THE COMMISSION ON ADMINISTRATIVE JUSTICE

"Office of The Ombudsman"

BI-ANNUAL REPORT FOR THE PERIOD JAN-JUNE 2023

CAJ/75/2023

THE COMMISSION ON ADMINISTRATIVE JUSTICE

"Office of The Ombudsman"

Hata Mnyonge ana Haki

THE NATIONAL ASSEMBLY
PAPERS LAID
DATE: 28 FEB 2024
DAY: WED
TABLED BY: Hon Naomi Waqo, MP Deputy Majority Whip
CLERK-AT THE-TABLE: Modo

BI-ANNUAL REPORT FOR THE PERIOD JAN - JUNE 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/75/2023

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FOREWORD

I am pleased to submit the Commission on Administrative Justice's Bi-Annual report for the period January-June, 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 two thousand and thirty **(2,030)** complaints against public officers. Out of these complaints, one thousand one hundred and sixty -three (1,163) were resolved translating to 57% resolution rate, four (4) complaints outside the Commission's mandate were referred to the relevant institutions, while the remaining eight hundred and sixty-three (863) 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. In addition, the Commission investigates complaints of abuse of power, unfair treatment, manifest injustice or unlawful, oppressive, unfair or unresponsive official conduct within the public sector and inquires into allegations of maladministration, delay, administrative injustice, discourtesy, incompetence, misbehaviour, inefficiency or ineptitude within the public service among other functions.

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

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

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

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

The report 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.

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

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

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

MERCY K. WAMBUA, OGW
COMMISSION SECRETARY/CEO

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3. DEFINITION OF TERMS:

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

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

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

INTRODUCTION:

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

Mandate

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

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

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

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

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

During the period, January - June 2023, the Commission received a total of two thousand and thirty **(2,030)** complaints, out of which the Commission opened files in regard to one thousand, four hundred and twenty (**1,420**) complaints **(See *appendix* 2).** The Commission referred six hundred and ten complaints to public institutions which were better suited to process the complaints to resolution. The total numbder of complaints received in this period signifies an increase in the number of complaints received from the previous reporting period. During the previous reporting period, July - December 2022, the Commission received and reported 1,001 complaints. The increase in number of complaints reported can be attributed firstly to the increased public awareness and sensitization programmