitting and proceeded to a 2 year study course. Later in February 2019 she submitted a deferment letter for the duration she was pursuing the study course. She recently applied to continue with the CPA and noticed a paper was added which she ought to complete in view of the fact that she failed to do so within the 5 sitting period allowed after first sitting for the paper. After consulting KASNEB on the issue she was informed that the rule no longer applies after the change in syllabus in July 2021. A request through mail was made by the complainant for a copy of the deferment letter and no response has been given to date.	Ongoing Inquiry
Technical University of Mombasa						
986.	Fashina Adebimpe CAJ/MSA/M.EDU/013/162/2023-SAK	Female	Technical University of Mombasa	Unfair Treatment	The complainant, a PHD student at Technical University of Mombasa (TUM) alleged that she has been discriminated against in the course of her studies. She states that she applied and was admitted to pursue a PHD in Development Studies in September 2017	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					but alleges that she has been denied a chance to appear before the University panel and defend her academic proposal since 2017.	
Kenyatta University						
987.	Esther Njeri Maina CAJ/M.EDU/013/2533/2 3-EMN	Female	Kenyatta University	Unfair official conduct	The complainant alleged that she was unfairly transferred from the Respondent's headquarters office and that her salary was stopped. She has been following up on reinstatement of his salary in vain.	Inquiry Ongoing
Taita Taveta Technical and Vocational College						
988.	Alfonse Kidame Goodwill CAJ/HUD/WND/057/7/2 3-EM	Male	County Government of Taita Taveta Technical and Vocational College	Delay	The Complainant alleged that he worked at the Taveta Technical and Vocational College worked as security personnel at the institution who has not received his salary from September 2022 to March 2023. That he retired on 30th April, 2023 and sent a letter dated 2 nd May 2023 to the institution who acknowledged that his salary arrears will be credited to his account. However, to date he is yet to receive any feedback and payments	Inquiry ongoing
Embu University						
989.	Henry Langat CAJ/UNI.EMBU/013/256 7/23-JMM	Male	Embu University	Unfair Treatment	The Complainant alleged that the University imposes a penalty of Kshs	Inquiry ongoing

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					3,000 on parents who are unable to clear fees within the set deadlines.	
Technical University of Kenya						
990.	Patrick Theuri Berengu CAJ/TUK/013/2592/23 - EF	Male	Technical University of Kenya	Delay	Complainant alleged that the University had failed to pay his remuneration for teaching services offered in the year 2022.	Inquiry ongoing Pending action by the complainant
991.	Beatrice Ayuma Mutugi CAJ/TUK/013/2562/23-V.O.K	Female	Technical University of Kenya	Delay	The Complainant alleged that she lodged a claim for payment of benefits due to her following her husband's death but CPF Financial Services (the scheme) informed her that the Respondent had only remitted 20% of the amount due.	Inquiry ongoing
Multimedia University of Kenya						
992.	Victor Adaka CAJ/MMU/013/2594/23-V.O.K	Male	Multimedia University of Kenya	Unresponsive official conduct	The Complainant alleged that her daughter completed her studies at the University in August 2022 but the University has failed to refund excess fees paid amounting to Kshs. 39,300.	Inquiry ongoing
Murang'a University of Science & Technology						
993.	Joseph Kiama Muthumbi CAJ/M.EDU/013/2623/23-V.O.K	Male	Murang'a University of Science & Technology	Delay	The Complainant alleged that he taught as a part-time lecturer in 2021 and in 2022 but the Respondent has not paid him for his services.	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
Laikipia University						
994.	KIMUGE JEMUTAI LINET CAJ/NHRR/M.EDU/13/18/23-EM	Female	Laikipia University	Unresponsive Official Conduct	The complainant alleges that she was a diploma student at Laikipia University studying community health and nutrition. After completion of her diploma, she was unable to register with the Kenya Nutritionist and Dieticians Institute because they were informed Laikipia University was not registered to offer the course.	Inquiry ongoing
995.	Audrey Maloba CAJ/L. U/ 013/2500/2023 - FN	Female	Laikipia University	Unlawful Official Conduct	A complaint that there has been delay in filling the position of Senior Procurement Officer at Laikipia University. That Ms. Violet Mideva has been serving in acting capacity of the said position for more than 5 years. The complainant further alleges that the delay has raised suspicions of favouritism in the University's administration.	Inquiry Ongoing- Pending Update from Complainant
Kibabii University						
996.	Peter Wawire Barasa CAJ/M.EDU/013/2624/23-FN	Male	Kibabii University	Administrative Injustice	Complainant alleges that the University is unfairly treating him by failing to give him a promotion to Lecturer Scale 12 promotion in Computer Science despite him meeting and exceeding the advertised qualifications	Inquiry ongoing pending update from complainant

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
Rongo University						
997.	Anonymous CAJ/RONGO UNI/013/2597/2023-KC	N/A	Rongo University	Unclear	The complainant indicated that they are employees of Rongo University and that for the 10 years of service, there had been no salary increment which they attributed to nepotism and mismanagement by the Vice Chancellor and Finance Officer. They claimed that the 2 officials had employed their relatives and friends and favored them in promotions. Their clamor for an audit to be done had not borne fruit.	Advised to avail sufficient particulars to inform action.
Kisii University						
998.	Fr. Paul Martin Otiende CAJ/KISII UM/013/2599/23-RA	Male	Kisii University	Administrative Injustice	The complainant is a student of PHD at Kisii University admitted in 2015. The complainant indicates that Kisii University failed to do its due diligence and admitted him to a PHD programme yet the CUE did not recognize his degree from Pontifical Urbaniana-Rome University and Kisii University took his money and only informed him that he could not graduate after he cleared his studies. He wants Kisii university to transfer credits of the degree and allow him finish his course or refund the money.	Ongoing Inquiry

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
University of Nairobi						
999.	Joseph Maina Kabui & Another CAJ/UON/013/2552/2023-KC	Male	University of Nairobi	Unresponsive official conduct	The complainants alleged that they were part time lecturers at the University of Nairobi, Department of Open learning programmes in Meru and Isiolo Centres but had not been paid for services rendered. Further, efforts to follow up through correspondence with the concerned departments and the management had not been responded to since June 2023.	Inquiry ongoing
1000.	Titus Githiora CAJ/UON/013/2494/23-EMN	Male	The University of Nairobi	unlawful Official Conduct	The complainant alleged that he is a resident of Lower Kabete where the Respondent's Lower kabete Campus is situated and that he had noted felling of old indigenous trees within the said campus but that they weren't planning others.	ongoing inquiry
Moi University						
1001.	Mary Agatha Munywoki CAJ/M.EDU/013/2506/23-EMN	Female	Moi University	Inefficiency	The Complainant alleged that she was the Respondent's Employee as a part time Lecturer and that she performed her duties, set marked and submitted results but that the Respondent had failed to pay her salary.	Inquiry Ongoing
1002.	Dancan Ndungu CAJ/M.EDU/013/2515/23-RA	Male	Moi University	Manifest Injustice	The complainant alleges he was a part time lecturer at the Moi University but has not been paid. The university also has not supplied him with docs he requested to show he was a staff	Ongoing Inquiry

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
Kenyatta University Teaching, Referral and Research Hospital						
1003.	Fred Mogire Momanyi CAJ/PO/047/655/23 – EF	Male	Kenyatta University Teaching, Referral and Research Hospital	Oppressive official conduct	Complainant alleged that, twice, he received scholarships to further his studies in medicine but the Director in charge unreasonably declined to approve his leave. That his appeals to the Chief Executive Officer were redirected to the same Director, who affirmed his decisions.	Inquiry ongoing
1004.	Susan Gakeni Kithinji CAJ/KUTRRH/012/649/23-V.O.K	Female	Kenyatta University Teaching, Referral, & Research Hospital	Unfair official conduct	The Complainant alleged that her daughter was detained by the hospital following her failure to pay a bill of Kshs. 1,322,808 which she avers she cannot pay.	Inquiry ongoing
Jomo Kenyatta University of Agriculture & Technology						
1005.	Marvin Wandera CAJ/JKUAT/013/2578/2023-KC	Male	Jomo Kenyatta University of Agriculture & Technology	Inefficiency	The complainant (Student Reg. No. HDB212-4814/2015) alleged inefficiency at Jomo Kenyatta University of Agriculture & Technology to resolve an issue of missing marks which arose in the course of his transfer from Nairobi town campus to JKUAT Juja main campus in 2022. He claimed that despite constant follow ups, the issue had not been addressed.	Inquiry ongoing
1006.	Jane Nyasoro CAJ/JKUAT/013/2618/23-EMN	Female	Jomo Kenyatta University Of Agriculture & Technology	unresponsive Official Conduct	The complainant alleged that she graduated from Jomo Kenyatta University Of Agriculture & Technology in 2014 and that the Respondent has failed	Inquiry Ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					to print and issue her 4 th Year transcript. She was requested for her claim supporting documents.	
Kabete National Polytechnic						
1007.	Michael Douglas Otieno CAJ/M.EDU/013/2539/2 3-FN	Male	Kabete National Polytechnic	Unfair Treatment	Complainant alleged that he was denied access to the Polytechnic after having been admitted due to the fact that he has dreadlocks. The complainant was advised to first raise the complaint with KNS directly and provide a response	Inquiry ongoing - Pending update from complainant
St Albert Ulanda Girls Secondary School						
1008.	Garvin Rodgers CAJ/M.EDU/013/2526/2 3-EMN	Male	St Albert Ulanda Girls Secondary School	Unresponsive Official Conduct	The Complainant alleged that his Sister sat for her KCSE examinations at the Respondent's institution and that the Respondent has refused to issue his sister with her result slip which she needs to join Moi University on grounds of non-payment of School fees.	Inquiry ongoing
Ministry of Roads and Transport						
1009.	Mary M. Ngunuu CAJ/MSA/M.TRA/004/1 41/2023-SAK	Female	Ministry of Roads and Transport	Delay	The complainant alleged delay at the Ministry of Transport to process and pay Kshs. 33,530/- being reimbursement for the relocation costs she incurred upon transfer from Mombasa to Mwala in 2016.	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
1010.	Daniel Edwin Akach CAJ/ELD/M.TRA/004/16/23-EK	Male	Ministry of Roads and Transport	Unresponsive official conduct	A complaint on allegations that National Transport Safety authority (NTSA) have failed to issue him with a new generation driving license following his application on the same in April 2023 which he has been following up on since then	Initiated inquiry which is ongoing awaiting update from the respondent.
1011.	Eliud Agonya Kadagi CAJ/ELD/M.ROA/006/009/23-FL	Male	Ministry of Roads & Transport	Administrative Injustice	A complaint on allegations that the Kenya National Highways Authority (KENHA) has failed to compensate them following the compulsory acquisition of their land parcels for the extraction of Timboroa-Eldoret-Turbo-Webuye-Malaba Quarries	Initiated inquiry which is ongoing awaiting update from the respondent
1012.	Hellen Jemtai Bett CAJ/ELD/KURA/004/18/23- MM	Female	Ministry of Roads & Transport	Unresponsive Official Conduct	A complaint on allegations of failure by the Kenya Rural Roads Authority to settle dues owed to the state of Jeremiah Biwott who until his demise on 23/11/2022 through a fatal road accident whilst on duty as a driver was attached to their Uasin Gishu County Office.	Initiated inquiry which is ongoing awaiting update from the complainant
1013.	Francis Lomuria CAJ/ELD/NTSA/004/17/12-MM	Male	Ministry of Roads & Transport	Unresponsive official conduct	A complaint on allegations that National Transport Safety Authority (NTSA) has failed to issue him with a driving license which he applied for in 2014 and duly furnished the requisite documents to facilitate issuance of the same.	Initiated inquiry which is ongoing awaiting update from the complainant.

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
National Transport and Safety Authority						
1014.	Kamau Simon CAJ/NTSA/004/552/2023-JMM	Male	National Transport and Safety Authority	Delay	The complainant alleged he applied for a smart Driving Licence online and paid KShs 3,050 via Mpesa reference No. RCT6XF54U. The billing receipt is No. 62732077 and invoice us DLR-0LWUARLO. He has been making a follow up with Nakuru NTSA offices and his several follow-ups have not yielded any positive outcome.	Inquiry ongoing
1015.	Felician Murego CAJ/NTSA/004/559/23-JMM	Male	National Transport and Safety Authority	Delay	The complainant alleged that he is a Rwandese Refugee who has been residing in Kenya since 1994, Refugee ID No. 10207415. He is the holder of driving licence ESI 80 which was issued in 1993. He has been renewing his licence until 202. He has not been able to renew the licence since then and he has been making a follow up with without success.	Inquiry ongoing
1016.	Kiplagat Eric CAJ/NTSA/004/564/23-JMM	Male	National Transport and Safety Authority	Delay	The Complainant alleged that on 28 th April 2023, he applied for a new generation No. plate for his Motor Vehicle Registration No. KBX 426B and paid the requisite fees. NTSA has declined to re-issue the No. Plate and his several follow-ups have not yielded any positive outcome.	Inquiry ongoing
1017.	Sammy Bakhuya CAJ/NTSA/004/557/23-SK	Male	National Transport and Safety Authority	Delay	An allegation of delay by National Transport and Safety Authority in updating records in the complainant's TIMs Account. Whereas the complainant	We initiated inquiry which is ongoing

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					applied for an collected his reflective plates for his M/V KCZ 405M and KDB 243E, his TIMs status showed as "waiting to print or Dispatch'	
1018.	Joseph Sumba CAJ/NTSA/004/563/2023-SK	Male	National Transport & Safety Authority	Delay	A complaint of delay by National Transport & Safety Authority in issuing the complainant with a Smart Driving License	Inquiry Ongoing
Kenya Rural Roads Authority (KERRA)						
1019.	Miriam Njoka Maina HUD/EMBU/KRR/004/42/23-SCK	Female	Kenya Rural Roads Authority	Delay	The complainant alleges that Kenya Rural Roads Authority, dug a drainage in her farm, parcel No. Nthawa/Siakago/617, but did not complete the project,that she pursued the matter with KERRA offices in Embu, and was advised to complete the project thereafter she would be compensated, that a letter dated 13 th June,2022, addressed to the Director General Ref No: keRRA/15/EBU/1/2/VOL.III (18) was sent to Director General KERRA seeking advise on how to finalize the matter. That since the letter was written there has been no communication on the way forward	Inquiry Ongoing
1020.	Dominic Magiti for Samuel Kiurah HUD/EMBU/KRR/004/207/23-SCK	Male	Kenya Rural Roads Authority	Delay	Complainant alleges that KERRA has delayed compensating him for the construction of drainage through his land parcels Nthawa-Siakago 3616, 3628 and 3629.	Inquiry Ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
1021.	Derek Kirima Mwobobia	Male	Kenya Rural Roads Authority	Unresponsive Official Conduct	The Complainant alleged that he suffered a huge loss during the construction of culver by Kenya Rural Roads Authority(kerra)at the area chief's camp at Maili Saba which was poorly done leading to the continuously destruction of their crops and other vegetation. They brought the matter to the attention of KeRRA vide an email dated 27 th December 2023 to the address dg@kerra.go.ke . They alleged that the said email did not elicit any response.	Inquiry ongoing
1022.	Thomas Kipkemoi Chebett CAJ/M.TRA/004/588/23-EMN	Male	Kenya Rural Roads Authority	Delay	The Complainant alleged that his land as well as that of others was compulsorily acquired for the purpose of constructing the Nakuru –Kamwosor-Eldama Ravine Road and that the respondent has failed to compensate him for the same.	Inquiry ongoing
Kenya Urban Roads Authority (KURA)						
1023.	Wenslaus Kevin CAJ/KURA/006/242/23 - SCK	Male	Kenyan Urban Roads Authority	Unresponsive Official Conduct	The complainant alleges that a Contractor excavated a road from Community Road to Kiungani road, however the said contractor failed to backfill the road causing it to flood and impassable, KURA was informed of the same but failed to respond on the matter.	Inquiry ongoing
1024.	Muhugu Residents Association Muteero	Organization	Kenya Urban Roads Authority	Inefficiency	The Complainant raises a complaint of incomplete road works for tender KURA/RMLF/HQ/356/2021-2022 Some	Inquiry ongoing

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	CAJ/KURA/006/243/23 - SCK				rehabilitation for the road was done except the section of the tender termed as 'Stage construction to subbase layer of the gravel section of the road'. The contractor had equipment on the ground to do the works; but left without concluding the Job. A site board at the junction of Ngong Road and Kerarapon Road (Nairobi) indicates the tender number and involved parties.	
1025.	Collins Owiti CAJ/KURA/006/241/23-V.O.K	Male	Kenya Urban Roads Authority	Inefficiency	The Complainant alleged that a road in Machakos County was left in a state of utter mess after a contractor appointed by the Respondent abandoned its upgrading project. He was requested for further details.	Inquiry ongoing
Kenya National Highway Authority						
1026.	Gerishom Shivanda Beti CAJ/KENHA/006/237/23 -JMM	Male	Kenya National Highways Authority	Unresponsive official Conduct	The Complainant alleged that he is the Chairperson of the residents of Kaburengu Buildings and Kiosk Owners. That Kenya National Highways Authority (KeNHA) is undertaking a construction of a flyover at Kaburengu. The ongoing construction works have caused their buildings to crack. They raised the issue severally with KeNHA who assessed the damages and issued them with complaint forms but up to date KeNHA have never disclosed the mount to be awarded to them as compensation.	Inquiry ongoing .

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1027.	Thomas Kipemai Chebett CAJ/M.TRA/004/588/23-EMN	Male	Kenya National Highways Authority	Delay	The Complainants alleged that their parcels of land were compulsorily acquired for the purposes of expansion of Nyaru –Eldama Ravine road but that the Kenya National Highways Authority has failed to compensate them for the land acquired .	Inquiry Ongoing
Kenya Roads Board						
1028.	Martin Simwoto CAJ/KRB/006/244/23-EMN	Male	Kenya Roads Board	Unfair official conduct	This complaint is addressed to the Respondent and copied to this Commission. The Complainant alleged that the Respondent had excluded roars from Chepyuk Ward from the Bungoma County Development Plan. He was advised to follow up with the Respondent and update the Commission.	Ongoing inquiry
Ministry of Labor and Social Protection						
1029.	Elly Otieno Ogolla CAJ/MSA/M.LAB/017/216/2023-SAK	Male	Ministry of Labour and Social Protection	Delay	The complainant alleged failure by the County Occupational Safety and Health Office, Mombasa to act on objection and request to review its decision to grant a compensation award of Kshs. 83,084.65 for injuries sustained at Simba Apparel EPZ Mombasa in April 2021.	Inquiry ongoing
1030.	Erick Kabuyefu Zakayo & Another CAJ/M.LAB/017/873/2023-KC	Male	Ministry of Labour & Social Protection	Delay	The complainant alleged that they lodged a complaint at the Labor office in Naivasha regarding their unfair constructive dismissal from Bohemian Flowers company limited. Subsequently,	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					upon hearing both parties, the labor officer found the company culpable and addressed the company vide a letter dated 6 th July 2023 detailing the recommendations on how to redress the situation. However, they claimed that the company declined to do as directed and despite subsequent follow up at Labour office, no further action had been taken.	
1031.	Kephas Otieno Juma CAJ/M.LAB/017/865/20 13-SAK	Male	Ministry of Labour and Social Protection	Unfair treatment	The complainant alleged unfairness by the labour officer, Industrial Area office in relation to a conciliation meeting held on 8th August 2023 between himself and former employer- Inovet Systems Limited, Nairobi. However, the complainant was not satisfied with the labour officer's decision regarding his claim and as such, did not sign the determination. Consequently, he appealed to the Labour Commissioner for intervention but there had been no assistance.	Inquiry ongoing
1032.	Bare Bashe Hassan CAJ/ISI/M.LAB/017/048/ 23 - KWK	Male	Ministry of Labour	Delay	The Complainant alleged that he is an employee of Northern Rangelands Trust as a ranger. On 8 th September 2021, while on routine patrols with his colleagues, they encountered armed cattle rustlers that shot at him and he sustained a gunshot wound on his right thigh. He was rushed to Galaxy Hospital, a private Hospital in Isiolo town courtesy of NRT. After recovery, he resumed	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					duties but he started experiencing severe ache and swelling on the affected leg. He sought specialized treatment at Gateway Hospital in Isiolo town and spent Kshs. 107,900 upon discharge. He reported the matter to Isiolo County Occupational Safety Health Officer Meru Office who in turn filled a DOSH claim for. He alleged that to date he is yet to be paid.	
1033.	James Maina CAJ/ISI/M.LAB/017/049/ 23 - KWK	Male	Ministry of Labour	Delay	The Complainant alleged that he was involved in Road Traffic Accident in the course of duty where he sustained a broken tibia and fibula. He was treated at Isiolo Teaching and Referral Hospital. Upon recovery, his claim form was forwarded to DOSH/WIBA for compensation but he is yet to be compensated to date.	Inquiry ongoing
1034.	Komu & Kamenju Advocates on behalf of Esther Muthoni Githu CAJ/M.LAB/017/881/23 - EF	Organization	Ministry of Labour (Directorate of Occupational Safety and Health Services)	Delay	Complainants alleged that no action had been taken on their client's a work injury claim. The Commission sought an update on the outcome of the complaint which they had addressed to the Director-Directorate of Occupational Safety and Health Services.	Inquiry ongoing Pending update from complainant
1035.	Muhire Pierre Deacon HUD/GPO/M.LAB/017/1 03/23 - EF	Male	Ministry of Labour and Social Protection	Unlawful official conduct	Complainant alleged that a children's officer in Kajiado was colluding with the mother of his child to maintain the custody of the child, despite being presented with evidence of aggravated	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
			(Children's officer, Kajiado)		physical assault of the child by the mother.	
1036.	Kennedy Ochieng' CAJ/ELD/M.LAB/017/59/23-MM	Male	Ministry of Labour and Social Protection	Unresponsive Official Conduct	A complaint on allegations that the Ministry of Labour has failed to settle a workmen compensation claim owed to the estate of Silvanus Ochieng Angunya for an accident that he was involved in 1995 whilst in service of the National Youth Service.	Initiated inquiry which is ongoing awaiting update from the respondent
1037.	Thomas Akite CAJ/M.LAB/017/878/23-EMN	Male	Ministry of Labour	Unresponsive Official Conduct	The Complainant alleged that their employment was irregularly and unprocedurally terminated. They reported the matter to the Respondent who summoned their employer in vain. Their complaint was referred to Kituo Cha Sheria	Inquiry Ongoing
1038.	Elly Otieno Ogolla CAJ/MSA/M.LAB/017/216/2023-SAK	Male	Ministry of Labour and Social Protection	Delay	The complainant alleged failure by the County Occupational Safety and Health Office, Mombasa to act on objection and request to review its decision to grant a compensation award of Kshs. 83,084.65 for injuries sustained at Simba Apparel EPZ Mombasa in April 2021.	Inquiry ongoing
1039.	Mwamvula Chidangu CAJ/MSA/M.LAB/017/217/2023-SAK	Male	Ministry of Labour and Social Protection (Directorate of Occupational Safety &	Delay	The complainant alleged delay at Occupational Safety and Health department in Mombasa to enforce its compensation award of Kshs 1,223,184 against Kenya Suitcase Manufacturing Co. Mombasa since February 2023. He states that he used to work at the company as a machine operator and	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
			Health Services (DOSHS))		was injured on 23 rd August 2022 in the course of duty	
1040.	Stephen Wanyoike Wangui CAJ/MSA/DOSH/017/218/2023-SAK	Male	Ministry of Labour and Social Protection (Directorate of Occupational Safety and Health Services)	Unresponsive Official Conduct	The Complainant alleged that the Directorate of Occupational Safety and Health Services, Mombasa County. On 8 th April 2022, he sustained a fracture while at his workplace (Maha Mombasa) when several sacks of rice fell on him. That he duly reported the matter to DOSH and the employer filled the DOSH 1 form in October 2022. However, to date, there has been no progress on bringing the matter to a close.	Inquiry ongoing
1041.	Collins Wachira Gathigia CAJ/M.LAB/017/865/2023-V.O.K	Male	Ministry of Labour and Social Protection	Delay	The Complainant alleged that the Respondent had failed to resolve a complaint he reported against his employer.	Inquiry ongoing
1042.	Paul Kilyungi CAJ/M.LAB/017/879/23-SK	Male	Ministry of Labour	Delay	A complaint that the Nairobi County Labour Office delayed in adjudicating on the complainant's case wherein he had complained of unfair dismissal by his employer Mash East Africa Limited	Inquiry Ongoing
1043.	Muamala Enterprises CAJ/M.LAB/017/868/2023-SK	Corporate	Ministry of Labour	Delay	A complaint alleging delay by the Micro & Small Enterprise Authority to pay kshs.77,122 being payment for construction of jua kali shades in Homabay	Inquiry Ongoing
1044.	David Onyango Ochom	Male	Ministry of Labour	Delay	An allegation that the National Police Service delayed in paying the complainant a claim for Work Injury	Inquiry Ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
	CAJ/DOSH/017/884/23-SK				Benefits under WIBA Claim Ref: ML/DOSHS/WIBA/APS/251/2021. He sustained injury on 16/6/2022 while on the course of duty in Wajir County	
1045.	MWANGI WANJIRU ELIZABETH CAJ/NHRR/PO/047/15/23-EM	Female	Ministry of Labour	Delay	The Complainant alleges her husband was an administration police who died while in the course of duty. She alleged that the matter was reported to the labour office but no action has ever been taken.	Inquiry ongoing
The Department of Social Services						
1046.	NDIRITU MUKIRA GLADYS CAJ/NHRR/DSS/094/1/23-EM	Female	The Department of Social Services	Manifest Injustice	The complainant alleges that she is a person living with a disability. She has been visiting the social services offices for assessment so she can qualify for a monthly stipend but the social service office has refused her service.	Inquiry ongoing
Ministry of Finance – Pensions Department						
1047.	Wycliffe Webster Lukio CAJ/MSA/PEN/000/132/2023-SAK	Male	Pensions Department	Unresponsive Official Conduct	The complainant alleged that he is a retired civil servant who was working under the Ministry of Finance and Planning before being seconded to KRA. That he retired in December 2002 and has been receiving monthly pension under APN/PC 141620. However, the Pensions Department stopped his pension in February 2020 without any justification. He has written to the department severally but there has been no response.	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
1048.	Muthoni Cyprian Mugo CAJ/MSA/PEN/000/130/ 2023-SAK	Female	Pensions Department	Delay	The Complainant alleged that she is the widow of the late Cyprian Mugo Nguri , a retired TSC teacher, APN/PC0000138969 who died on 27th March 2018. That she has been following up on the dependent's pension which remains unpaid to date despite her frequent follow ups.	Inquiry ongoing
1049.	Mary Gicheru CAJ/MSA/PEN/000/135/ 23-EM	Female	Pensions Department	Delay	The Complainant alleged that the pensions department for failing to pay dependents pension in respect of her late husband, Peter Gicheru Muiruri passed on in November 2021. She duly filled the relevant documents since 2022 but to date there has been no progress on her claim. She was requested to supply further details on her complaint.	Inquiry ongoing
1050.	David Omwenga Muywaywa CAJ/PEN/000/1566/202 3-MD	Male	Pensions Department	Delay	The Complainant alleged that he retired on 1 st July 2021 having worked as a civilian staff for the Ministry of Defence and has not received his pension benefits despite several follow ups .	Inquiry Ongoing
1051.	Richard Akoko Owidi CAJ/KSM/PEN/000/131/ 23-AO	Male	Pension Department	Delay	The Complainant alleged that the Pensions Department delayed to process and pay pension in the estate for the estate of Paul Ochieng Ogutu APN/PC 396634.	Inquiry ongoing
1052.	Richard Akoko Owidi CAJ/KSM/PEN/000/131/ 23-AO	Male	Pensions Department	Delay	The Complainant alleged delay by Pensions department to process and pay pension in the estate of Paul Ochieng Ogutu APN/PC 396634.	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
1053.	Kevin Otieno Ombanya CAJ/KSM/PEN/000/128/23-WT	Male	Pensions Department	Unresponsive Official Conduct	The Complainant alleged failure by Pensions Department to process request for change of guardianship- APN/PC NO. 238191. The Complainant is a dependant of the late Fredrick Ombanya Okech who passed on in 2011. His grandfather, who was the next of kin to the late Fredrick Ombanya Okech took up Guardianship of the Complainant and his siblings until 2018 when he died. After their grandfather's demise, the family nominated the Complainant to take up guardianship of his siblings. Following the family's nomination, the Complainant made a request for change of guardianship in 2019 but the change had not been effected.	Inquiry ongoing
1054.	Alice Amolo Omondi and Jane Atieno Omondi CAJ/KSM/PEN/000/129/7/23-WT	Group	Pensions Department	Unresponsive official conduct	The Complainant alleged failure by the Pension's Department to process pension dues in the estate of the late Jared Omondi Ojal who died on 28/4/2020. That they filled all the requisite forms to facilitate payment of the dependent's pension in 2020 and had not received any response.	Inquiry ongoing
1055.	Benjamin K Kurgat CAJ/PEN/000/1555/2023-KC	Male	Pensions Department	Delay	The complainant (APN/PC number 155395) alleged delay at Pensions Department to process his pension benefits upon retiring from teaching service effective 1 st January 2003.	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
1056.	Esther Marete Kaburo ISI/HUD/FIN/00/011/23 - KWK	Female	Pensions Department	Delay	The Complainant alleged that she was an employee of Ministry of Agriculture, Livestock and Irrigation. That upon retirement in August 2022, she has been following on her pension's benefits to no avail.	Inquiry ongoing
1057.	Francis Kiambi Ngaruni ISI/HUD/FIN/000/012/23 - KWK	Male	Pensions Department	Delay	The Complainant alleged that he was an employee of Teachers Service Commission until his retirement in 2022. That he applied for pension number in December 2022 and he is yet to receive neither his pension number nor his pension paid to him. Complainant directed to provide supporting documents	Inquiry ongoing
1058.	Ken Murangiri for Shadrack Kamanja Marananga	Male	Pensions Department	Delay	The Complainant alleged that his grandfather P/No 9699 Corporal Shadrack Kamanja, Pension No APN/PC 369713 exited from Kenya Wildlife Service after attaining mandatory retirement age on 1 st January 2007. That since then he has not received his pension dues despite forwarding all requisite documents to the Pensions Department. The Complainant has made several follow ups on the matter on behalf of his grandfather to no avail. He alleged that the last time he made a call to the department, he was informed that the matter was forwarded to the External Auditor for further necessary action.	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
1059.	Wambui Ngumba Mary HUD/MAKUENI/PEN/000/117/23-RA	Female	Pensions Department	Delay	The complainant is a retired teacher aged 83 years. The complainant retired in May 1995 .TSC number 22591. The complainant alleges that Pensions department is yet to release her pending pension of 15 years and 8 months due to the fact that her pension was calculated on the Basis of erroneous service in terms of years.	Ongoing Inquiry
1060.	Fadhili Sururu CAJ/MSA/PEN/000/133/2023-EM	Male	Pensions Department	Unlawful Official Conduct	The complainant alleged that his father was a former government employee who died in 2004. However, to date, his mother is yet to be paid any dependents pension under APN/PC/48351	Inquiry ongoing
1061.	Faith Mideva Misango CAJ/MSA/PEN/000/134/23-EM	Female	Pensions Department	Unresponsive Official Conduct	The Complainant alleged that she is the legal beneficiary of James Lubanga Misanga (PF No. 2010123931) who died in 2021 while in employment at the Ministry of Interior and National Administration. The officer's pension claim was processed and forwarded to the Pensions Department. However, to date the family has not received any benefits therein.	Inquiry ongoing
1062.	Philista Akoth Auma CAJ/TSC/013/2621/23-JMM	Female	Pensions Department	Delay	The Complainant alleged that she is the wife of the late Francis Musingo who was a teacher and retired in 2001 and a pensioner, pension No. APN/PC 134028. The Late Francis Musingo was a beneficiary of the Nakuru Judgement which allowed salary increment for	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					teachers who retired between 1997-2002. She has made several follow-ups with the Pensions Department for the release of the same without any success	
Unclaimed Financial Assets Authority						
1063.	Ghulam Sarwar CAJ/UFAA/000/1556/23-EMN	Unclaimed Financial Assets Authority	Male	Delay	The Complainant alleged that he had applied for payment of his monies from the Respondent but that the Respondent had failed to process and pay the same since 2021	Inquiry Ongoing
1064.	Stephen Macharia Mwangi HUD/EMBU/UFAA/000/116/23-JMM	Male	Unclaimed Financial Assets Authority	Unresponsive official Conduct	The complainant alleged that he had taken out an insurance policy with Apollo Insurance Company. The policy expired and he was informed that his dues were credited with UFAA. He has been following on this issue with your office without success.	Inquiry ongoing
Ministry of Tourism, Wildlife and Heritage						
1065.	George Gitau Karuma HUD/NKR/M.WIF/010/2/23-FL	Male	Ministry of Tourism, Wildlife and Heritage	Unresponsive official conduct	A complaint on allegations that Kenya Wildlife Services has delayed to settle his claim for compensation for the loss of his three-adult sheep of Corriedale breed after they were mauled by wildlife on 16/1/2018 in Molo, Nakuru County	Initiated inquiry which is ongoing awaiting update from the respondent

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
Kenya Wildlife Service						
1066.	Alex Waikombe Sereria CAJ/MSA/KWS/010/22/ 2023-EM	Male	Kenya Wildlife Service	Unresponsive Official Conduct	The Complainant alleged that he was dismissed from service in 2022. He duly appealed against the same, but to date he is yet to receive an outcome to his appeal	Inquiry ongoing
1067.	Richard Mwirigi Kiugu ISI/HUD/M.WIF/010/004/ 23 - KWK	Male	Kenya Wildlife Services	Delay	The Complainant that in 2022 his crops were destroyed by stray elephants. He reported the matter to the Kenya Wildlife Services Offices in Meru. An agricultural Officer and KWS officers visited his property and assessed the damage to be at Kshs. 198,000. He was asked to provide his bank details to enable KWS compensate him for the damage caused. He provided the said bank details on 3 rd October 2022. He further alleged that he is yet to be compensated despite providing all the requisite documents.	Inquiry ongoing
1068.	Januarius mwonokia Marete CAJ/KWS/010/165/23-	Male	Kenya Wildlife Services	Unresponsive Official Conduct	The Complainant alleged that Elephants from the Gitaro Kenya Wild Life Conservancy raided his farm and destroyed his crops. He reported the Respondent's office but that they failed to respond to his claim.	Inquiry Ongoing
Ministry of Energy and Petroleum						
1069.	John Funywa CAJ/ELD/KETRACO/021 /28/23-EK	Male	Ministry of Energy & Petroleum	Administrative injustice	A complaint on allegations that KETRACO have failed to settle dues owed to him in compensation for the	Initiated inquiry which is ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					loss of his 2 children who succumbed to injuries from the electricity wires during the construction of electricity lines in Mosiro Ward, Narok East sub county, Narok County.	awaiting update from the complainant
1070.	Geoffrey Kimani Munjunga HUD/NKR/M.ENE/021/7/23-EK	Male	Ministry of Energy & Petroleum	Delay	A complaint on allegations of failure by KETRACO to settle his dues amounting to Kshs.700,000 following the compulsory acquisition of his land parcel number Naivasha/ Mwachiringiri Block 4/14321 for the Olkaria-Lessos-Kisumu 400/220Kv Transmission line project	Initiated inquiry which is ongoing awaiting update from the respondent.
1071.	Bernard Cheruiyot Kirui HUD/NKR/KPLC/021/8/23-MM	Male	Ministry of Energy	Delay	A complaint on allegations of delay by Kenya Power Company to update or address his complaint on unauthorized disconnection of his electricity supply which he lodged vide his letter dated 14/9/2023.	Initiated inquiry which is ongoing awaiting update from the respondent
1072.	Samuel Maina Ngungi HUD/NKR/M.ENE/021/10/23-MM	Male	Ministry of Energy and Petroleum	Delay	A complaint on allegations of delay by KETRACO to settle Kshs. 700,000/= owed to him following the compulsory acquisition of his land parcel number Naivasha/Mwachiringi Block 4/14315 for the Olkaria-Lessos-Kisumu 400/220kv transmission line project	Initiated inquiry which is ongoing awaiting update from the respondent.
1073.	Bonface Kogi Wangui HUD/NKR/M.ENE/021/09/23-MM	Male	Ministry of Energy and Petroleum	Delay	A complaint on allegations of delay by KETRACO to settle Kshs. 700,000/= owed to him following the compulsory acquisition of his land parcel number Naivasha/Mwachiringi Block 4/14316 for	Initiated inquiry which is ongoing awaiting

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					the Olkaria-Lessos-Kisumu 400/220kv transmission line project	update from the respondent.
1074.	Karuiru Kamau HUD/NKR/M.ENE/021/12/23	Male	Ministry of Energy and Petroleum	Delay	A complaint on allegations that KETRACO has delayed to settle dues amounting to Kshs.921,576 in compensation following the compulsory acquisition of a portion of his land of his land parcel number Naivasha/Mwichiringi Block 4 (Mirera) /566 for the construction of the Olkaria-Lessos-Kisumu 400/200 Kv transmission line project	Initiated inquiry which is ongoing awaiting update from the respondent
1075.	Stephen Nganga Koigi HUD/NKR/M.ENE/021/11/23-EK	Male	Ministry of Energy and Petroleum	Delay	A complaint on allegations that KETRACO has delayed to settle dues amounting to Kshs.3,861,676 in compensation following the compulsory acquisition of a portion of his land parcel number Naivasha/Mwichiringi Block 4 (Mirera) /581 for the construction of the Olkaria-Lessos-Kisumu 400/200 Kv transmission line project.	Initiated inquiry which is ongoing awaiting update from the respondent
Ministry of Defence						
1076.	Esther Wanjru Muiruri CAJ/M.DEF/037/290/23-FN	Female	Ministry of Defence	Unfair treatment	Complainant alleged non-payment of personal guide allowance by his employer, the respondent. The Commission initiated an inquiry via a letter to the respondent dated 31st October 2023.	Inquiry ongoing - Pending update from complainant

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
1077.	Elias Zakayo Mwenda CAJ/M.DEF/037/287/23-V.O.K	Male	Ministry of Defence	Unfair official conduct	The Complainant alleged that the Respondent started deducting Kshs. 365.70 from his salary in December 2022 to Kenya Union of Civil Servants without his consent. MOD has since responded and the Commission awaits the Complainant's rejoinder.	Inquiry ongoing
1078.	Ann Njoki Mwonjoria HUD/NYERI/M.DEF/037/5/23-V.O.K	Female	Ministry of Defence	Unfair official conduct	The Complainant alleged that her husband worked with the Ministry of Defence for two years before he was diagnosed with a health issue. The ministry did not pay any benefits to his wife even after his death.	Inquiry ongoing
1079.	Dickson Micheni Irai CAJ/M.DEF/037/286/23-SK	Male	Ministry of Defence	Delay	Complainant alleged delay in processing of his pension dues following his retirement from service with Kenya Air Force with effect from 3 rd May 2008	Inquiry Ongoing
1080.	Festus Maunya Olukohe CAJ/M.DEF/037/289/23-SK	Male	Ministry of Defence	Unfair Treatment	Complainant alleged that he was dismissed without benefits from Kenya Defence Forces after he was subjected to a Court Martial process. He lamented being sent away without any benefits yet he had worked for the military for 11 years and had a family that depends on him.	Complainant requested to furnish a copy of the Court martial Ruling
Ministry of Fisheries						
1081.	Rosalind Wangui Muthoni CAJ/M.FIS/014/425/23-SK	Female	Ministry of Fisheries	Unresponsive Official Conduct	Complainant alleged that the State Department of Fisheries was not responding to her request for training where she sought to undertake a	Inquiry Ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					masters Course. She stated that she was advised that the Government had freezed budget for trainings but other officers in the same Department were being trained	
Ministry of Home Affairs						
1082.	LENTIMAS JACOB CAJ/NHRR/M.HHA/002/ 1/23-EM	Male	Ministry Of Home Affairs	Delay	The Complainant alleges that he was dismissed from the prison service. He lodged an appeal from the dismissal on 2 nd April 2022 but the appeal has not been heard despite several reminders.	Inquiry ongoing
Ministry of Land and Physical Planning						
1083.	Mwinyi Mazda Nganga CAJ/MSA/ATI/M.LAN/02 2/13/23EM	Male	Ministry of Lands and Physical Planning	Access to Information	An application for information to the County Land Adjudication and Settlement Office, Mombasa. The request was for the release of PDP, list of beneficiaries, allocation minutes and list of committee members in respect of the Shikaadabu Settlement Scheme Block 125 of 2017.	Inquiry ongoing
1084.	Human Rights Agenda (HURIA) CAJ/MSA/ATI/MSA/022/ 12/2023	Organization	Ministry of Lands and Physical Planning	Access to Information	An Access to information request dated 17th November 2024 from the Human Rights Agenda (HURIA)). The letter requests to be furnished with the status of land tenure and occupancy for the Sheep and Goat Settlement Scheme in Matuga Sub-County, Kwale County	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
1085.	Martin Oduor Koleng CAJ/KSM/M.LAN/022/68/23-WT	Male	Ministry of Lands & Physical Planning	Improper official conduct	Complaint alleging failure by Siaya Lands office to release a boundary dispute resolution report involving Land Parcel No. Siaya/Nyandiwa/2480 and adjacent parcels. The Land Registrar visited the land on 4th October 2023 for the purpose of determining the boundary dispute, but did not share the report of the boundary resolution, did not identify the correct boundaries or provide any guidance to the parties.	Inquiry ongoing
1086.	Hussein Ali CAJ/M.LAN/022/2433/23-SK	Male	Ministry of Lands & physical Planning	Unresponsive Official Conduct	A complaint of delay by the Ministry of Lands in addressing a complaint filed by the complainant on behalf of the beneficiaries of Soweto land in Namanga, Kajiado County.	Inquiry ongoing
1087.	Rowland Thiongo Kinuthia CAJ/M.LAN/022/2407/2023-SAK	Male	Ministry of Lands & Physical Planning	Unresponsive Official Conduct	The complainant alleged that the Deputy Land Registrar, Kiambu had failed to comply with a court order issued in Nairobi Succession Cause No. 2015 of 2000 dated 15 th January 2019. The Order gave the Deputy Registrar the authority to sign the transfer from and effect the same for DAGORETTI/KANGEMI/1910 & 1920 and DAGORETTI/RIRUTA/6738 but this had not been done.	Inquiry ongoing
1088.	Njue Kiura HUD/EMBUM.LAN/022/267/23-JMM	Male	Ministry of Lands	Delay	The complainant alleged that he has been making a follow up of his title deeds without success. He was advised to supply his claim supporting documents	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
1089.	Caroline Adhiambo CAJ/M.LAN/022/2430/23-RA	Female	Ministry Of Lands	Inefficiency	The Complainant alleges that the Green card for her two plots ;KJD/KAPUTIEI-NORTH/17335 & KJD/KAPUTIEI-NORTH/17331 are missing in Kajiado lands Registry. She requests the Commission to assist her question and know why the green cards are missing and why is it impossible for the search to be conducted.	Ongoing Inquiry
1090.	Kariuki Kithinji HUD/EMBU/NLC/022/265/23-JMM	Male	Ministry of Lands	Delay	The complainant alleged that he is the proprietor of land parcel NTHAWA/RIANDU/2337. He further alleges that he applied to the Lands Office for Consent to subdivide his land and subsequently transfer one of the resultant portions and attended a sitting of the Siakago Lands Control Board. He later went to the Lands Office to collect the letter of consent but was informed that the same was lost and was asked to make a fresh application and pay the requisite fees.	Inquiry ongoing
1091.	Esther Wambui Njogu Mukono CAJ/M.LAN/022/2405/23-SK	Female	Ministry of Lands	Unfair Official Conduct	A complaint alleging failure by the Surveyors from Nairobi Regional Survey Office and the Land Registrar to resolve a boundary dispute pitting owners of land titles <i>Dagoretti/Riruta/4990 vs 4991-3, 1763, 1945, 1873 and 1874</i> . The Surveyor had issued two survey reports which could not be implemented on the ground	Inquiry Ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
1092.	Anonymous vs Public Officer CAJ/P.O/041/631/2023-SK	Unknown	Ministry of Lands	Corruption	A complaint alleging corruption by the County Surveyor for Kisii. It was alleged that the Surveyor engages in acts of corruption by overcharging for services offered by the Survey Office	Inquiry Ongoing
1093.	George Barrack Tunya CAJ/M.LAN/022/2338/23-SK	Male	Ministry of Lands	Unresponsive Official Conduct	An allegation that the Department of Lands failed to pay sitting allowances for the former members of Ugunja/Ugenya Land boards.	Complainant requested to furnish particulars
1094.	Mulumi Rachel CAJ/M.LAN/022/2438/23-SK	Female	Ministry of Lands	Delay	Complainant alleged that he appealed to the Minister in a land Adjudication Case in Mutomo Sub-County, Kitui County but the DCC was yet to issue his verdict in the case	Inquiry Ongoing
1095.	Alexina Nyabeta Ombaso CAJ/M.LAN/022/2446/23-SK	Female	Ministry of Lands	Unlawful Official Conduct	A complaint alleging that the Land Registrar of Kisii District Lands Office was using the Office for personal gains and only attends to rich clients. The complainant further accused the Land Registrar of making illegal entries on the Register for land Title No. Wanjare/Bogiakumu/587 whose effect was to change ownership of the land	Inquiry Ongoing
1096.	MATHENGE ROBERT CAJ/NHRR/M.LAN/022/40/23-EM	Male	Ministry Of Lands, Housing And Urban Development	Inefficiency	The complainant alleges that there was an error in subdivision of his mother's property resulting in a discrepancy in the size indicated on the title deed and the actual size of the parcel.	Inquiry ongoing
1097.	KARIGE WANJIRU MARY CAJ/NHRR/M.LAN/022/37/23-EM	Female	Ministry Of Lands	Delay	The Claimant alleges that her late father's land was compulsorily acquired by the government for construction of a	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					road in 2007 and the compensation has not been forthcoming.	
1098.	Linus Juma on behalf of Shauri Moyo Residents CAJ/M.HOU/028/70/23-RA	Male	Ministry of Housing	Manifest Injustice	A complaint of unlawful eviction against the Respondent by the Complainant seeking inclusivity and fair treatment.	Ongoing Inquiry
1099.	ANONYMOUS CAJ/NHRR/M.LAN/022/38/23-EM	Male	Ministry Of Lands	Unlawful Official Conduct	The Complainant alleges that the Nyeri Land Registry has been complicit in grabbing of public utilities which have been registered in the names of individuals. The complainant also alleged various inefficiencies regarding various transactions he had lodged at the registry.	Inquiry ongoing
1100.	Joseph Kahiga Wamariu HUD/NYERI/M.LAN/022/270/23-FN	Male	Ministry of Lands	Outside Mandate (land dispute)	Complainant alleged that the lands office in Nyandarua County issued 3 different land titles for a parcel left to her by her granddaughter (no further particulars provided)	Inquiry ongoing – Pending update from complaint
1101.	Grant Waruru Kaguti HUD/NYERI/M.LAN/022/263/23-FN	Male	Ministry of Lands and Physical Planning	Unfair Treatment	Complainant alleged that the Lands Office in Nyeri had denied him an Official Search on Land Ref Ruguru/Gachika/787 on the grounds that he did not supply a copy of the title document.	Inquiry ongoing – Pending update from respondent
1102.	Anonymous CAJ/M.LAN/022/2434/23-FN	Unknown	Ministry of Lands	Inefficiency	Complainant raised an issue with the quality of service at the Kiambu Lands Registry who couldn't provide forms for Search Certificates, Consent & transfer and other documents	Inquiry ongoing - Pending update from complainant

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
1103.	Hannah Wairimu Mugwanja CAJ/M.LAN/022/23-FN35/23-FN	Female	Ministry of Lands	Delay	Complainant alleged a delay in effecting changes to title documents despite being in possession of a letter from the Survey office directing that the changes be made. Complainant was advised to conduct a fresh search	Inquiry ongoing - Pending update from complainant
1104.	Solomon Ndiritu Gichuki HUD/NYERI/M.LAN/022/272/23-FN	Male	Ministry of Lands	Abuse of Power	Complainants alleged that the Land Registrar in Nyeri has failed to issue title deed for Kiandere Community since 2017	Inquiry ongoing - Pending update from respondent
1105.	Odundo Kennedy CAJ/M.LAN/022/2445/23-FN	Male	Ministry of Lands	Delay	Complainant alleges that he bought a parcel of land; KAMAGAMBO/KABUORO/3977 and sought a transfer in Migori Land Registry in July 2023. The same has not been effected to date.	Inquiry ongoing pending update from respondent
1106.	Gafuru Community Tana River CAJ/M.LAN/022/2451/23-SCK	Group	Ministry Of Lands	Outside Mandate	The complainants wrote to the Lands Registrar on a dispute between itself and other communities around them on registration of community land, this a matter that the Lands Registrar can handle.	Inquiry ongoing
1107.	Susan Wanjiku Githinji CAJ/M.LAN/022/2403/23-RA	Female	Ministry of Lands	Delay	The complainant alleges of delay in having land parcel Ndeiya/Makutano 50 sub-divided. She claims that she has severally requested the joint beneficiaries and through Chief Thigio, A.C.C Ndeiya, DCC Ndeiya and County Commissioner Kiambu offices to have the subject suit property sub-divided but they have persistently declined to	Ongoing Inquiry

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					accept the request with no apparent reason.	
1108.	Benson Mukunji M'mucena CAJ/ISI/M.LAN/022/100/ 2023 - KWK	Male	Ministry of lands	Unresponsive official conduct	The Complainant alleged that he is was involved in a long-standing land dispute with individuals known to him over land parcel No. Ruiiri/Rwarera 599 measuring approximately 26 acres. That the DLASO ruled in favour of the defendants. The Complainant appealed the matter to the minister vide case number 118/2020 in which the minister ruled in his favour. DLASO was ordered to deregister the said defendants and register the land parcel in Complainant's name. Complainant directed to supply supporting documents	Inquiry ongoing
1109.	Mutisya Nzyimi CAJ/M.LAN/022/2439/2 023-SCK	Male	Ministry Of Lands	Inefficiency	The complainant alleges on the 23 rd November, 2023, he visited Muranga Lands Office to collect his title deed, he indicates that he was not served until Mid-Day contrary to the organization's Service Charter.	Inquiry ongoing
Land Registrar Kiambu						
1110.	Susan Gichanga on behalf of Grace Gichanga CAJ/PO/047/637/23-FN	Female	Lands Registrar, Kiambu	Delay	Complainant alleged a delay in Official search on a account that lands Office lost the Green Card for her parcel of land. The Commission wrote to the complainant on 21st September 2023 asking her to provide documentary evidence	Inquiry ongoing - Pending update from complainant

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
Ministry of Lands, Public works, Housing and Urban Development						
1111.	Alinaitwe, Osodo Advocates For Sandbanks Limited CAJ/HUD/KWALE/M.LA N/022/20/23-EM	Organization	Ministry of Lands, Public Works, Housing, and Urban Development (District Lands Registrar, Kwale)	Unresponsive Official Conduct	The Complainant alleged that the District Land Registrar failed to provide feedback and a report following site visit for a boundary dispute. The Registrar visited the disputed site on 27 th July 2023 and stated he would give his report from two weeks therein.	Inquiry ongoing
1112.	Samuel Kithinji CAJ/ISI/M.LAN/022/098/ 23 - KWK	Male	Ministry of lands Housing and Urban Development	Oppressive Official Conduct	The Complainant alleged that he is the registered owner of land parcel No. RUIRI/RWARERA/3400. That the title deed for the said land has been processed but the DLASO at Meru Lands office has failed to issue him with said title. He alleged that he has followed up on the title severally but the officer has asked him to come back on a later date.	Inquiry ongoing
1113.	John Mbogori CAJ/ISI/M.LAN/022/096/ 23 - KWK	Male	Ministry of Lands, Housing and Urban Development	Access to Information	The Complainant alleged that his deceased father's property known as Bula/Pesa 1109 and Bula/Pesa 1110 were registered into another person's name. They filed the matter in Court but they are unable to proceed with the matter as the Registrar of Lands has failed to provide them with information regarding the current ownership of the said property. The Complainant's advocate will contact us to provide clear and further information.	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
1114.	Paul Kombo, Abednego Musyimi, Mary Tonkei & Stacy Karimi CAJ/M.LAN/022/2419/2 3-SCK	Group	Ministry Of Lands, Housing and Urban Development	Delay	The complainants alleges that they have been seeking justice through ADR (on a land dispute) with the Ministry but follow ups to conclude this matter went in vain.	Inquiry Ongoing
1115.	Maina Njogu Joseph	Male	Ministry Of Lands, Housing and Urban Development	Delay	The complainant alleges that the Land office in Nanyuki, Laikipia County has delayed in granting him assistance following a decree dated 13th day of April 2023. The court ordered that a government surveyor conduct the disputed block but the land office has not been of assistance to rectify wrong division of the land after the survey.	Inquiry ongoing
1116.	K. Kimaya Michael CAJ/M.LAN/022/2341/2 3-RA	Male	Ministry Of Lands, Housing And Urban Development	Delay	The complainant alleges the Land surveyor in Tawa has not been taking up land dispute between him and his neighbour despite bringing the matter to their attention and that they are unwilling to resolve the dispute.	Ongoing Inquiry
1117.	Janet Fedha CAJ/M.LAN/022/2440/2 3-RA	Female	Ministry Of Lands, Housing And Urban Development	Unresponsive Official Conduct	The complainant complains of unrecorded Court order by the lands office in Kitale and Nairobi given on 7th December 2022 in the matter of the estate of Nathan Washiko Fedha. She claims that this action puts innocent kenyans at risk to buy fraudulent land.	Ongoing Inquiry
1118.	Njeri Nyokabi Mary CAJ/M.LAN/022/2441/2 3-RA	Female	Ministry Of Lands, Housing And Urban Development	Outside mandate	The complaint is a succession dispute involving family members. The complainant alleges that they are excluded in the succession case	Ongoing Inquiry

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					involving a parcel of land left by their late mother and they have been evicted from the land they have been leaving on following the dispute that is in court.	
1119.	Anonymous CAJ/MSA/M.LAN/022/340/23-EM	Anonymous	Ministry of Lands, Public Works, Housing, and Urban Development	Delay	The Complainant alleged that Mwele Simakeni Scheme located in Rabai/Kisurutini Ward was surveyed in 2015, but to date the titles have not been released.	Inquiry ongoing
1120.	Mbuyu Wachapa CAJ/MSA/ATI/M.LAN/022/22/23-SAK	Group	Ministry of Lands, Public Works, Housing, and Urban Development	ATI	A request for information dated 13 th September 2023. The complainant was requested for clearer details on his complaint.	Inquiry ongoing
1121.	Philip Mutuma Mbaya CAJ/M.LAN/022/2344/23-MD	Male	Ministry of Lands, Public Works, Housing, and Urban Development	Unresponsive Official conduct	The Complainant alleged that he made an application for official search at Murangá Lands Office on 18 th July 2023 to establish status of ownership and the same has elicited no response	Inquiry Ongoing.
1122.	Segcid Joseph Mbaki Kanyi CAJ/PO/047/654/23-MD	Male	Ministry of Lands, Public Works, Housing, and Urban Development - Kiambu	Delay	The Complaint alleged that the Respondent has refused to comply with a court order compelling the district surveyor to visit his parcel of land to determine boundaries to settle a boundary dispute between the complainant and his neighbor.	Inquiry ongoing.
1123.	Nderitu George Nganga HUD/NYERI/M.LAN/022/269/23-V.O.K	Male	Ministry of Lands, Public Works, Housing	Unfair official conduct	The Complainant alleged that the Land Registrar Nyeri failed to resolve a boundary dispute and instead referred him to the department of physical	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
			and Urban Development		planning. He was advised to lodge the relevant application for cancellation of an easement.	
1124.	Grace Wambui Karanja & Veronica Wanjiru Gichuki CAJ/M.LAN/022/2436/23-V.O.K	Group	Ministry of Lands, Public Works, Housing and Urban Development	Delay	The Complainant alleged delay in payment of compensation following acquisition of land parcel number KIJABE/KIJABE BLOCK 1/377 by the National Land Commission for purposes of constructing Naivasha ICD – Longonot Station New Meter Gauge Railways link line in 2022.	Inquiry ongoing
1125.	CAJ/NLC/022/2401/23-EMM JOUBERT OGIEK COMMUNITY	Group	Ministry of Lands, Public Works, Housing and Urban Development	Manifest Injustice	This complaint relates to historical land injustices committed against the Joubert Ogiek Community who currently reside in Londiani area and whose original settlement was in the Joubert forest. The complainants allege that they were forced out of their original homes in Joubert forest in the year 1988. Further, they allege since they were forced out of the forest, they have been rendered landless.	Referred to the National Land Commission for investigations. Recommendation: follow up with the National Lands Commission.
1126.	Rigaki Community Based Organisation CAJ/P.O./047/620/2023 – EF	Group	Ministry of Lands, Public Works, Housing and Urban Development (Land Registrar, Kiambu)	Delay	Complainants alleged that they made an application for allocation of public land known as Limuru/Rironi/461, for purposes of carrying out a community fish farming project. That the application was assessed and approved by all relevant authorities, and the complainants were issued with a letter of allotment. Despite complying with all	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					requirements, including payment of the relevant charges and following up severally, the complainants had not been issued with the title document. The Commission initiated an inquiry.	
1127.	Ayub Muthee Igweta CAJ/M.LAN/022/2423/2 3 - EF	Male	Ministry of Lands, Public Works, Housing and Urban Development	Unlawful official conduct	Complainant alleged delay in the implementation of a court judgement concerning a boundary dispute, due to irregularities in the survey plans for the subdivision of plot LR No. Ntima/Igoki 1137. Complainant was advised to first write to the Director of surveys requesting a review of the survey plans, and update the Commission.	Inquiry ongoing Pending action from complainant
1128.	Ombonya Kambi Associates and Advocates CAJ/P.O/047/640/23 – EF	Organization	Ministry of Lands, Public Works, Housing and Urban Development (Land Registrar, Nyamira County)	Unlawful official conduct	Complainants alleged that the Land Registrar, Nyamira County removed a caution placed by their client on Land Reference No. Nyansiongo Settlement Scheme/404, without according him a right to be heard or providing substantive reasons for the same. The complainant was advised to first allow the Land Registrar to respond to the complaint letter which had been addressed to him, and update the Commission.	Inquiry ongoing Pending action from complainant
1129.	Wallace Chege on behalf of New Milimani Housing Cooperative Society CAJ/M.LAN/022/2449/2 3 – EF	Male	Ministry of Lands, Public Works, Housing and Urban Development	Delay	Complainant alleged that the Society made an application to the Ministry of Lands seeking registration on the Ardhisasa online platform, so as to facilitate land transactions, but 2 months had passed without appropriate action.	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
1130.	Jathan Wanjohi Ndirangu HUD/NKR/M.LAN/022/5 8/23- FL	Male	Ministry of Lands, Public Works & Urban Development	Unresponsive Official Conduct	A complaint on allegations that the Nakuru County Lands Office has failed to issue him with a certificate of official search to enable him ascertain the current status of land parcel number Kiambogo/Kiambogo Block 2/18988	Initiated inquiry which is ongoing pending update from the respondent.
1131.	Benard Kiprotich Sitienei HUD/NKR/M.LAN/022/5 9/23-EK	Male	Ministry of Lands, Public Works & Urban Development	Injustice	A complaint on allegations of failure by the District Land Surveyor Kericho to amend the map demarcation for land parcel Kericho /Londiani/Jourbert/Kedowa Block 15(Mudie) 18 and /Londiani/Jourbert/Kedowa Block 15(Mudie) 15 wherein the map demarcation of his parcel No. 18 is less by 0.5 Acres as per the map	Initiated inquiry which is ongoing awaiting update from the respondent.
1132.	Ezekiel Barsaiya CAJ/ELD/M.LAN/022/10 3/23-MM	Male	Ministry of Lands, Public Works & Urban Development	Delay	A complaint on allegations of delay by the Nandi County Land Registrar to address their complaint on non-compliance of his order in a road of access dispute for land parcels number Nandi/Lelmokwo/346 versus 224,208 and 206.	Initiated inquiry which is ongoing awaiting update from the respondent.
1133.	Edward Taracha CAJ/ELD/M.LAN/022/10 3/23-MM	Male	Ministry of Lands, Public Works & Urban Development	Unresponsive official conduct	A complaint on allegations of that the Bungoma County Lands Office has failed to address his complaint on the unlawful transfer of his land parcel number E.Bukusu/S/Kanduyi/2400 and to Fredrick Wepo Malisa.	Initiated inquiry which is ongoing awaiting update from the complainant.

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
1134.	Reuben Kuttoh CAJ/ELD/M.LAN/022/10 4/23-MM	Male	Ministry of Lands, Public Works, Housing & Physical Planning	Inefficiency	A complaint on allegations that the Uasin Gishu County Lands Office are opened outside the official opening hours of 0800 hours which hampers service delivery.	Initiated inquiry which is ongoing awaiting update from the respondent.
1135.	Jackson Koila CAJ/ELD/M.LAN/022/10 5/23-EK	Male	Ministry of Lands, Public Works, Housing & Urban Development	Delay	A complaint on allegations that the Transmara Lands Office, Narok County have delayed to address a land boundary dispute that they lodged	Initiated inquiry which is ongoing awaiting update from the complainant
1136.	Ezekiel Barsaiya & 2 others CAJ/ELD/M.LAN/022/10 3/23-MM	Male	Ministry of Lands, Public Works, Housing & Urban Development	Delay	A complaint on allegations that the Land Registrar Nandi County has delayed to update them on the outcome of a road of access dispute for land parcels number Nandi/Lelmokwo/346 versus 224,208,206 to which survey had been undertaken.	Initiated inquiry which is ongoing awaiting update from the respondent
1137.	Joseph Arusei CAJ/ELD/M.LAN/022/10 6/23-MM	Male	Ministry of Lands, Public Works, Housing & Urban Development	Administrative Injustice	A complainant on allegations of dissatisfaction with the decision by the Nandi County Lands Registrar to determine a boundary dispute for land parcel No. Nandi/Eisero/18 versus others in their absence on 28/11/2023 despite them having been served with summons indicating determination of the same to be undertaken on 30/11/2023.	Initiated inquiry which is ongoing awaiting update from the complainant

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
1138.	Rose Chelagat CAJ/ELD/M.LAN/022/01/23-MM	Male	Ministry of Lands, Public Works, Housing & Urban Development	Correction of Information	A complaint on allegation of failure by the Ministry of Land to put the correct information indicated in the tittle deed being processed for the Complainant as the number indicated in the documents does not match that of the complainant.	Complainant is to update us with feedback in 21 days after making an inquiry for correction of information.
1139.	Joseph Mwangi CAJ/M.LAN/022/2408/23-EMN	Male	Ministry of Lands, Public Works, Housing, and Urban Development	Unfair official conduct	The complainant alleged that they bought 3 acres of land which was subject to litigation and that they won the case. He said that only part of it was registered in the complainant's name.	Ongoing inquiry
1140.	Ammal Abbi CAJ/M.LAN/022/2409/23-EMN	Male	Ministry of Lands, Public Works, Housing, and Urban Development	Delay	The complainant alleged that she is the registered owner of land parcel Number IR 124154 and that she was issued with a faded title. She returned it for rectification but that the same has not been returned to her despite several follow ups.	Ongoing inquiry
1141.	Nzili Sumbi advocates CAJ/M.LAN/022/2413/23-EMN	Organization Ministry of	Lands, Public Works, Housing, and Urban Development(Kitui Lands Registry)	Delay	This Complaint is addressed to the Respondent and copied to this Commission. The Complainant alleged that they sought to register a caution in respect of Plot numbers 4096/R160 block 512 and 026 Block 12 and complied with all the requirements but that the Registrar failed to register the same. He was advised to follow up with the respondent and update the Commission	Ongoing inquiry
1142.	Agnes W. nguyo	Female	Ministry of Lands, Public	Delay	the complainant alleged that he was allotted land in 10990 and that she	Inquiry Ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
	HUD/NYERI/M.LAN/022/261/23-EMN		Works, Housing, and Urban Development		discovered that half of the land had been allocated to a third party. She has been following up on the Respondent to ascertain the identity of the third parties and issuance of title in vain.	
1143.	Charles Nyaruai Maina CAJ/M/LAN/022/2431/23-EMN	Male	Ministry of Lands, Public Works, Housing, and Urban Development	Oppressive Conduct	This Complaint is addressed to the Respondent and copied to this Commission. The complainant alleged that the Respondent was interfering with their ownership of land parcel No. NYERI/GATARAKWA 3058. He was advised to follow up with the Respondent and update the Commission.	Inquiry Ongoing
1144.	Josephine Mulwa HUD/MAKUENI/M/LAN/022/218/23-EMN	Female	Ministry of Lands, Public Works, Housing, and Urban Development (Makueni Land Registry)	unresponsive official conduct	The Complainant alleged that the area chief collected their land ownership document and informed them that the government needed them so as to prepare and issue them with title deeds. She said that some were issued while others were not. She was advised to avail further particulars and her claim supporting documents	Ongoing inquiry
1145.	Stephen Mbatia kamau CAJ/M.LAN/022/2343/23-EMN	Male	Ministry of Lands, Public Works, Housing, and Urban Development	Delay	The Complainant alleged that he applied for, submitted all required documents and paid for transfer but that the Kiambu County Land Registrar had failed to effect the said transfer .	Ongoing inquiry
1146.	Mary Njeri Nyokabi CAJ/M.LAN/022/2441/23-RA	Female	Ministry Of Lands, Housing And Urban Development	Outside Mandate	The complainant alleges of dis-inheritance of land to their late grandmother in the succession case thus they have been thrown out of the land	Ongoing Inquiry

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					where they have been leaving at. It was noted that after the hearing at Othaya magistrate court, the matter was referred to the Nyeri Environmental and Land Court.	
1147.	Ombuya Sylvia CAJ/PO/047/653/23-RA	Female	Lands Registrar- Kakamega	Delay	The complainant alleges that a boundary dispute survey service that was paid for at the Lands Registrar in Kakamega was not rendered as had been planned on the 30th of November 2023 at 10 Am despite apying for the required services, almost 20,000 sh. 6 months ago.	Ongoing Inquiry
Ministry of Industrialization						
1148.	Seline Atineno Obiero CAJ/M.IMDU/020/149/23-JMM	Female	Ministry of Industrialization	Unfair Treatment	The complainant alleged that she was employed in July 2022 by the Ministry of Investments, Trade and Industry. She has been working at the Ministry of Investments, Trade and Industry for the past 1 year. she has not been paid his salary since the day of his employment. She has tried to inquire from a ministry official but was told to wait for the Public Service Commission to give them their personal number	Inquiry ongoing
1149.	Simon Mwangi Ngunjiri CAJ/M.IND/020/154/23-FN	Male	Ministry of Industrialization	Unfair treatment	Complainant was hired under the Ministry as support staff in August 2022 and had not been paid any salary since. He was also not provided disability allowance	Inquiry ongoing – Pending update from respondent

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
1150.	Anonymous CAJ/MOT/020/150/23-EMN	Anonymous	Ministry of Trade and Industrialization	Unfair official conduct	This complaint is addressed to the Respondent's Principal Secretary and copied to this Commission amongst other entities. The Complainant alleged several issues of maladministration. He was advised to follow up with the Respondent and update the Commission.	Inquiry Ongoing
1151.	Fredrick Njue CAJ/M.IND/020/148/23-JMM	Male	Ministry of Investments, Trade and Industry	Unfair Treatment	The complainant alleged that he has never received his salary for the last one year. He was requested to supply his claim support documents	Inquiry ongoing
1152.	Elizabeth Nyakairu CAJ/M.IND/020/146/2023-V.O.K	Female	Ministry of Investments, Trade and Industry	Unfair official conduct	The Complainant alleged that she was employed as a driver on 29 th July 2022 but had not been paid for more than one year. She was requested for her claim supporting documents	Inquiry ongoing
Ministry of Agriculture						
1153.	Esther Mwangi CAJ/M.AGR/014/420/2023-KC	Female	Ministry of Agriculture	Delay	The complainant alleged of delay in processing the payment for goods worth Kshs. 371,200 supplied to the Ministry of Agriculture in June 2019. Despite several follow ups including physical visits to the respondent, the payment outstanding to date.	Inquiry ongoing
1154.	Grace N. Njuku CAJ/KEVEVAPI/014/415/23 – EF	Female	Ministry of Agriculture and Livestock Development	Unfair official conduct	Complainant alleged that the Institute unfairly declined to pay her a special duty allowance for performing special duties from December 2010 to December 2017, without providing	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
			(Kenya Veterinary Vaccines Production Institute)		substantive reasons for the decision. The Commission initiated an inquiry.	
1155.	Emily Ruth Odhiambo CAJ/KWPI/014/422/23 – EF	Female	Ministry of Agriculture and Livestock Development (Kenya Veterinary Vaccines Production Institute)	Unfair official conduct	Complainant alleged that when she was employed by the Institute, she was placed at a grade lower than the grade with respect to which she was recruited, and that despite a few promotions in the course of her employment, the wrong placement disenfranchised her. She sought appropriate placement and payment of commensurate arrears.	Inquiry ongoing
Ministry of Environment, Climate Change and Forestry						
1156.	CAJ/M.LAN/022/2418/23-EMM TOROBEEK COMMUNITY ASSOCIATION OF KENYA	Group	Ministry of Environment, Climate Change and Forestry	Manifest Injustice	The complainants allege that they are forest dwellers within the Kalenjin Community and that they originally lived together with the Ogiek Community before forceful eviction and displacement from the regions of Mau Complex of Nakuru and Narok Counties, Mt. Londian across to the forests of the northern Tindiret in Nandi County, Timboroa, part of Koibatek Forest, Tugen Hills, Mt. Elgon Forest and Cherangani Hills.	Referred to National Land Commission to ascertain whether investigations on historical land injustices were carried out in relation to this Community.
1157.	Anonymous CAJ/KPS/010/163/2023 – EF	Unclear	Ministry of Environment, Climate	Unresponsive Official Conduct	Complainants alleged that the respondent advertised a position of Senior Manager Corporate Services and several people applied. That since	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
			Change and Forestry (Kenya Forest Service)		submitting their application, several applicants had sought information on the status of the recruitment process, but no information was provided. The Commission initiated an inquiry.	
1158.	Christopher Githui Mathenge HUD/NYE/TRE/000/115/23 - EF	Male	Ministry of Environment, Climate Change and Forestry	Unresponsive official conduct	Complainant alleged that he had sought copies of his employment records held by the Ministry of Environment, following a request by the Kenya Marine and Fisheries Research Institute Staff Pension Scheme, without success. The Commission initiated an inquiry.	Inquiry ongoing
1159.	Samuel Titus Oduor CAJ/ELD/M.WIF/010/3/23- EK	Male	Ministry of Environment, Climate Change & Forestry	Unresponsive Official Conduct	A complaint on allegations of delay by the Kenya Forest Service (KFS) Busia County have delayed to conduct assessment of damaged trees and furnish the report to the Butula Police Station, Busia County to assist in the investigations to a malicious damage to property complaint which he lodged vide OB Number 16/23/08/2023	Initiated inquiry which is still ongoing awaiting update from the respondent
Ministry of Cooperative and Micro Small and Medium Enterprise						
1160.	Jane Chebet Kaila CAJ/ELD/SASRA/000/55/23-MM	Female	Ministry of Cooperatives & Micro, Small and Medium Enterprises (MSME) Development	Delay	A complaint on allegations of delay by the Sacco Societies Regulatory Authority (SASRA) to address her complaint on unpaid dues owed to the estate of Esbon Kiprotich Koroto by Ufundi Sacco.	Initiated inquiry which is ongoing awaiting update from the respondent.

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
1161.	Mugo Njagi HUD/EMBU/M.COOOP/ 025/21/23-EMN	Male	Co-operatives and Micro, Small and Medium Enterprises (MSMEs) Development	Delay	The Complainant alleged that he was a member of Angaza Africa Sacco and that he had withdrawn his membership but that the Sacco failed to refund his deposits. He was requested to supply clear details on his complaint.	Inquiry Ongoing
Ministry of Health						
1162.	Anonymous vs Ministry of Health CAJ/M.HEA/012/651/23-SK	Unknown	Ministry of Health	Unlawful Conduct	A complaint that the Ministry of Health has not been remitting National Social Security Fund(NSSF) deductions for its employees. They stated that despite contributing to National Social Security Fund monthly, the statements from NSSF do not reflect the contributions	Ongoing inquiry
1163.	Edward Mwagango Chira for Rehema Nadzua Jira CAJ/M.HEA/012/644/23-FN	Male	Ministry of Health	Delay	Complainant alleged delay by the Kenya Council of Emergency Medical Technicians to issue his sister a certificate after her graduation in 2022. The Commission initiated inquiry via a letter dated 25th September 2023 and sent a reminder on 1st November 2023.	Ongoing inquiry
1164.	Association of Kenya Medical Laboratory Assessors CAJ/M.HEA/012/652/23	Group	Ministry of Health	Unfair Treatment	A complaint alleging failure by the Public Service Commission to cascade the 2015 Revised Schemes of Service for Medical Laboratory Personnel resulting in confusion and lack of coordination in recruitment, deployment, retention and general development of medical laboratory personnel in counties and national government	Ongoing inquiry

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
1165.	Nicholas Kabii Muthuri CAJ/ISI/HUD/M.MED/012/001/2023 - KWK	Male	Ministry of Health	Administrative Injustice	The Complainant alleged that he was an employee of the Ministry of Health from 1990 to 1995. He alleged that he voluntarily retired in 1995 before attainment of mandatory retirement age. Upon retirement, his pension dues were processed at Kshs 74,550. His friend was paid Kshs 359,820 the same amount he alleged should have been paid to him as they worked together. The Complainant to supply us with supporting documents	Ongoing inquiry
1166.	Abdi Diriye Abdi CAJ/NHIF/012/648/23 – EF	Male	Ministry of Health (National Health Insurance Fund)	Delay	Complainant alleged that he was a police officer who was injured in the line of duty. He lodged a claim for work injury benefits after an assessment was done by the Director of Occupational Safety and Health Services, but was still awaiting payment. The Commission initiated an inquiry.	Ongoing inquiry
1167.	Wilson Yego CAJ/ELD/NHIF/012/26/23-MM	Male	Ministry of Health	Unresponsive official conduct	A complaint on allegations of failure by NHIF to settle dues owed to him in compensation for WIBA claim for injuries occasioned to him following an accident whilst on duty as an Agricultural Extension Officer	Ongoing inquiry
1168.	David Mbugua Mukundi HUD/NKR/HEA/012/5/23 -EK	Male	Ministry of Health	Delay	A complaint on allegations of delay by the Ministry of Health to compute dues owed to him for the period he was in service prior to being absorbed at MTRH and forward the same to the pensions	

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					Department for the processing of his dues.	
1169.	Tripple N W Advocates CAJ/M.HEA/012/643/23	Institution	Ministry of Health	unresponsive Official conduct	The Complaint is addressed to the Respondent and copied to this Commission. The Complainant alleged delay in hearing a complaint lodged with the respondent. The complainant was advised to follow up with the respondent and update the Commission.	Ongoing inquiry
1170.	Nothing for Us without Us CAJ/MSA/M.EDU/012/57/2023-SAK	Organization	Ministry of Health (Coast General Teaching and Referral Hospital)	Administrative Injustice	The complainant alleged that the Coast General Teaching and Referral Hospital failed to implement a circular by the County. The County Government of Mombasa had issued a circular that children under 5 years, persons with disabilities (PWDs) and prisoners were to be treated free of charge at the Hospital. The complainant alleges that the facility has been waiving bills for children under 5 years old on discriminatory basis leading to unnecessary detention of children whether alive or deceased.	Ongoing inquiry
Old Port Health Center						
1171.	Anonymous CAJ/MSA/CG,MSA/068/162/2023	Male	Old Port Health Centre	Unfair Treatment	The Complainant alleged that he went to Old Sea Port Health Centre to have his yellow fever card replaced as it was falling apart. The vaccination was still within the 10 years and a replacement of the certificate costs Kshs 1000	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					according to the service charter. However, the complainant was Kshs 2500 and receive another injection for the vaccine. When he asked why he was being asked to pay for a new vaccine yet a replacement is Kshs 1000, he was treated very rudely by the attendants.	
Directorate of Occupational Safety and Health Services						
1172.	Nyambane Nyareru Henry CAJ/DOSH/017/887/23-SK	Male	Directorate of Occupational Safety and Health Services(DOSH S)	Unresponsive Official Conduct	A complaint that the Respondent failed to enforce an assessment of personal injury for compensation of the complainant following a workplace accident. Whereas the Respondent assessed his permanent disability at 12%, they failed to proceed to the next step of compelling his employer to compensate him	Inquiry Ongoing
1173.	Kibue Gichuhi Paul CAJ/DOSH/017/883/23-SCK	Male	Directorate Of Occupational Safety &Health (Dosh)	Delay	The complainant alleges that he was injured at the course of duty, that he requested the employer to fill DOSH/WIBA 1, but that the employer failed to do so, the complainant then visited the County Occupational safety and Health office to handle the matter and to compel the employer to fill the Dosh/Wiba 1 form, but have failed to take action.	Inquiry ongoing
1174.	Joseph Asitua Muhando	Male	Directorate of Occupational	Unfair Treatment	The Complainant alleged that he was working at Canaan Developers as a casual labourer. On 4 th July 2023, while in	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
	CAJ/DOSH/017/885/23-JMM		Safety and Health Services		the course of duty, he sustained injuries after a log fell on him. Subsequently, he was admitted at the Nairobi Women's Hospital where he was diagnosed with Acute Pericarditis Post Trauma. He thereafter reported the matter to the Directorate of Occupational Safety and Health Services where to his surprise, DOSH advised that his claim could not stand.	
1175.	Moses Otondi Sigu CAJ/DOSH/017/869/23-V.O.K	Male	Directorate of Occupational Safety and Health	Delay	The Complainant alleged that the Respondent had delayed in resolving a complaint he lodged against Malmont Electro Plating Co. Ltd. Complainant was advised to provide copies of relevant documents.	Inquiry ongoing
National Aid Council						
1176.	Duke Laurent CAJ/NACC/012/647/23-SK	Male	National Aids Control Council	Unfair Treatment	A complaint that the complainant was mishandled at the National Aids Control Council offices when he visited to seek services.	Inquiry Ongoing
Kenyatta National Hospital						
1177.	Wairimu Njoroge CAJ/KNH/012/659/23-MD	Female	Kenyatta National Hospital	Outside mandate	The Complainant requests for the Commission's intervention in reviewing a hospital bill. Complainant advised to pursue the matter using KNH internal redress mechanism.	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
1178.	Esther Moraa Monyonko CAJ/KNH/012/650/23-V.O.K	Female	Kenyatta National Hospital	Unfair treatment	The Complainant alleged that Kenyatta National Hospital changed the terms of service of its staff from contract to permanent and pensionable but did not change hers.	Inquiry ongoing
1179.	Miriam Anyango CAJ/KNH/012/638/23-SCK	Female	Kenyatta National Hospital	Unfair Treatment	The complainant alleges that she took the initiative to train and go back to school and acquired a degree in PUBLIC RELATIONS and graduated in 2016 and since then she applied and requested for transfer to the relevant department but was issued with regret letters yet it is evident that several personnel have been deployed in the said department	Inquiry Ongoing
Kenya Medical Practitioner Council						
1180.	Kevin Muiruri HUD/GPO/NRB/M.HEA/012/63/23-SCK	Male	Kenya Medical Practitioners Council	Unlawful Official Conduct	The complainant alleges that he raised a complaint with the KMPDC over mistreatment of his father by Radiant Hospital, but that despite him following up, KMPDC has not taken up them matter.	Inquiry Ongoing
Saitoti Hospital						
1181.	Anonymous HUD/KAJIADO/M.HEA/012/241/23-EMN	Anonymous	Saitoti Hospital Kitengela	Inefficiency	The complainant alleged that the respondent offers poor services. It was referred to the respondent for resolution	Ongoing inquiry

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
Ministry of Water and Sewerage						
1182.	Anonymous CAJ/M.WAT/009/344/23-RA	Unclear	Ministry of Water-Water Resources Authority	Inefficiency	The complainant alleges inefficiency and mismanagement of funds by the CEO of Water Resources Authority.	Ongoing Inquiry
1183.	Namonywa Kutwa Josphat HUD/NKR/M.WAT/009/3/23-FL	Male	Ministry of Water, Sanitation and Irrigation	Delay	A complaint on allegations that Water Resources Management Authority has delayed to address his complaint on anomaly in the remittance of NSSF contributions for the period August 2015-May 2021 despite him having retired from their service in the said period	Initiated inquiry which is ongoing awaiting update from the respondent.
1184.	Frederick Odera Wadede CAJ/M.WAT/009/347/23-FN	Male	Ministry of Water	Administrative Injustice	Complainant alleged delay in receiving his letter of secondment to the County Government, causing his salary to be stopped. Complainant sought to be reinstated to work	Inquiry ongoing - Pending update from respondent
1185.	Rose Ndela CAJ/M.WAT/009/348/23-SK	Female	Ministry of Water	Outside mandate	A complaint of breach of contract wherein the complainant sought a refund of Kshs. 738920 from the County Government of Taita Taveta for drilling services which was not done	Inquiry Ongoing
Kisumu Water Sanitation Company						
1186.	Julius Otieno Manyala CAJ/KSM/KIWASCO/009/52/23-AO	Male	Kisumu Water and Sanitation Company	Unresponsive official conduct	The Complainant alleged that the Respondent failed to respond following queries related to connectivity of the Complainant to a sewer line, subsequent disconnection and demand	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					for Kshs. 60,000 by an unauthorized third party.	
Coast Water Works Development Agency						
1187.	Moses Omweri Ingonge CAJ/MSA/CWWDA/009/29/23-EM	Male	Coast Water Works Development Agency	Oppressive Official Conduct	A complaint regarding of the recruit of the CEO at Coast Water Works Development Agency. The complaint alleges the recruitment is marred with procedural irregularities aimed at ensuring a specific person is recruited.	Inquiry ongoing
Athi Water Works Development Agency						
1188.	Imara Daima Estate Association CAJ/M.WAT/009/346/23-MD	Organization	Athi Water Works Development Agency	Unresponsive official conduct	The Complainant alleged that KENHA is constructing a storm water drain through the estate and raw water sewage has been spewing and flows in the open through the water way denying residents clean and healthy environment. The association sought clarification on the scope of work to be executed by the contractor assigned the project and the letter has not been responded to.	Inquiry Ongoing.
Water Resource Authority						
1189.	Anonymous CAJ/WRA/009/344/23-V.O.K	Unclear	Water Resources Authority, Kibwezi	Unfair treatment	The Complainant alleged that the new management was harassing employees and subjecting them to unnecessary victimization and disciplinary actions.	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
Department of Maritime Affairs						
1190.	Rosalind Wanngui CAJ/M.MAR/035/22/23-EMN	Female	Department of Maritime Affairs	Unfair official conduct	The Complainant alleged that she is a person Living with Disability and she has been denied opportunities to participate in official fieldwork activities.	Inquiry ongoing
Government of Kenya						
1191.	CAJ/M.LAN/022/2417/2 3-EMM SERENGONIK OGIEK COMMUNITY	Group	Government of Kenya	Manifest Injustice	The complainants allege that they were living in the Serengonik Forest, Northern Tinderet until the year 2006 when they were forced out of the forest by the Government rendering them homeless. It has been noted from the documents presented to the Commission, there is a letter addressed to the Chairman, National Lands Commission by the Office of the County Attorney-Nandi County requesting for assistance to the Community.	Referred. The Commission wrote to the National Land Commission seeking to engage them on the issues raised in this complaint.
1192.	CAJ/M.LAN/022/2420/2 023-EMM JOSEPH KIMAIYO TOWETT	Group	Government of Kenya	Manifest injustice	This matter relates to the Ogiek land matters and the African Court's judgment touching on the Ogiek Community. From the documents presented to the Commission, in particular, the complainant's affidavit, it is worth noting that the issues mentioned therein revolves around the issues raised in the Environment and Land Court Petition No. 11 of 2020 for determination.	The Commission is advised to await the court's decision on the issues presented both in court and the Commission.

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
1193.	CAJ/NLC/022/2448/23-EMM Kurbanyat Ogiek Settlement	Group	Government of Kenya	Manifest Injustice	The Community alleges that they have been residing in Kurbanyat Scheme in Kuresoi Sub-County and have resided there before the colonial period and identify the land as their ancestral land. They have been meted with several evictions over the years from the ancestral land. The Community wrote to the President and copied the Commission seeking to have issues relating to historical land injustice pertaining to the Community investigated.	The Commission has planned to engage on the same with the National Land Commission.
State Law Office						
1194.	Rael Onyango CAJ/ELD/PT/001/159/23 - EK	Female	State Law Office	Unresponsiveness	A complaint on allegations that the Public Trustee has failed to update her on the progress of administration of the estate of Amos Onyango	Initiated inquiry which is ongoing pending update from the complainant.
1195.	Akola Nambisia & 3 Others CAJ/ELD/AG/001/166/23-MM	Male	State Law Office	Unresponsive official conduct	A complaint on allegations of failure by the State Law Office to furnish them with an update on unpaid dues following the ruling against the government in Nairobi Court of Appeal, Civil Appeal Number 191 of 2018.	Initiated inquiry which is ongoing awaiting update from the respondent

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
Attorney General Office						
1196.	Boniface Simba CAJ/AG/001/2284/23-SK	Male	Attorney General	Inefficiency	A complaint of service failure and incompetence at the Kisii Ag's Office, Registrar of Marriages section. The complainant stated that on 3 rd December 2023 he sought a service of correction of errors in his Marriage Certificate but the Officer tore his Certificate and blamed him. He was yet to be issued with a corrected Certificate	Inquiry Ongoing
1197.	John Mutonga CAJ/AG/001/2594/2023 - FN	Male	Attorney General	Delay	A complaint that the complainant was married to Mary Njoki Migwi under customary law and were issued with a marriage certificate number 828230. However, the complainant subsequently lost the said marriage certificate and made an application concerning the same to the Registrar of marriages after having paid the requisite fees. The complainant alleges that he has never received any updates on his application to date.	Inquiry Ongoing- Pending update from Respondent
1198.	Miguna Miguna CAJ/AG/001/2622/2023 -SAK	Male	Office of the Attorney General	Delay	The complainant alleged delay and/or refusal by the Attorney General to settle the compensation awarded in <i>Miguna Miguna vs. Attorney General and 6 others</i> Constitutional Petition No. 51 of 2018. The decretal amount inclusive of interest had accrued to Kshs 11,171,566.67/=	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
1199.	Alex Misati Manoti CAJ/AG/001/2667/23-SCK	Male	Attorney General	Unlawful Conduct	The complainant alleges that in the year 2016, a Land registrar namely David Dunya Omollo illegally altered their parcel of Land known as WANJARE/BOGIAKUMU/933, but after raising a complaint with the AG the issue was rectified, he now complains that the current lands registrar Namely Charles Morara Ayienda has interfered with said Parcel and returned the illegal cancelled title deeds to the register.	Inquiry Ongoing
1200.	Judy Wanjiru Kahore CAJ/ELD/P.T/001/163/23-EK	Female	Office of the Attorney General	Delay	A complaint on allegations of delay by the Public Trustee to administer the estate of Ibrahim Mahinji Ajanga in Eldoret High Court Succession Cause Number 251 of 2022 .	Initiated inquiry which is ongoing awaiting update from the respondent.
1201.	Peter Njogu Karega CAJ/AG/001/2656/23-RA	Male	The Hon. Attorney General	Unresponsive Official Conduct	The complainant states that he sued in the case for NBI/CMCC NO 1169/2010 PETER NJOGU VS ATTORNEY GENERAL on 3rd March 2010 for unlawful detention and malicious prosecution in court martial Case No. 2 of 2005. The judgement was delivered on 9th February 2018 by Hon. D Mburu Senior Principal Magistrate thereafter his lawyer M Njau and Mageto Advocates wrote to the AG and the Principal Secretary Ministry of defence through letter dated 3rd November 2022 but nothing has been done to date.	Ongoing Inquiry

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
1202.	Chelestino Ngochi Ngare HUD/EMBU/AG/001/211/23-JMM	Male	Office of the Attorney General	Delay	The Complainant alleged that he filed a suit being being Embu HC Civil Appeal No. 12 of 2019, Celstino Ngochi Ngare v The AG where he was awarded KShs 199,200 as damages. He has been making several follow ups to have the decree settled without any success.	Inquiry ongoing
1203.	Joyce Wambui Mwangi CAJ/MSA/PT/001/565/23-EM	Female	Office of the Attorney General- The Public Trustee	Delay	This Complaint regards the administration of the estate of Anne Njeri Mwangi who died in 2021. The deceased had one son, Isaac Gicheha, who is 16 years. The Public Trustee opened a file Mombasa Public Trustee Cause No 408 of 2021 for the deceased shares to be identified and transferred to the complainant in order to help take care of her grandson who is still a minor. Consequently, she was issued with a certificate of summary administration but it had an error that is yet to be rectified.	Inquiry ongoing
1204.	Gilbert M. Katana CAJ/MSA/PT/001/561/2023-EM	Male	Office of the Attorney General- The Public Trustee	Inefficiency	The Complainant alleged that his father in law's estate had been taken up by the Public Trustee Mombasa under Msa. Admin Cause No. 117 of 2011. However, since 2020, the file has been missing from the Public Trustee's office and as such the administration can't continue and the beneficiaries paid out.	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
Public Trustee						
1205.	Mercy Tarus CAJ/PT/001/2653/23-V.O.K	Female	Public Trustee	Delay	The Complainant alleged that the Respondent delayed in releasing compensation due to her following the death of her husband.	Inquiry ongoing
County Government of Mombasa						
1206.	George Mkuzi and Others CAJ/MSA/CG/MSA/068/155/2023-SAK	Group	County Government of Mombasa	Unresponsive Official Conduct	The complainant alleged that is a citizen aged 79 years and living at Mwembe Ngoma residents in Likoni Mombasa. The residents have been complaining of noise pollution emanating from a church called "God's Love Ministry Sanctuary" since 2017, especially between 10pm and 3am. The citizens have written to the County Government, Department Of Environment severally on the matter but no assistance has been given to them. The Complainant is ailing and the noise has made his health deteriorate further and his efforts to get assistance has been futile.	Inquiry ongoing
1207.	Nothing For Us Without Us CAJ/MSA/M.MED/012/57/23-EM	Organization	County Government of Mombasa	Administrative Injustice	The Complainant alleged that the Mombasa County Government had issued a circular that children under 5 years, persons with disabilities (PWDs) and prisoners were to be treated free of charge at Coast General Teaching and Referral Hospital. He said that the facility has been waiving bills for children under 5 years old on discriminatory basis	Inquiry ongoing

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					leading to unnecessary detention of children whether dead or alive	
1208.	Felix Ambatsa Indure CAJ/MSA/CG.MSA/068/159/2023-EM	Male	Mombasa County Government	Unresponsive Official Conduct	The Complainant alleged a transfer to Bungoma County from Mombasa on 8 th November 2019 and on 27 th November 2019, which remain unanswered. The complainant requested a discharge on 1 st October 2020 and left the duty station since they were not responding to his various applications. The seeks to be discharged and his employment file closed	Inquiry ongoing
1209.	Julius Nyerere for Mary Mutonye CAJ/MSA/CGMSA/068/158/2023 -EM	Male	Mombasa County Government	Unlawful Official Conduct	The Complainant alleged development on an access road. Vide the letter dated 6 th February 2020 ref no CGM/CA/20/02/06(1), the Mombasa County Attorney's office ordered for the demolition of a structure on access road in Ziwa La Ng'ombe plot number 1155/Ziwa la ng'ombe blocking his premises. The director of inspectorate Mombasa county had been instructed in that letter to carry out the said demolition. However, that has not been done to date	Inquiry ongoing
1210.	Joseph Mureithiwa Gichu CAJ/MSA/CG.MSA/068/160/20-EM	Male	County Government of Mombasa	Unresponsive Official Conduct	The Complainant alleged a change of user from residential to educational /religious: PLOT MN/SECTION II, 9906 & 9900. The complainant visited the Lands, Physical Planning and Housing Department at the	Inquiry ongoing

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					County since 2018 to no avail. The said developments are a nuisance and a violation of the complainant's peaceful enjoyment of his property.	
1211.	Nebert Mchidi CAJ/MSA/CG/MSA/068 /161/23- EM	Male	County Government of Mombasa	Inefficiency	The complainant alleged that he received a message from the Respondent to the effect that "Dear Motorist, KAK660K parked at CBD has not paid for parking. Dial *647# to pay Ksh 300 within 15 mins. For enquiries call 0709014747 at 14:14 PM." However, e vehicle is parked in his home at Mbotela. Further, he tried contacting the number to rectify the issue to no avail. At 14:47, he received a further message "Dear Customer, KAK660K has been penalized KES 2000 for unpaid parking fee. Pay via *647# to avoid further penalties. For enquiries call 0709014747." Again he tried the number to no avail.	Inquiry ongoing
1212.	Mbuyu Wachapa CAJ/MSA/ATI/CG.MSA/ 068/22/23 /22/23-SAK	Group	County Government of Mombasa	ATI	A request for information dated 12 th September 2023. The complainant was requested for clearer details on his complaint	Inquiry ongoing
County Government of Kilifi						
1213.	Amin Sadiq Amin CAJ/MSA/CG/KLF/103/ 23/2023-EM	Male	County Government of Kilifi	Unresponsive Official Conduct	The complainant alleged that he is the beneficial owner of parcel number 246 Section III/ MN situated in Kanamai Kilifi. The property is a beach plot which abuts a riparian land. Unfortunately, the riparian has since been encroached	

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					which has caused grave harm to sea species and fishing related activities. Additionally, the private developer has now erected a permanent perimeter wall on the riparian land and blocked the Complainant's view including destroying his water tanks. The Complainant has reported this matter to NEMA and the County Government of Kilifi. Both offices have attempted to evict the private developer but the matter has delayed for a long period of time.	
1214.	Sarah Muguku CAJ/MSA/CGKLF/103/2 5/2023-EM	Female	Kilifi County Government	Inefficiency	The Complainant alleged that in 2023, the County Government of Kilifi installed WiFi at Chara wa Mae (CM) market. The WiFi only worked for a month and since then it has not been functioning	
1215.	Steven Ndolo CAJ/MSA/CGKLF/103/2 6/2023-EM	Male	Kilifi County Government	Unresponsive Official Conduct	The Complainant alleged that he applied for a loan from the Wezesha Fund which had been launched by the County Government of Mombasa in August 2023 and complied with all the requirements and supplied all the needed documents. However, he is yet to receive any response to the application	
1216.	Mtwapa Pride Comfort and Trivoli Hut Neighbours	Group	County Government of Kilifi	Unresponsive Official Conduct	The Complainants alleged that they are neighbors of Mtwapa Pride Comfort and Trivoli Hut within Kilifi. They alleged that loud noise emanating from the area and	

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	CAJ/MSA/CG.KLF/103/27/23-EM				that they had reported to the Respondent who failed to take action.	
1217.	Emmanuel Charo Kalu CAJ/MSA/CG.KILIFI/103/28/23-EM	Male	County Government of Kilifi	Delay	The Complainant alleged that his former employer Vitengeni Health Centre (under the County Government of Kilifi) failed to remit his statutory deductions to the relevant authorities that is NSSF and NHIF	Inquiry ongoing
County Government of Tana River						
1218.	ABDULKADIR HUSSEIN KONE CAJ/GSA/WATER/091/001/23-AH	Male	County Government of Tana River	Unfair treatment	The complainant alleges that his services of employment was transferred from the County Government of Garissa to the County Government of Tana River but his terms of service were revised and demoted. He wants his terms reinstated.	Inquiry ongoing
County Government of Homabay						
1219.	Didacus Oswago Bwana CAJ/NSSF/012/640/23-JM	Male	Homa Bay County	Delay	The Complainant alleges that he worked in Ndiwa Sub County Hospital as a security guard from 2013 to 2019. He has never been paid his gratuity despite several follow ups with the County Government.	Inquiry ongoing .
County Government of Garissa						
1220.	MOHAMED ALINUR ABDI CAJ/GSA/CGG/092/013/23-AH	Male	County Government of Garissa	Unfair treatment	The complainant alleges that he was removed from the pay roll but later reinstated after personal intervention. However, his job group was	Inquiry ongoing

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					downgraded and wants it rectified to its original job group.	
1221.	BASHIR ALI ABDI CAJ/GSA/CGG/092/01 4/23-AH	Male	County Government of Garissa	Unfair treatment	The complainant alleges that he is a retired former employee of Garissa Water Company. He states that since his retirement, his benefits were not remitted to him	Inquiry ongoing
1222.	MOHAMED HUSSEIN GUYO CAJ/GSA/CGG/092/01 5/23-AH	Male	County Government of Garissa	Prejudicial conduct	The complainant was a former employee of the Garissa Water Company when he resigned. He sought for his pension contributions which were never awarded	Inquiry ongoing
County Government of Wajir						
1223.	Ahmed Abdulahi Musa CAJ/CG/WAJIR/058/18 /2023	Male	County Government of Wajir	Unresponsive Official Conduct	The complainant alleges delay in the release of a verdict in case No. 096, by the Wajir County Landas Board, that he has been following the matter but to not avail. The complainant was advised to pursue Succession.	Inquiry ongoing
County Government of Isiolo						
1224.	Anonymous CAJ/ISI/CG/ISIOLO/049/ 125/23 - KWK	unclear	County Government of Isiolo	Oppressive Official Conduct	The Complainant alleged that there are various systemic maladministration that touches on the promotion of ECDE Officers devolved from TSC to the County in 2015. The Complainant alleged that some ECDE Officers have stagnated in the same job group (L) for 13 years despite qualifying for promotion. The complainant seeks a	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					review of the County's promotional policy and promotion of those who have stagnated in their current job groups for years.	
1225.	Jillo Wako Hapanna CAJ/ISI/CG/ISIOLO/049/ 126/23 - KWK	Female	County Government of Isiolo	Manifest Injustice	The Complainant alleged that she is a health records officer who is currently designated as deputy County health record and information officer based at Isiolo County hospital. That she was appointed to the position vide letter ref. CCO/HS/CHMT/EC/21/03/02 dated 30/03/2021. That she took over as an acting County health records officer after the retirement of the then county health records officer in November 2022 till December 2022. That thereafter, a junior officer who did meet the requisite requirements was instead appointed as the County health records officer. That in making such decision, the appointing authority did not take into account her vast managerial experience and her duties as the acting County health records officer in the health records unit. That due process was not followed in making the said appointment. That her efforts to have this matter addressed internally through different relevant offices have proved futile.	Inquiry ongoing
1226.	Jimale Golicha CAJ/ISI/ATI/ISIOLO/049/ 009/23 - KWK	Male	County Government of Isiolo	Delay	The Complainant alleged that he is the Secretary of the Borana Council of Elders. Vide a letter dated 30 th October	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					2023, he wrote to the Chief Officer, Department of Lands and Physical Planning requesting to be furnished with a copy of the Community land inventory submitted to the Ministry of Lands by the County Government of Isiolo.	
County Government of Meru						
1227.	Amos GitauNgatia CAJ/ISI/CG/MERU/129/ 015/23 - KWK	Male	County Government of Meru	Manifest Injustice	The Complainant alleged forceful acquisition of land and destruction of water pipes in their land known as Timau Block 6. Their property and crops have been destroyed in the course of construction of feeder roads. The matter was brought to the attention of County Government of Meru including the CEC for land to no avail.	Inquiry ongoing
County Government of Tharaka Nithi						
1228.	James Laurent Radoli CAJ/CG/THARAKA/131/ 21-FN	Male	County Government of Tharaka-Nithi	Administrative Injustice	A complaint that the County Government of Tharaka Nithi unfairly stopped the complainant's salary from June 2023 after allegedly receiving a resignation letter from the complainant which he denies having written. He now seeks to be reinstated	Inquiry ongoing-pending update from the respondent
County Government of Embu						
1229.	Mary Mbucu Njeru	County Government of Embu	Female	Unfair official conduct	The Complainant alleged corruption and unfairness in issuance of Embu County Bursaries. She was requested to	Inquiry Ongoing

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	HUD/EMBU/CG/EMBU/089/31/23-EMN				supply clearer details of her complaint as well as her claim supporting documents.	
County Government of Kitui						
1230.	Samson Kitheka CAJ/CG/KITUI/054/15/23-SK	Male	County Government of Kitui	Unlawful Official Conduct	Complainant alleged that a driver for County Government of Kitui ran over the side of his vehicle and undertook to pay for repairs but he became uncooperative after the vehicle had been repaired	Inquiry Ongoing
County Government of Machakos						
1231.	Benjamin Kasungi CAJ/CG/MAK/067/58/2023 – EF	Male	County Government of Machakos	Unresponsive official Conduct	Complainant alleged that a motor vehicle owned by the County Government rammed into his house, occasioning damages. Further, that he immediately lodged a complaint with the County Government seeking compensation, and submitted a valuation report, but a year had passed without action. Inquiry initiated.	Inquiry ongoing
1232.	Michael Mwangi Jones CAJ/CG/067/59/23-FN	Male	Machakos County Government	Delay	A complaint that the respondent has failed to pay the complainant his prize money. The complainant's company- Versatiles Studios Ltd won the top prize of Ksh 1,000,000/= during the 2019 Machawood Film Competition organised by the respondent	Inquiry ongoing- pending update from the respondent

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
County Government of Nyeri						
1233.	Julius Wairiuko Wanjohi HUD/NYE/C.G.NYE/065/23-RA	Male	County Government of Nyeri	Outside mandate	The complainant, a youth polytechnic instructor, alleges he, that together with other trainers have not received payments from the Nyeri County Government after they were absorbed by the Nyeri County Government from the national government after 2010 Constitution. He further states that the matter has even gone before the senate and that several meetings with the Public Service Board did not bore fruits. The matter was heard and determined by a Court of Law in ELRC Case No. 264 of 2017-Joseph Gitonga Wachira & 41 Others Vs Nyeri County Government & 2 Others	Ongoing Inquiry
County Government of Murang'a						
1234.	Moses Waiharo Mburu CAJ/CG/MURANGA/116/28/23 - EF	Male	County Government of Murang'a	Unfair treatment	Complainant alleged that the County Government had delayed to pay his gratuity after the successful completion of his employment contract on 31 st March 2023. That despite making several attempts to follow up, no action was taken to facilitate the payment. The Commission initiated an inquiry.	Inquiry ongoing
1235.	James Oketch & Co. Advocates CAJ/CG/MURANGA/116/27/2023-SAK	Organization	County Government of Muranga	Delay	The complainant alleged delay and/or refusal by the County Government of Muranga to remit statutory deductions for Kenya County Government Workers	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					Union for between 2013 and 2021 amounting to Kshs 3,360,000.	
County Government of Kiambu						
1236.	William Gitu Waweru CAJ/C.G.KIAMBU/072/96/23-RA	Organization	County Government Of Kiambu	Manifest Injustice	The complainant alleges that his late father had an agreement with Kiambu County Council to exchange his parcel Limuru/Rironi/7.382 for Limuru/Rironi/458. However, the agreement did not go as planned though Kiambu County Council took possession of the late father's parcel namely, Limuru/Ngecha/740 measuring 0.5 acres without offering an alternative land or monetary compensation. The Assistant County Commissioner of Kiambu has also harassed the complainant and is discourteous.	Ongoing Inquiry
County Government of Turkana						
1237.	Asiyer Ekai for John Asiyer Palor CAJ/C.G TURKANA/126/14/23-SCK	Male	County Government of Turkana	Unlawful Official Conduct	The complainant alleges that he was deployed to the county Government of Turkana from the Ministry of Health as a Senior Medical Lab Technician and that for a period of two years, from 2013-2015, he did not receive his salary, he seeks the intervention of the Commission to resolve the matter.	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
County Government of West Pokot						
1238.	Samuel Lopoo CAJ/ELD/CG/WEST POKOT/121/2/23-EK	Male	County Government of West Pokot	Unfair Treatment	A complaint on allegations of unfair labour practices against him by the West Pokot County Assembly Public Service Board.	Initiated inquiry which is ongoing awaiting update from the complainant.
County Government of TransNzoia						
1239.	Michael K. Sing'oei CAJ/CG/TRANSNZOIA/1 13/17/23	Male	County Government of TransNzoia	Unfair official conduct	The Complainant alleged that he applied for approval of building plans on his parcel of land Plot No. 60 Kapombio Cyrus Trading Centre but that the respondent unfairly disallowed his application.	Inquiry Ongoing
1240.	Allan Konzolo CAJ/CG.T.Nzoia/113/16 /23-SK	Male	County Government of Trans-Nzoia	Unresponsive Official Conduct	A complaint of unresponsiveness by the County Director of Agriculture for failing to address his query regarding dissatisfaction with a report of assessment of crop damage undertaken by a County Agricultura Officer.	Inquiry Ongoing
County Government of Uasin Gishu						
1241.	Elijah Kipkemboi on behalf of Ziwa Residents CAJ/ELD/CG/U.GISHU/0 66/39/23-FL	Male	County Government of Uasin Gishu	Delay	A complaint on allegations that the County Government of Uasin Gishu has delayed to address their complaint on licensing of bars within Ziwa Machine Shopping Centre I Uasin Gishu County	Initiated inquiry which is ongoing awaiting

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						update from the complainant
1242.	Wycliffe Riang' a CAJ/ELD/U.GISHU/066/4 0/23-EK	Male	County Government of Uasin Gishu	Abuse of power	A complaint on allegations of abuse of power by Uasin Gishu County Enforcement Officers who assaulted him on diverse dates on 12/9/2023 and 14/9/2023 without justifiable reasons.	Initiated inquiry which is ongoing awaiting update from the complainant.
1243.	Angu Kitigin & Company Advocates CAJ/ELD/ATI/CG/U.GIS HU/066/2/23-MM	Organization	Uasin Gishu County Government	Rejection of information requested	A complaint on allegations of failure by the Uasin Gishu County Government to issue them with information requested regarding special letter of allotment for land parcel number PDP ELDORET/17/99/7 within the statutory 21 days.	Initiated inquiry which is ongoing awaiting update from the complainant
County Government of Elgeyo Marakwet						
1244.	Mutaki Kitamu Holdings Limited CAJ/ELD/CG/E.MARAK WET/126/005/23-FL	Organization	County Government of Elgeyo Marakwet	Unresponsive official conduct	A complaint on allegations that the County Government of Elgeyo Marakwet have failed to settle dues owed for the construction of the Kataleel Dispensary in Keiyo South Sub County during the 2017/2018 Financial Year	Initiated inquiry which is ongoing awaiting update from the respondent.
County Government of Nandi						
1245.	Maxwell Mitei CAJ/EDL/CG/NANDI/09 7/9/23-EK	Male	County Government of Nandi	Delay	A complaint on allegations that the County Government of Nandi has delayed to settle dues owed to his firm-	Initiated inquiry which is

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					Ramaxco Limited following the completion of construction of 2 classrooms at Kipsebwo ECDE Centre, Nandi Hills Ward which was issued vide tender No: NDCG/TND/EVT/07/2022-2023	ongoing awaiting update from the respondent
County Government of Baringo						
1246.	Dr. Arafah Saleh CAJ/ELD/CG/BARINGO /095/2/23-MM	Female	County Government of Baringo	Unresponsive official conduct	A complaint on allegations that the County Government of Baringo have failed to settle dues owed to her in salary arrears for the period she was in interdiction which was subsequently rescinded following the Disciplinary Committee's verdict.	Initiated inquiry which is ongoing awaiting update from the respondent.
County Government of Nakuru						
1247.	Robert Kiprono Rutto CAJ/CG/NKR/063/33/2 3-SK	Male	County Government of Nakuru	Administrative Injustice	Complainant alleged that he was appointed to the position of Director of Lands and Physical Planning on 27 th June 2014 but was demoted under unclear circumstances	Inquiry Ongoing
County Government of Narok						
1248.	Julius Nyagwoka CAJ/CG.NAROK/056/14 /23-RA	Male	Narok County Government	Unresponsive Official Conduct	The Complainant alleges that the County Government of Narok is undertaking routine maintenance of the KENTRAC-OLOIMUTHAI ROAD 7KM under contract reference NCG/OT/096/2022-2023 and his property, Land Title No.	Ongoing inquiry

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					CISMARA/OLELESHWA/9778 borders the subject road at KM 8+400 RHS NAROK-SOTIK ROAD which boundary is delineated by a clearly marked KENHA culvert, beacons and KPLC Power Line. That the contractor contracted by Narok County Government namely, Shabana Industries Ltd demolished his temporary perimeter barbed fence on the 24 th May 2023 without any notice and regard to existing and recognizable boundaries. He has written to the Respondent's office to intervene and advise the contractor accordingly to no avail.	
1249.	James Oketch & Co. Advocates CAJ/CG/NAROK/056/13/2023-SAK	Organization	County Government of Narok	Delay	The complainant alleged delay by the County Government of Narok to remit statutory remittances totaling to Kshs. 8,246,360,000 for Kenya County Government Workers Union for the period between 2013 and 2021 respectively. Despite several requests and reminders to have the statutory deductions remitted, the County Government of Narok has refused to settle the matter.	Inquiry ongoing
County Government of Vihiga						
1250.	Eddah Sangoro & Beneda Enterprises CAJ/C.G/VIHIGA/098/24-V.O.K	Group	Vihiga County Government	Delay	The Complainants alleged that they constructed and handed over a road following a tender awarded by the	Inquiry ongoing

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					Respondent but they have not been fully paid for the same.	
1251.	Public Procurement Regulatory Authority CAJ/CG/VIHIGA/098/25/23 - EF	Organization	County Government of Vihiga	Unresponsive official conduct	Complainant alleged that the County Government had failed to pay a contractual sum owed to M/s Moneva Consulting for about 5 years, and that despite an advisory on the matter no substantive action had been taken to clear the pending bill.	Inquiry ongoing Pending action by the complainant
County Government of Bomet						
1252.	Anonymous CAJ/CG/BOMET/117/12/23-RA	Unclear	County Government of Bomet	Delay	The complainant, who wishes to remain anonymous, is an employee of Bomet Water and Sanitation Company alleges non-payment of salaries for the past 8 months. The complainant alleges the issue is a systematic problem within the said company and even county Government of Bomet and attempts to address this issue with the management were futile. The governor promised to clear all salary dues January this year but the salary arrears continue to grow. This is despite being in continuous service.	
1253.	Geoffrey Kipruto Yebei CAJ/CG.BOMET/117/2/2023-KC	Male	County Government of Bomet	Manifest injustice	The complainant alleged that officials from the County Government of Bomet had destroyed more than 300 of trees on his land and destroyed boundary markings in the course of construction of a dam in January 2023. The complainant further alleged that the County	

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					established a water project on his land ref: Kericho/Kiptulwa area measuring 0.2 acres without any notice. Efforts to reach out and engage the County on the issue had elicited no response.	
County Government of Bungoma						
1254.	Damaris Mutio Samuel CAJ/CG/BUNGOMA/112/26/23-JMM	Female	Bungoma County	Unfair Treatment	The Complainant alleges that she was unfairly dismissed from service	Inquiry ongoing
County Government of Busia						
1255.	Albert Frank Aradi CAJ/CG/BUSIA/100/16/23-FN	Male	County Government of Busia	Delay	Complainant alleged delay in the payment of his salary arrears after the same was withheld on grounds of double payment. He further alleged that the PS directed that his salary be released from the day it was withheld but the salary paid did not include 10 months	Inquiry ongoing – Pending update from respondent
County Government of Siaya						
1256.	Ben M. Omondi CAJ/CG/SIAYA/118/17/23-EMN	Male	County Government of Siaya	Delay	The Complainant alleged that the Respondent while carrying out maintenance works along the Kodiaga Nyawara Road encroached on his Land Parcel No. North Gem/Maliera/388 Situated near Sirandu Primary School. He complained to the Respondent who agreed to compensate him but that they have delayed to assess the	Ongoing inquiry

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					damage and compensate the Complainant	
1257.	Felix Onyango, Dennis Ochieng & Others CAJ/KSM/CG/SIAYA/074/25/23-AO	Male	Siaya County Public Service Board	Delay	The Complainant alleged that the Siaya County Public Service Board to deploy Complainants following a successful recruitment exercise to various positions despite issuance of letters of appointment.	Inquiry ongoing
1258.	Dedan Otieno CAJ/CG/SIAYA/118/18/23-FN	Male	County Government of Siaya	Outside Mandate (civil dispute)	A complaint regarding payment of money allegedly owed to the complainant by the County Government of Siaya, Ksh 20,182,500 (requested for further particulars)	Inquiry ongoing pending update from complainant
County Government of Kisumu						
1259.	James Oketch & Co. Advocates CAJ/KSM/CG/KSM/051/134/23-WT	Organization	County Government of Kisumu	Unresponsive official conduct	Complaint alleging failure by the County Government of Kisumu to remit union dues for members of the Kenya County Workers Union who were employed by the County Government for the period between 2013 and 2021. That they had made several efforts to have the County Government release the money, resting with their letter 14th April 2023, but no action had been taken.	Inquiry ongoing
1260.	Magnam Environmental Network CAJ/KSM/ATI/CG/KSM/51/8/23-WT	Organization	County Government of Kisumu	Request for information	A request for information dated 30 th November 2023 addressed to the County Government of Kisumu seeking to be supplied with Budget Implementation reports from the years	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					2013 to 2023 financial year and all other budget related documents.	
County Government of Migori						
1261.	Derick Nyangilo T/A Central Kamagambo Social Justice Centre CAJ/KSM/ATI/CG/MGR /080/1/23- AO	Group	County Government of Migori	Unresponsive official conduct	A complaint against the Migori County Secretary and Clerk of County Assembly on allegations of failure to provide information in relation to declaration of vacancies, nomination, vetting, appointment of members of Rongo, Awendo, Migori and Kehancha Municipality Boards. Complainant advised to address the Information Complaints Officer, the Secretary County Public Service Board.	Inquiry ongoing
County Government of Kisii						
1262.	Simon Mirwoba Siringi HUD/KSI/M.AGR/014/14 /23-WT	Male	County Government of Kisii	Administrative injustice	The Complainant alleged that the County Government of Kisii had rescinded his promotion to JG 'J' without any reasons. That he was promoted to the position of Chief Clerical Officer, JG 'J' with effect from 1 st July 2016, but after his retirement, the County Government indicated in his retirement letter that he was in JG 'H' and his earlier promotion to JG 'J' was erroneous. His PF/No. is 198808364.	Inquiry ongoing
1263.	Alice Manoti CAJ/KSM/CG/KSI/078/20/23-AO	Female	County Government of Kisii	Manifest Injustice	The Complainant alleged non-payment of salary arrears amounting to Kshs. 464,198.65 that arose from her period of	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					employment between October 2018 and February 2019.	
County Government of Nairobi						
1264.	John Kaye CAJ/CG/NRB/060/394/23	Male	Nairobi City County	Unfair Treatment	The Complainant alleges that he was evicted from his area of business without any notice. He was requested to supply his claim supporting documents	Inquiry ongoing
1265.	Mary Waithanji CAJ/CG/060/395/23-JMM	Female	County Government of Nairobi	Unresponsiveness	The Complainant alleges that she submitted a tender at Mama Lucy Kibaki Hospital and paid KShs 20,000 as bid bond. She was unsuccessful and got the cheque of KShs 20,000 back but she misplaced the same. The Cheque was thereafter possessed by the Unclaimed Financial Assets Authority. She has been trying to get the same back but UFAA has been reluctant stating that Mama Lucy Hospital should issue her with a letter of regret to enable them release the cheque.	Inquiry ongoing
1266.	Justus Musyoka Mathumbi CAJ/ATI/CG/NRB/060/19-SK	Male	Nairobi City County	Unresponsive Official Conduct	A complaint alleging failure by Nairobi City County to effect a correction of the complainant's date of retirement. He stated that he received two contradictory Notices of Retirement from his parent Ministry from Agriculture as well as Nairobi City County and both were not correct	Inquiry Ongoing
1267.	Creative Flower Vendors	Group	Nairobi City County	Unfair Treatment	A complaint alleging harassment and intimidation by Enforcement Officers	Inquiry Ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
	CAJ/CG/NRB/060/389/23-SK				from Nairobi City County. Complainants who are flower vendors in Westlands stated that the Officers invaded their businesses along Westlands Ring Road and confiscated their merchandise	
1268.	Justus Musyoka Mathumbi CAJ/ATI/CG/NRB/060/19-SK	Male	County Government of Nairobi	Unresponsive Official Conduct	Complainant alleged unresponsiveness by Nairobi City County in reference to his letters requesting for correction of retirement date. He averred that he was served with two contradictory retirement Notices from the Nairobi City County and the Ministry of Agriculture and his efforts to have them corrected and aligned with Public Service Commission circular No.PSC/ADM//13(9) proved futile. He sought to be retired in line with the Public Service Commission Circular which directs for consideration of date of birth in birth certificates as the primary reference in determining retirement dates of public Officers	Inquiry Ongoing
1269.	Gladys Wambui CAJ/CG/NAIROBI/060/400/23-SK	Female	County Government of Nairobi	Unresponsive Official Conduct	An allegation that the Nairobi City County had not taken any action on a complaint reported by the complainant against Jiranis Bistro Club for noise pollution	Inquiry ongoing
1270.	Manyani Road Residents Association CAJ/CG.NBI/060/385/2023-KC	Group	County Government of Nairobi City	Unresponsive Official Conduct	The complainant alleged lack of feedback by the County Government of Nairobi City to their objection to the County's approval of development on Plot L.R. No. 209/7501 situated at Manyani Close, Lavington- House No.	Inquiry ongoing

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					208. The Association addressed the County severally vide letters dated 6 th March 20220 and 17 th July 2023 objecting to the change of user and development plans on the aforementioned parcel but no feedback and construction works had commenced.	
1271.	Mwaniki Gachuba o/b Bonface Dembede Imbuizi CAJ/CG/NRB/060/387/2023-SAK	Male	County Government of Nairobi City	Unlawful Official Conduct	The complainant alleged malicious and illegal detention of motor bike Reg. No. KMFM 810G belonging to Bonface Dembede Imbuizi who was lawfully transporting a pillion passenger from Masaba Road, Upper Hill to Khoja area within the CBD when seven ununiformed men waived and stopped him at Tom Mboya Street and demanded Kshs. 10,000 or else, face arrest and detention of the motorbike. Subsequently, the motorbike was impounded and taken to City Hall without being informed of the reason.	Inquiry ongoing
1272.	Abdullahi Gitari & Co. Advocates CAJ/CG/NRB/060/397/23 – EF	Organization	County Government of Nairobi City	Unlawful official conduct	Complainant alleged that the Nairobi City Water and Sewerage Company wrote to their client indicating that a wayleave existed on his property despite not being indicated on the survey plan. The complainant alleged that the same was done to further the interests of a private individual. The Commission requested the complainant to provide an update on the outcome of the letter	Inquiry ongoing

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					which was addressed to the Nairobi City Water and Sewerage Company.	
1273.	Susan Waithira Kamau HUD/GPO/CGNRB/060/33/23 – EF	Female	County Government of Nairobi City	Unlawful official conduct	Complainant alleged that some officers of the County Government are colluding with land grabbers to change official land records relating to plots she owns in Kariobangi South.	Inquiry ongoing Pending action by the complainant
1274.	Anonymous CAJ/CG/NRB/060/392/23-RA	Unclear	County Government of Nairobi	Unresponsive Official Conduct	The Complainant alleges noise pollution at Nairobi West market Discount Bazaar caused by welding which has made her deaf on an ear.	Ongoing Inquiry
1275.	Mwaniki Gachuba Advocates CAJ/C.G/NRB/060/387/23-RA	Organization	Nairobi County Government	Unlawful Official Conduct	The complaint is on alleged illegal and malicious detention of Client's motor bike and demand of bribe to release the same.	Ongoing Inquiry
Siaya County Service Public Board						
1276.	Felix Onyango, Dennis Ochieng & Others CAJ/KSM/CG/SIAYA/074/25/23-AO	Male	Siaya County Public Service Board	Delay	The Complainant alleged that the Siaya County Public Service Board to deploy Complainants following a successful recruitment exercise to various positions despite issuance of letters of appointment.	Inquiry ongoing
Homa Bay County Public Service Board						
1277.	Public Interest Group CAJ/CG/HOMABAY/102/24/23 – EF	Organization	Homa Bay County Public Service Board	Unlawful official conduct	Complainant, on behalf of 10 newly recruited employees of the County Government, alleged that the Board had failed to place them in their respective employment positions despite being issued with letters of appointment.	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					They had waited for 8 months without placement and payment of salaries.	
Kenya Revenue Authority (KRA)						
1278.	Elphas Tari Odugi HUD/KAK/KRA/000/21/2 3-AO	Male	Kenya Revenue Authority	Unresponsive official conduct	The Complainant alleged that the Respondent failed to process and pay a refund claim following importation of motor vehicle in the year 2001 and payment of Kshs. 147,654 being customs and port charges.	Inquiry ongoing
1279.	Bakon Ltd CAJ/KRA/000/1543/23-FN - FN	Institution	KRA	Unresponsive Official Conduct	A complaint that KRA has not responded to the request for waiver of penalties that accrued for non-filing of returns, the complainant made the request in 2021	Inquiry ongoing - Pending update from respondent
1280.	Patrick Ngore CAJ/KRA/000/1565/23-FN	Male	Kenya Revenue Authority	Delay	Complainant alleged delay in the issuance of a tax refund. Complainant was advised to lodge The complaint directly with KRA and update the Commission on progress	Inquiry ongoing - Pending update from complainant
1281.	Eric Wafula Makokha CAJ/KRA/000/1542/23-JMM	Male	Kenya Revenue Authority	Manifest Injustice	The complainant alleges that he is a person living with disability registered with the National Council for Persons With Disability, Reg No. NCPWD/P/554681. He applied for the position of Revenue Service Assistant at the Kenya Revenue Authority and was shortlisted for the 1st phase of the selection process. Subsequently, he was invited for an online aptitude test on 2nd June 2023 but because of his condition	We initiated inquiry and the matter is yet to be resolved.

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					(he is blind) KRA promised him that they will undertake a different test. The alternative test was never done and he has since learnt that KRA has already recruited staff for the stated position	
1282.	Singh Jasjit Ahluwalia CAJ/KRA/000/1549/23-RA	Male	Kenya Revenue Authority	Outside Mandate	The complainant alleges that Weatherford Services & Rentals Kenya have not been submitting his PAYE returns on time as stipulated leading to confusion and complicating the matter thus hampering with his chances of obtaining job opportunities and Tax Compliance Certificate. The complainant has tried since 2015 to have his ledger settled without success from KRA.	Ongoing Inquiry
Kenya Power and Lighting Co. Ltd						
1283.	Asila Akrim Amran CAJ/MSA/KPLC/021/93/23EM	Female	Kenya Power	Oppressive Official Conduct	The complainant alleged that due to regular power outage in Mwandoni area, her laptop, rice cooker and fridge have been damaged. She was requested to supply further details on her complaint	Inquiry ongoing
1284.	Margret Nabwala CAJ/KPLC/021/644/23-JMM	Female	Kenya Power and Lighting Co. Ltd	Unfair Treatment	The complainant alleged that Kenya Power has disconnected her from power in Sanandiki Village in Bungoma County. He Account No. is 120576143.	Inquiry ongoing
1285.	Victor Mwenda CAJ/KPLC/021/647/23-JMM	Male	Kenya Power	Unresponsiveness	The Complainant alleged that he applied for power but up to date, he	Inquiry ongoing

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					has never been connected to the national grid.	
1286.	Culito Ltd CAJ/KPLC/021/655/23-JMM	Company	Kenya Power	Unfair Treatment	The complainant alleged that on 6 th July 2020, the Company made an application for provision of a 60KVA supply of electricity on Plot No. 209/958/5 Kilimani (Application Reference E21552020070002. Culito Ltd paid KShs 1,486,104 on 25 th August 2020 to Kenya Power as advised by yourselves vide letter referenced KP2C/6AA/QMS/SKM/hs dated 17 th July 2020. On 21 st March 2022, the transformer that you installed stopped working and the same was collected by your staff on 28 th June 2022. The said transformer has never been repaired nor replaced to date, despite several follow ups.	Inquiry ongoing
1287.	Morris Omondi	Male	Kenya Power And Lighting Company (KPLC)	Unresponsive Official Conduct	The complainant alleges of delay by Kenya Power and Lighting Company in resolving his complaint registered under ref No. 9957716. He claims that its over three months with no response from them.	Ongoing Inquiry
1288.	Mwiti James CAJ/KPLC/021/673/23-RA	Male	Kenya Power And Lighting Company (KPLC)	Unresponsive Official Conduct	There was a power surge in Our estate , were streetlights went off and have not been repaired since April 2023. Various Tickets raised though customer care but no action is taken. A visit to the Donholm office in November 2023 , I met the teams involved after which they visited	Ongoing Inquiry

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					the site but have not acted on the matter. One officer i was referred to was rude and asked me if i know how much one light cost; and he will replace only one. I have been tossed from one officer to another without any corrective action being taken. Tickets raised on the matter are 9370435, 9691434; 9753587 , 10336944. The matter has been reported since April 2023.	
1289.	Bett Antony CAJ/KPLC/021/657/23-JMM	Female	Kenya Power	Delay	The Complainant alleged that that on 4 th October 2023, he bought tokens worth KShs 100 via Mpesa, Mpesa Code (RIO7LV4SX) and token with code 3216-3617-6820-5879-3499 was send to him.	Inquiry ongoing
1290.	Dominic Lumwaji CAJ/KPLC/021/675/23-JMM	Male	Kenya Power	Unfair Treatment	The Complainant alleges that on 14 th January 2011, he applied to be connected to the national grid on his Plot No. Hse 25 at Kathiani. The connection fee was KShs 34,980 which he paid and was issued with Meter No. 357357-010. Sometimes in 2019, Kenya Power shared a bill of KShs 1,000,000, which amount he did not understand its origin despite him demanding for justification. Kenya Power went on to disconnect him and he has never been connected back again.	We initiated inquiry and the matter is yet to be resolved
1291.	Omondi Morris CAJ/KPLC/021/658/23-MD	Male	Kenya Power and Lighting Company.	Delay	The Complainant alleged that he erroneously purchased tokens in the sum of Kshs. 34,200.00 on 29 th July 2023. On	Inquiry Ongoing.

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					31 st July 2023, he requested for refund which has not been processed to date.	
1292.	Simon Kamau Mbugua CAJ/KPLC/021/662/202 3-MD	Male	Kenya Power & Lighting Company	Unresponsive official conduct	The Complainant alleged that the Respondent's Kiambu town branch has failed to terminate account number 26512426 despite several requests and reminders. The Complaint was referred to Managing Director KPLC to deal with through internal redress mechanism.	Inquiry Ongoing
1293.	Charles Otieno P. Ochieng CAJ/KPLC/021/677/23-MD	Male	Kenya Power and Lighting Company	Manifest Injustice	The complainant alleged that KPLC have disabled and terminated his meter account at Migoki Kisumu on account of a purported bill of Kshs. 70,303 accrued in another meter account number previously owned by the complainant which Kenya Power and Lighting Company delayed in terminating.	Inquiry Ongoing
1294.	KMK Advocates for Naomi Muthoni Karubiu CAJ/KPLC/021/649/23-V.O.K	Organization	Kenya Power & Lighting Co. Limited	Unfair treatment	The Complainant alleged that KPLC offered to acquire a portion of its client's land measuring approximately 1.4268 acres for transmission at Ksh 713,400. The offer was rejected for reasons that the offer amounted to gross undervaluation and disregard to just compensation. Despite that, KPLC employees and agents trespassed the said property and continue to do so.	Inquiry ongoing
1295.	Steve Mwaniki Mwanzia CAJ/KPLC/021/592/23-V.O.K	Male	Kenya Power & Lighting Co. Limited	Unresponsive official conduct	The Complainant alleged that he purchased KPLC tokens but keyed in the wrong account number. He raised the issue with KPLC seeking a refund of the money or reversal of the token to the	Inquiry ongoing

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					correct account but it declined the request on the basis that the Complainant delayed in lodging the complaint.	
1296.	Dadson Muchinji CAJ/KPLC/021/648/23-V.O.K	Male	Kenya Power & Lighting Co. Limited	Inefficiency	The Complainant alleged that the Respondent has failed to address his request for replacement of a vandalized transformer which serves Wiyumiririe dispensary and Wiyumiririe Secondary School.	Inquiry ongoing
1297.	Luke Okunya Odiemo CAJ/KPLC/021/663/2023-KC	Male	Kenya Power	Inefficiency	The complainant alleged that KPLC officials took away transformer along the Kenya-Uganda highway two months ago occasioning power disconnection to the residents of Kocholia at Duka Moja, Malaba, Busia County. Allegedly, the officials did not inform the residents for such action but indicated that the same will be returned after a short while which had not happened since.	Inquiry ongoing
1298.	David Maiyo CAJ/KPLC/021/660/23-V.O.K	Male	Kenya Power and Lighting Company	Delay	The Complainant alleged that the Respondent delayed in responding to his complaint regarding faulty traffic lights within Eldoret town.	Inquiry ongoing
1299.	Alex Mwangi CAJ/KPLC/021/641/23-SK	Male	Kenya Power	Unresponsive Official Conduct	An allegation of frequent power outages in Kenol Town in Muranga County and as a result business relying on electricity were severely affected as well as inconveniencing families	Inquiry Ongoing

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1300.	Timothy Anjili CAJ/KPLC/021/664/23-FN	Male	Kenya Power and Lighting Company	Manifest Injustice	Complainant alleged that a team from KPLC dismantled their power supply line from the grid after accusing them of having an illegal connection. He further alleges that he paid for installation and had been waiting for 3 and a half years for metre installation.	Inquiry ongoing - Pending update from complainant
1301.	Annet Wairimu Nguchuga CAJ/KPLC/021/676/23-FN	Female	Kenya Power	Unfair Treatment	A complaint that Kenya Power has created an illegal wayleave on her land parcel no. Ruiru/Mugutha Block 1/10125	Inquiry ongoing pending update from respondent
1302.	Mark Mburu Mwangi CAJ/KPLC/021/652/202 3-KC	Male	Kenya Power	Inefficiency	The complainant alleged that despite visiting the Kenya Power, Muranga branch on several occasions to follow up on his father's application dated 8th March 2012 for re-assessment and valuation of his land parcel acquired for purposes of putting up a power line, he had not been assisted. Rather, he had been tossed amongst different offices and allegedly, informed that the people supposed to value the property were outside the country and thus, he ought to wait.	Inquiry ongoing
1303.	Martin Kamau CAJ/KPLC/021/646/202 3-KC	Male	Kenya Power	Inefficiency	The complainant alleged that his application to Kenya Power to rectify a faulty electricity meter Account No. 26440982 had not been acted upon despite several inquiries and indications from Customer Care on addressing the issue immediately.	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
1304.	Daisy Wandiri HUD/EMBU/KPLC/021/43/23-EMN	Female	Kenya Power and Lighting Company	Unresponsive official Conduct	The Complainant alleged that the Respondent had passed a power line through her land without consulting her. That she has sought for a way leaves agreement with the Respondent in vain and that the Respondent has been destroying her crops and trees along the power line.	Inquiry Ongoing
1305.	Halima K. Abdille CAJ/KPLC/021/667/23-EMN	Female	Kenya Power And Lighting Company	Unresponsive Official Conduct	The Complainant alleged that they suffered power outage at her business premises and that when power was restored, a fire broke out from all sockets burning down the business, she has been following up on compensation in vain.	Inquiry Ongoing
1306.	Joseph Kamau Gitaka CAJ/KPLC/021/643/23-RA	Male	Kenya Power and Lighting Company (KPLC)	Unresponsive Official Conduct	The complainant alleges that Kenya Power has failed to act on the letter of 27/10/22 to have the pending bills which belonged to the Principal and Deputy Principal of Dagoretti High School be transferred to an existing account of Dagoretti High School Acc. No. 21884414.	Ongoing Inquiry
1307.	Anthony O. Omtatah CAJ/KPLC/021/668/23-RA	Male	Kenya Power and Lighting Company	Unresponsive Official Conduct	The complainant alleges that he lodged with complaint under ref 10325886 at KPLC Ongata Rongai branch and each time he follows up or raise compliant with them he is informed that their engineers will attend to the issue once they are available and that they have never been coming. His account number for KPLC is 24501280	Ongoing Inquiry

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
1308.	Peter Obade CAJ/KPLC/021/670/23-RA	Male	Kenya Power and Lighting Company	Unresponsive Official Conduct	The complainant alleges that he reported loss of his meter no 37182475485 to KPLC Migori branch in 2021 and he paid 3830 on february 7,2022 for replacement of the same. He says that despite several follow up and raising the matter with the branch manager, sagwe connection is yet to be restored.	Ongoing Inquiry
National Council for Persons with Disabilities						
1309.	Jason Jomba CAJ/NCPWD/018/147/23-SCK	Male	National Council for Persons with Disability (NCPWD)	Delay	The complainant alleges that he is a PLWD and applied for a tax exemption certificate which expired on April 2023.The vetting for the renewal was done in 14th August 2023.The said certificate, the complainant said was supposed to be ready after one month. The complainant states he made follow up emails and calls to the NCPWD which were not responded to.	Inquiry Ongoing
1310.	Charles Mumo CAJ/NCPWD/018/146/23-EMN	Male	National Council for Persons with Disabilities	Unfair Official Conduct	The complainant alleged that he has been the respondent's casual employee since 2018 who retired in 2021 but that he hasn't been paid his benefits.	Ongoing inquiry
1311.	Jason Jomba CAJ/NCPWD/018/147/23-SCK	Male	National Council for Persons with Disability (NCPWD)	Delay	The complainant alleges that he is a PLWD and applied for a tax exemption certificate which expired on April 2023.The vetting for the renewal was done in 14th August 2023.The said certificate, the complainant said was supposed to be ready after one month.	Inquiry Ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					The complainant states he made follow up emails and calls to the NCPWD which were not responded to.	
National Environment Management Authority (NEMA)						
1312.	Nduku Makovu CAJ/MSA/NEMA/038/15/2023-SAK	Female	National Environment Management Authority (NEMA)	Unresponsive Official Conduct	The Complainant alleged that the Respondent failed to address his complaint. He said that he is the owner of Madzimbani/Mitangoni/868 and her neighbour has begun construction of an Airtel booster. Consequently, her house has become inhabitable due to dust and noise pollution leading to her falling ill. That some of her window panes have been destroyed. That her advocate contacted NEMA through a letter dated 4th September 2023 but have not received any response	Inquiry ongoing
1313.	NDUKU MAKOVU CAJ/MSA/NEMA/038/15/2023-EM	Female	National Environment Management Authority	Unresponsive Official Conduct	The Complainant alleged that due to the construction of an Airtel booster next to her piece of land, her house has become inhabitable due to dust and noise pollution leading to her falling ill. That some of her window panes have been destroyed. That her advocate contacted NEMA through a letter dated 4th September 2023 but have not received any response	Inquiry ongoing
1314.	Stephen Obara CAJ/NEMA/038/206/2023- FN	Male	NEMA	Inefficiency	A complaint that domestic animals were being slaughtered under unsanitary conditions in Mubwayo market. However, public health officials have not	Inquiry Ongoing Pending

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					taken any action. Additionally, that the complainant reported the same issue to NEMA and that the government inspector has not taken any action on the same. The complaint alleges that it is because the slaughterhouse belongs to the Chief, Bunyala Central Budalangi	Update from Complainant
1315.	Stephen Gate CAJ/NEMA/038/211/23-SCK	Male	National Environment Management Authority of Kenya	Unresponsive Official Conduct	The complainant alleges that his neighbor unprofessionally constructed a Go-down, which he claims has affected his own building, he indicates that he wrote to NEMA Requesting intervention, but has not received any response	Inquiry ongoing
1316.	Catherine Muthanje Njiru HUD/EMBU/NEMA/038/34/23-RA	Female	National Environment Management Agency (NEMA)	Abuse of Power	The Complainant alleges that the Respondent is working in cohorts with Eagle 1 Concrete Machinery Ltd in order to avoid conducting Environmental Impact Assessments that have led to adverse vagaries.	Ongoing Inquiry
1317.	George Omedo CAJ/NEMA/038/208/23-RA	Male	National Environment Management Agency (NEMA)	Unresponsive Official Conduct	The complainant alleges of noise pollution at Kibos Sugar. He claims that the noise affects schools, institutions and residents living adjacent to the factory.	Ongoing Inquiry
Insurance Regulatory Authority (IRA)						
1318.	Onesmus Kaguai Wanjeri CAJ/IRA 000/1545/23-JMM	Male	Insurance Regulatory Authority	Unresponsive official Conduct	The Complainant alleged that he had insured his vehicle registration No. KDE 868Z with Mornach Insurance Company. His car was involved in an accident on 7 th August 2022 and the car was	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					extensively damaged. The Insurance took over the matter and re-possessed the car and the same was never returned to the complainant. He then lodged a complaint with Insurance Regulatory Authority ("the Authority") to compel the Insurance company return the car without success.	
1319.	Mukoya Mwairumba CAJ/IRA/000/1563/23-FN	Male	Insurance Regulatory Authority	Delay	Complainant alleged delayed payment of a matured policy by a corporate insurance company. The Commission via an email dated 31st October 2023 noted that the complaint was correctly addressed to the IRA and asked the complainant to lodge an official complaint if need arose.	Inquiry ongoing - Pending update from complainant
1320.	J.M. Njenga & Co. Advocates for Wangui Macharia CAJ/IRA/000/1550/2023-SAK	Organization	Insurance Regulatory Authority	Unresponsive Official Conduct	The complainant alleged non-payment of compensation in respect of Motor Vehicle Reg. No. KAV 110V that was involved in a road traffic accident along the Nairobi-Nakuru highway and got extensively damaged. The complaint was lodged with the insurer- Fidelity Shield Insurance Company but the insurer declined to settle the claim. This necessitated follow up at Insurance Regulatory Authority but there had been no response nor action thereof.	Inquiry ongoing
1321.	Stars of Hope & Social Justice CAJ/IRA/000/1570/2023-KC	Organization	Insurance Regulatory Authority	Unresponsive official conduct	The complainant alleged unresponsive official conduct by the Insurance Regulatory Authority to a complaint lodged against African Merchant	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					Assurance Company (AMACO) concerning effecting a compensation award of Kshs. 1,518,000 granted in Nairobi CMCC No. 5229 of 2015- <i>Ephantus NJagi Mbindu vs Moses Mwangi & Another.</i>	
1322.	Ngendwa Enterprises Limited CAJ/IRA/000/1558/2023 -KC	Institution	Insurance Regulatory Authority	Delay	The Complainant alleged delay at Insurance Regulatory Authority to conclusively address a complaint lodged against Monarch Insurance since March 2023 concerning Motor Vehicle Registration Number KCN 667T that was involved in a road traffic accident on 23rd November 2022. Allegedly, the insurance company had not paid repair expenses despite approval for the car to be taken to their pre-listed garage.	Inquiry ongoing
1323.	James Oketch & Co. Advocates CAJ/IRA/000/1548/2023 – EF	Organization	Insurance Regulatory Authority	Unresponsive official conduct	Complainants alleged that they lodged a complaint with the Insurance Regulatory Authority against Monarch Insurance Company, on behalf of Abdi Ali Haji, but had not received a response 8 months later. They sought implementation of the decree in Nairobi Commercial Civil Suit No. 1940 of 2020.	Inquiry ongoing Pending update from complainant
1324.	Ochola Anthony Opiko CAJ/IRA/000/1561/23-RA	Male	Insurance Regulatory Authority (IRA)	Unresponsive Official Conduct	The complainant, through an email, states that he has lodged a complaint with the Insurance Regulatory Authority on December 2022 concerning an insurance policy taken with Corporate Insurance company but there has been	Ongoing Inquiry

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					no feedback . The said insurance had continued to deduct ksh 2254 from his payslip for 8 months after maturity date totaling 18,032.They refused to stop deductions after approaching them to do so and they are yet to do a refund.	
Kenya Pipeline Company						
1325.	Esha Mohamed Mwijaa CAJ/MSA/KPC/021/92/ 2023-SAK	Female	Kenya Pipeline Company	Delay	the Complainant alleged that his permanent perimeter wall was demolished by agents of Kenya Pipeline Company Limited in Migadini within Mombasa County. Further, she has pursued compensation since then but they are yet to pay for the same despite several letters and follows up visit. On 23rd November 2022, the Company wrote to the complainant alleging that one Stanley Mlegwa was also claiming compensation where she clarified that the said person was her husband and the complaint was the same. The company also alleged that the wall had partly encroached on the way leave but declined to conduct a survey or provide any proof therein.	Inquiry ongoing
National Construction Authority						
1326.	Centre for Litigation on Environment and Governance	organisation	National Construction Authority	Access to Information	This is a request for access to information against the National Construction Authority. The complainant is seeking information regarding building codes for	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
	CAJ/MSA/ATI/NCA/007/1/23-EM				a development on Plot No. 1417 Mwembelegeza Scheme in Mombasa County.	
Competition Authority of Kenya						
1327.	Dennis Mukhwana Nyongesa CAJ/CAK/107/9/23-JMM	Male	Competition Authority of Kenya	Unresponsiveness	The complainant alleges that he raised a complaint with Competition Authority of Kenya on 13 th September 2023. He has persistently been calling the customer care number (0202628233) but the calls go unanswered. He has been making a follow up on the same without success.	Inquiry ongoing
Kenya Copyright Board						
1328.	Geoffrey Saya Ndula CAJ/KCB/023/224/23-JMM	Male	Kenya Copyright Board	Delay	The Complainant alleged that he requested his article to be registered by the Board without success. He was requested or his claim supporting documents	Inquiry ongoing
Communication Authority						
1329.	Geoffrey Mutunga CAJ/SIMBA CEMENT/020/153/23-JMM	Male	Communication Authority	Manifest Injustice	The Complainant alleged that he has been unable to unsubscribe to ussd *544*35# and as such Safaricom. He has raised the issue with Safaricom without success. The complainant now seeks to have the matter resolved by having the deduction stopped.	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
1330.	Godfrey Braganza CAJ/CAK/023/226/23-JMM	Male	Communications Authority	Unfair Treatment	The Complainant alleged that he has been unable to unsubscribe to ussd *544*35# and as such Safaricom. He has raised the issue with Safaricom without success	Inquiry ongoing
Postal Corporation of Kenya						
1331.	Felsita Jane Achieng CAJ/PCK/023/228/23-JMM	Female	Postal Corporation of Kenya	Delay	The Complainant alleged that she is a retired employee of Postal Corporation of Kenya having retired on 6 th December 2018. There is an outstanding f KShs 206,000 which she has been pursuing without success.	Inquiry ongoing
1332.	Eugene Mboni Amukowa CAJ/M.INF/023/227/23-FN	Male	Posta	Unresponsive official conduct	Complainant, who is deaf, alleged non-payment of his disability guide allowance by his employer, Posta despite several attempts to raise the issue with HR	Inquiry ongoing – Pending update from respondent
SACCO Societies Regulatory Authority						
1333.	Rose Wairimu Kimani CAJ/SASRA/025/189/23-V.O.K	Female	SACCO Societies Regulatory Authority	Delay	The Complainant alleged that she lodged a complaint against Metropolitan National SACCO Limited but the same had not been resolved by the Respondent.	Inquiry ongoing
Kenya Maritime Authority						
1334.	Chemwok & Co. Advocates for Cosmas Kiplagat Cherop	Organisation	Kenya Maritime Authority	Unfair official conduct	The Complainant alleged that the Respondent unlawfully withheld its Client's salary and other benefits for the month of August 2023.	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
	CAJ/KMA/138/5/23-V.O.K					
Tea Board of Kenya						
1335.	Njeru Industries CAJ/TBK/014/411/23-V.O.K	Organization	Tea Board of Kenya	Unfair official conduct	The Complainant alleged that the Respondent issued a notice to it to show cause why its manufacturing license should not be suspended and/or revoked, based on fictitious allegations.	Inquiry ongoing
Kenya Airport Authority						
1336.	Red Baron Aviation Training Institute CAJ/KAA/013/2590/23-V.O.K	Organization	Kenya Airports Authority	Unfair treatment	The Complainant alleged that it entered into a valid lease agreement with the Respondent based on which it sub leased premises to tenants but the Respondent threatened to evict the tenants.	Inquiry ongoing
Kenya Tea Development Authority						
1337.	Joyce Kalea CAJ/KTDA/014/409/23-SK	Female	Kenya Tea Development Authority	Administrative Injustice	A complaint against Kenya Tea Development Authority for refusing to pay the complainant her terminal benefits and damages following unfair termination of employment. The complainant filed a suit which was ruled against her, appealed but the appeal which was dismissed due to time limitation	Inquiry Ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
Kenya Railways Corporation						
1338.	James Mukeya CAJ/KRC/004/565/23-RA	Male	Kenya Railways Corporation	Delay	The complainant alleges delay in payment of Kenya Railway Corporation resource legacy claims. The complainant states that he submitted his claim in accordance with a notice published in newspapers (attached) dated 17/1/2014 but no payment has been made to date despite follow up.	Ongoing Inquiry
1339.	Mukeya James CAJ/KRC/004/565/23-RA	Male	Kenya Railways Corporation	Delay	The complainant alleges delay in payment of Kenya Railway Corporation resource legacy claims. The complainant states that he submitted his claim in accordance with a notice published in newspapers (attached) dated 14/1/2024 but no payment has been made to date despite follow up.	Ongoing Inquiry
1340.	George Kahara Njau & Others HUD/GPO/NRB/KRC/004/43/2023-KC	Male	Kenya Railways	Delay	The complainant alleged delay and/or non-payment of compensation for injuries sustained in the course of duty. The complainants indicate that the Kenya Railways Corporation engaged them as casual labourers in May 2020 for clearing drainage channels in Nakuru County. However, in the course of duty, they sustained varied degree of injuries as documented in the enclosed medical reports. They stated that there had been no communication since then.	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
1341.	Naz Kassam CAJ/KRC/004/562/23-SK	Male	Kenya Railways Corporation	Delay	A complaint alleging delay by Kenya Railways Corporation to refund the complainant's Kshs.12000 for payment made to Standard Gauge Railway which he later cancelled. He alleges that he sought to be refunded the money but Standard Gauge Railway is yet to do so.	Inquiry Ongoing
Kenya Industrial Property Institute						
1342.	Uneeco Paper products Co. Ltd CAJ/KIPI/020/151/23-SK	Corporate	Kenya Industrial Property Institute(KIPI)	Delay	A complaint alleging delay by KIPI in issuing a Certificate to enable the company include additional classes to their Trademark called TITAN. The application was made on 23 rd March 2022 but the Certificate was yet to be issued	Inquiry Ongoing
Athletic Kenya						
1343.	NJOROGE MUTHEE ALBEERT CAJ/NHRR/M.YSP/031/1/2023-EMK	Male	Athletics Kenya	Unfair treatment	The complainant alleges that he is an athlete who has been training for the 1500 metres race past one year. He alleges Athletics Kenya did not include trials for 1500 meters and have not explained the reason for the exclusion to the complainant.	Inquiry ongoing
Kenya Bureaus of Standard (KBS)						
1344.	James Mugambi CAJ/KEBS/073/18/23-FN	Male	Kenya Bureau of Standards	Unresponsive Official Conduct	A complaint that the respondent has failed to act on a complaint made on 28 th June 2021 regarding a foreign	Inquiry ongoing-pending

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					object found in an unopened Coca-Cola bottle.	update from the complainant
1345.	James Mugambi CAJ/KEBS/073/18/23-FN	Male	Kenya Bureau of Standards	Unresponsive Official Conduct	A complaint that the respondent has failed to provide the results of investigations carried out regarding a report of a foreign object found in an unopened Coca Cola Bottle. The complainant lodged the report on 28 th June 2021	Inquiry ongoing- pending update from the respondent
National Housing Corporation						
1346.	Muchoki Mwangi George CAJ/NHC/028/68/23-FN	Male	National Housing Corporation	Unfair Treatment	A complaint that the respondent unfairly reallocated a house (under the affordable housing programme) to another purchaser, the respondent had had offered to sell the house to the complainant (letter of offer was dated 19 th February 2021) and the complainant had paid a deposit of Ksh 553,000/=	Inquiry ongoing- pending update from the respondent
Kenya Electricity Transmission Co. Ltd (KETRACO)						
1347.	Chirstopher Kingori CAJ/KETRACO/021/681/23-FN	Male	KETRACO	Unresponsive Official Conduct	A complaint that the respondent has failed to compensate the complainant Ksh 700,000/= despite offering the amount to him on 7 th October 2020 for the limited loss of use of his land Title NO. NAIVASHA/MWICHIRIGIRI BLOCK 4(MIRERA) 13365 OKARIA-LESSOS-KISUMU transmission	Inquiry ongoing pending update from respondent

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
1348.	Christopher Kingori CAJ/KETRACO/021/681/23-FN	Male	Kenya Electricity Transmission Co. Ltd (KETRACO)	Unfair Treatment	A complaint that the respondent has failed to compensate the complainant Ksh 700,000/= for limited loss of use of land on Title No. NAIVASHA /MWICHIRIGIRI BLOCK4 (MIRERA) on the Olkaria – Lessos- Kisumu transmission line project	Inquiry ongoing pending update from respondent
1349.	Mutunga Kamula Francis HUD/MAKUENI/KETRACO/021/44/23	Male	Kenya Electricity Transmission Co. Ltd	Unresponsive Official Conduct	The complainant alleges that KETRACO have entered agreement with them for use of their land and they were to be compensated. The complainant states that the company used the said land with no compensation and follow up efforts generated no feedback.	
1350.	Joseph Mateche Chitayi CAJ/KETRACO/021/651/23-JMM	Male	Kenya Electricity Transmission Co. Ltd	Unresponsiveness	The Complainant alleged that Kenya Electricity Transmission Co. Ltd was to compensate him for a power line that was installed in his property.	Inquiry ongoing
New Kenya Operative Creameries						
1351.	George Ndegwa Matuto CAJ/HUD/NYERI/COOP/025/19/2023-SAK	Male	New Kenya Co-operative Creameries	Delay	The complainant alleged delay at New Kenya Co-operative Creameries to pay him Kshs. Kshs 189,000/- for services rendered as a milkman who was engaged in 1992 for distribution of milk to different customers. Subsequently, he took KCC to court which awarded him Kshs 720,000, but to date he is yet to receive any payout therein.	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
Horticulture Crops Development Authority						
1352.	Kariuki Gachago CAJ/M.AGR/014/412/2023-KC	Male	Horticultural Crops Development Authority (HCDA)	Unresponsive official conduct	The complainant alleged that the Horticultural Crops Development Authority (HCD) had been unresponsive to complaints of farmers who had not been paid despite supplying produce to exporters. The matter had been reported at the Authority's branch in Sagana and further to the head office but no response nor action taken.	Inquiry ongoing
Capital Market Authority						
1353.	Munyua Charles CAJ/CMA/040/2758/23-SCK	Male	Capital Markets Authority	Delay	This is a letter dated 29th September 2023, addressed to the complainant by the CMA acknowledging receipt of the complainant letter and states that it is considering the submission by complainant in light of complaint and shall respond substantively.	Inquiry ongoing
Kenya National Bureau of Statistics						
1354.	Catherine Kathure Kithinji ISI/HUD/M.PLAN/008/001/23 - KWK	Female	Kenya National Bureau of Statistics	Delay	The Complainant alleged she was an employee of Kenya National Bureau of Statistics until her retirement in 2022. She alleged that she has been following up on her pension since her retirement to date to no avail. Complainant to furnish the Commission with supporting documents	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
The Female Genital Mutilation Board						
1355.	Musyoki Mogaka & Co. Advocates CAJ/M.HEA/012/642/23-EMN	Institution	The Anti-Female Genital Mutilation Board	Delay	This complaint is a Demand letter/ Notice of Intention to Sue addressed to the respondent and copied to this Commission among others. The complainant alleged that his client had resigned from the Respondent's employment but that the Respondent had failed to process and pay his client's gratuity. They were advised to follow up with the Complainant.	Ongoing inquiry
Kenya Electricity Generating Company (Kengen)						
1356.	Maiyuku Mutua Antony CAJ/KENGEN/021/671/23-RA	Male	Kenya Electricity Generating Company (Kengen)	Unfair Treatment	The Complainant alleges that he went for KENGEN job interview for the position of a supply chain officer on August last year 2023 and to date he has never received an award or regret letter from KENGEN despite other people receiving their letters. He alleges that he has information that his name was struck out and replaced by the name of a politician's nephew who hails from Kitui South despite him being one of the best candidates. This was done by the then acting KENGEN CEO Mr. Abraham Serem and the current HR Director. Since these discriminatory crime was done he has never received any feedback from them be it a job offer or a regret letter.	Ongoing Inquiry

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
Nairobi Security Exchange						
1357.	Patrick Kahura CAJ/NSE/000/1560/23	Male	Nairobi Securities Exchange	Unfair official conduct	The Complainant alleged that a receiver sold his shares and paid him by cheque which cheque was dishonoured. He has been following up on the payments in vain. His complaint was referred to the capital Markets Authority	Inquiry Ongoing
Tana and Athi River Development Authority						
1358.	Timothy Mugo Karani HUD/EMBU/TARDA/033/1/23-EMN	Male	Tana And Athi Rivers Development Authority	Delay	The Complainant alleged that the Respondent compulsorily acquired his land but has failed to compensate him for the same. He was requested to supply the Commission with clearer details together with his claim supporting documents.	Inquiry Ongoing
Kenya Health Professional Oversight						
1359.	Nayan Savla CAJ/KHPOA/012/646/23-EMN	Male	Kenya Health Professions Oversight Authority	Delay	The complainant alleged that he had lodged a Complaint with the Respondent but that the Respondent had failed to process and resolve his complaint	Inquiry Ongoing
National Industrial Training Authority						
1360.	Chege kago CAJ/NITA/020/147/23-EMN	Male	National Industrial Training Authority	inefficiency	The Complainant alleged that he is an accredited trainer for Technical and Vocational Colleges but that since 2021, the Respondent delays in	Inquiry Ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					processing and paying their Daily Subsistence allowances which has not only affected their service delivery but also exposed them to pecuniary embarrassments.	
Kenya Agriculture and Livestock Research Organization						
1361.	Patience Idzifa CAJ/KALRO/014/418/23-SCK	Female	Kenya Agricultural and Livestock Research Organization	Unresponsive Official Conduct	The complainant alleges that the Kenya Agricultural and Livestock Research Organization (KALRO) has failed to adhere to the PSC guidelines on development and review of Human Resource Management issued on August 2023. Further, that there has been unfair remuneration of certain job groups at KALRO	Inquiry ongoing
1362.	Akinyi Levi CAJ/KALRO/014/421/23-SK	Female	Kenya Agricultural and Livestock Research Organization(KALRO)	Unresponsive Official Conduct	A complaint that the Respondent's Officers were not being remunerated properly as required by the Public Service Commission. She indicated that the Respondent had failed to implement a Public Service Commission Circular which would have seen her rise from Job Group KR12 to KR 10 with the appropriate remuneration	Inquiry ongoing
Public Officer						
1363.	Frank Esevwe CAJ/P.O/047/643/23-MD	Male	Public officer (Vice Chancellor,	Unlawful official conduct	The Complainant alleged that Prof. Stephen Kiama, the vice chancellor of University of Nairobi promotes staff based on tribalism and nepotism. The	Ongoing inquiry

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
			University of Nairobi)		Complaint was referred to Principal Secretary Ministry of Education to deal	
1364.	Anonymous CAJ/P.O/047/645/2023-MD	Unclear	Public Officer (Chief Executive Officer, Sports, Arts & Social Fund)	Unlawful official Conduct	The Complainant alleges that the CEO of Sports, Arts & Social Fund is involved in nepotism and tribalism in recruitment, disregard of board's approval and oversight role, intimidation of board and staff, bribery, conflict of interest, corruption and disregard of employment procedure. The Complaint was referred to Principal Secretary Ministry of Youth Affairs, Sports & Arts and to deal internally	Inquiry ongoing
1365.	Humphrey Muturi Hiahia CAJ/PO/047/650/23-MD	Male	Public Officer (Chief Kamburu Location)	Unresponsive Official conduct	The Complainant alleged that the Respondent is in possession of a land title certificate handed to him by the complainant's late mother. He made a request to the chief to release the title document and the chief indicated that he has to avail succession documents. The complainant duly advised to file a succession suit and be appointed as an administrator of the estate of his late mother to enable him claim the title.	Inquiry Ongoing.
1366.	Maingi Musyimi & Associates CAJ/CCD/025/192/23-MD	Organization	Public Officer (Commissioner for Cooperative Development)	Unresponsive Official conduct	The Complainant alleged that he wrote a letter to the respondent on 25 th April 2023 informing him of Lukenya Ranching and Farming Cooperative Society limited appointed Liquidator reluctance to issue a title in respect of LR Mavoko Town Block 3/2820. The Complainant has never responded.	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
1367.	E.W. Macharia & Co. Advocates CAJ/PO/047/662/23-MD	Organization	Public Officer (Deputy County Commissioner Juja Sub County)	Abuse of Power	The Complainant alleged that the Deputy County Commissioner Juja Sub County had been abusing his power to intimidate junior employees. The Complaint was referred to the Principal Secretary Ministry of Interior and National Administration.	Inquiry ongoing
1368.	ACHIENG ANNE CAJ/NHRR/PO/047/16/2 3-EM	Female	Public Officer-Laboratory Officer Leakey Dispensary Nanyuki	Discourtesy	The Complainant alleges that the laboratory officer reported late on 24/10/23 and upon enquiry why she was late, she was rude and discourteous.	Inquiry ongoing
1369.	NYAMBURA ANN CAJ/NHRR/PO/047/15/2 3-EM	Female	Public Officer-Land Registrar Nanyuki	Delay	The complainant alleges that she lodged a land transfer on 26/10/2019 but the title deed has not been issued despite following up with the registrar.	Inquiry ongoing
1370.	MWANGI GEORGE CAJ/NHRR/PO/047/17/2 2-EM	Male	Public Officer-Land Registrar Nanyuki	Inaction	The complainant alleges that the land registrar Nanyuki has been blocking him from doing a land transfer by demanding that the seller appear before him in person.	Inquiry ongoing
1371.	WARUTERE MACHARIA CHARLES CAJ/NHRR/PO/047/19/2 3-EM	Male	Public Officer-Land Registrar Nyandarua	Unresponsive Official Conduct	The complainant alleges that the land registrar has been refusing to provide documents to the DCI who are investigating the alleged fraudulent acquisition of NYANDARUA/MBUYU/929.	Inquiry ongoing
1372.	OLETAAKAI ELIJAH CAJ/NYHRR/PO/047/20 /23-EM	Male	Public Officer-Agriculture Officer Suguta Marmar	Unresponsive official conduct	The complainant alleges that he has been frustrated by Agriculture officer who have refused to assess his land following invasion by herders.	Inquiry ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
1373.	Abraham Chisaina CAJ/PO/047/660/23-FN	Male	Public Officer	Unfair Treatment	A complaint that the University of Embu Vice Chancellor has been mistreating and harassing the complainant	Complaint referred to Public Service Commission
1374.	James Kayaa Yeri CAJ/M.INT/062/1462/23-FN - FN	Male	Public Officer	Abuse of Power	A complaint that the Sub-chief wrote a letter that allegedly meant to tarnish the complainant's reputation to Plan international headquarters. The complainant had served the organisation for 15 years, however, Plan International fired him based on the accusations in the letter by the sub-chief.	Inquiry Ongoing- Pending update from complainant
1375.	MGM & Co. Advocates CAJ/P.O/047/644/2023	Organisation	Public Officer	Outside Mandate	Complainant alleged corrupt and fraudulent dealings by Dr Anthony Apali, the County Executive Member in charge of health in Turkana. The commission noted that the matter was rightly addresses to EACC and asked the complainant to provide updates on progress	Inquiry ongoing - Pending update from complainant
1376.	Jane Nduku CAJ/P.O/047/642/2023-KC	Female	Public Officer	Unfair treatment	The complainant alleged witch hunt and intimidation by the TSC County Director -Kajiado County over unfounded allegations or claims. The complainant alleged that the Director made sexual advances towards her but when she declined, he became hostile and started the witch hunt. For instance, the complainant stated that she had been issued with letters alleging absenteeism and insubordination which	Referred

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
1377.	Waweru Kariuki Job CAJ/PO/047/638/23-SCK	Male	Public Officer (Ministry of Lands, Housing and Urban Development)	Unlawful Official Conduct	were unfounded. Referred to the Teachers Service Commission for internal redress. The Complainant alleges that Kiambu Land Registrar and Kiambu county Survey officer are allegedly aiding and assisting a beneficiary of land Muguga /Kanyariri and that they have subdivided 0.3 acres, tampered with the green card to reflect Muguga/kanyariri 197. That the said public officers are used to commit forgery of land documents by a family that is a beneficiary.	Inquiry ongoing
1378.	Aggrieved Council of Legal Education StaffCAJ/PO/047/632/2 023-SCK	Group	Public Officer (Council of Legal Education)	Abuse of Power	The complainants lodge a complaint against Mary Mugure Mutugi in her role as Ag. CEO and Director of Licensing at the Council of Legal Education. This is in regards to the concerns from the staff about the alleged continuous abuse of office, corruption and unethical practices as stipulated in their attached complaint letter in the matter of grievances from the staff of the Council arising from governance and leadership actions by the CEO. The complainants claim that this grievance has tarnished CLE's reputation and confidence among its stakeholders.	Inquiry ongoing
1379.	Neko Geoffrey Samson CAJ/PO/047/627/23-SCK	Male	Public Officer (Directorate)	Unresponsive Official Conduct	The complainant alleges that he reported a case of obtaining money by false pretense to DCI at JKIA but despite	Inquiry Ongoing

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
			Criminal Investigations)		promising to arrest suspect, no action is yet to be taken.	
1380.	MOHAMED DABAR ABDI CAJ/GSA/PO/047/002/2 3-AH	Male	Public officer	Abuse of power	The complainant alleges that the Qarsa Location chief was using his office to intimidate, harass and victimize him and his family in order to settle political scores	Inquiry ongoing
1381.	GARISSA ADVOCACY ORGANASATION CAJ/GSA/PO/017/001/2 3-AH	Male	Public Officer	Abuse of Power	The complainant alleges that one MS. Ayan who is the Lagdera Sub-County Social Development officer has been involved in office corruption, bribery and nepotism.	Inquiry ongoing
1382.	Anonymous CAJ/PO/047/639/23 – EF	Unclear	Public Officer	Abuse of power	Complainant alleged operational inefficiencies at the Kenya Water Towers Energy since the appointment of the current chairperson- Mr Rashid Echessa. That there was unprocedural employment of staff, misuse of public resources and intimidation and threatening of staff. The Commission noted that the complaint had been raised with competent authorities and advised the complainant to follow up.	Inquiry ongoing Pending action from complainant
1383.	Florence Soila Ngosor CAJ/M.LAN/022/2424/2 3 – EF	Female	Public Officer (Unidentified)	Unlawful official conduct	Complainant alleged that an undisclosed public officer forged land ownership documents and forcefully took over her parcel of land. Complainant asked to provide additional information to facilitate assessment of the complaint.	Inquiry ongoing Pending action by the complainant

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1384.	Abdul Ibrahim CAJ/PO/047/651/23-EMN	Male	Public Officer	Oppressive Official Conduct	The complaint is addressed to the National Hospital Insurance Fund and copied to this Commission amongst other entities. The complainant alleged that the NHIF's Director of Benefit and Provident Management committed fraud. He was advised to follow up with the Respondent and update the Commission.	Ongoing Inquiry
1385.	Julius Ogogoh CAJ/PO/047/629/23-RA	Male	Public Officer (Mr. Henry Kazungu Lugfhale)	Abuse of Office	The complainant alleges abuse of office, failure to adhere to the principles under chapter 6 of the Constitution by the Respondent in his response to a complaint lodged with them.	Ongoing Inquiry
1386.	Ouru Kevin CAJ/PO/047/638/23-SCK	Male	Public Officer (National Hospital Insurance Fund)	Unfair Treatment	The complaint is against an unnamed staff of NHIF who allegedly treats members of the public with no respect and intimidates them. The complainant states that the said staff does not give clients a chance of expression in her office and harasses interns. The complainant states as being a victim who works with the said staff adding that he feels intimidated by her and denies him the right of expression in the office.	Inquiry ongoing
1387.	Anthony Njoroge Njoki CAJ/P.O/047/622/23-RA	Male	Chief-Kamulu Location	Unlawful Official Conduct	The complainant alleges the Area chief of Maina- Njiru Sub County is using his position and office to frustrate his succession of parcel of land and has motives to sell the said land against his wish.	Ongoing Inquiry

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
1388.	Boaz Okoth Bobson CAJ/DCIO/015/4281/23-RA	Male	DCIO-Uriri sub-county	Unresponsive Official Conduct	The complainant alleges of murder of Jackline Auma Oduor(wife to the complainant) which occurred on 6th July 2021 after being reported missing on 5th July 2021. The matter was reported at Uriri Police Station where it was assigned to CPL Yegon. The same complaint was referred to the DCIO Uriri Sub-County for perusal and appropriate action by IPOA. Despite receiving instructions the respondent who is the DCIO Uriri Sub county has not yet responded or any action has not been taken on the matter.	Ongoing Inquiry
1389.	Collins Otieno Edwin	Male	Assistant Chief-Komenya Rabar	Unlawful Official Conduct	The complainant alleges that the father died and the chief refused to write them a letter in order to claim the father's estates from the teacher's service commission. He further alleges that the Chief claimed that the father had another woman which they needed to recognize.They are not sure if the chief has the right to declare marriage without proper marriage laws and evidence followed	Ongoing Inquiry
1390.	Mutuma Martin CAJ/KURA/006/239/23-RA	Male	Individual	Outside Mandate	The complainant alleges that Chuka urban center lot no 8 was given 1km to tarmac according to tender no kura/Rmlf/314/2922/2023 to cocopan contractor They have done 700ms with full knowledge of director general eng silas m Kinoti. Kindly we need the	Ongoing Inquiry

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					300ms which are rightfully for this community. Kindly at first for the work is almost over	
1391.	Anonymous	Unclear	Daniel Katama Mwaringa	Outside Mandate	The complainant through an anonymous letter addressed to the Ministry of Water alleges a lecturer at Technical university of Mombasa by the name Daniel Katama Mwaringa is also employed as Director in the Office CS Aisha Jumwa and is at the same time serving as the chairman of coast water works Development Agency.	Ongoing Inquiry
Private Entity						
1392.	Munyi Kariithi CAJ/PE/040/2735/23-FN - FN	Male	Private Entity	Outside Mandate (Court Dispute)	A complaint that the complainant provided his Title deed as surety for an accused person who was charged with defilement but the accused had skipped bail and the complainant's logbook had been withheld from him.	Inquiry ongoing - Pending update from complainant.
1393.	Ombonya Kambi Associate Advocates CAJ/P.E/040/2768/23-FN	Organisation	Private Entity	Outside Mandate (civil dispute)	Complainants act on behalf of Ms Margaret Ogesare Mogoko who alleged that she was forcefully and unlawfully evicted by one Edward Mogoko from her deceased parents' home	Inquiry ongoing - Pending update from respondent
1394.	Muthoga & Omarri Advocates CAJ/PE/040/2763/2023	Organisation	Private Entity	Outside Mandate	Complainant alleged that the CBK was unresponsive to letters written by the complainants on behalf of their clients in regard to Absa and Stanbic Banks. The Commission write to the Central Bank of Kenya on 1st November 2023	Inquiry ongoing - Pending update from respondent

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
1395.	Peter Maina Gachigi CAJ/PE/040/2773/23 - SCK	Male	Private Entity	Outside Mandate	The complainant is raising a complaint against his wife over a land L.R No Laikipia/Gituamba/Block N 4/307, which he alleges was erroneously registered in the name of his estranged wife.	Pending Closure
1396.	Medi Mutai Kiboi CAJ/M.AGR/014/414/23 -FN	Male	Simlaw Seeds	Unfair treatment	Complainant alleged non-payment of personal guide allowance by his employer, the respondent. The Commission initiated an inquiry via a letter to the respondent dated 12th October 2023	Inquiry ongoing - Pending update from respondent
1397.	Fridah Karegi Murathi	Female	Private Entity	Outside Mandate	The Complainant alleges that she procured services of an advocate one Mr. Kiogora Ariithi in a matter where she was involved in an accident and compensated Kshs. 506,000. The amount was paid into the advocate's account but he transferred to her only Kshs. 190,000. The said advocate has since failed to pay to her the remaining amount.	Ongoing Inquiry
1398.	Ogetto Otachi & Co Advocates CAJ/PE/040/2749/23-RA	Organization	Private Entity	Outside Mandate	The complainant is on family land dispute which has turned violent. The matter has been reported to police and has four OBs all in August 2023. The complainant is seeking to have the family dispute addressed to prevent further escalation of animosity and retaliatory attacks.	Ongoing Inquiry
1399.	Munyasa Aura James CAJ/PE/040/2752/23-RA	Male	Private Entity	Outside Mandate	The complainant alleges that he was sacked by a company he was working for trading as Mara Metal and	Ongoing Inquiry

NO.	Name of Complainant & CAJ File Reference Number	Gender	Respondent	Classification of Complaint	Complaint received/Investigated	Remedial action/Status
					Landscape company ltd without notice after working with them for 3 years. He has sought help at the Labor office in vain before suing the said company but his advocate is yet to share with him the outcome of his case.	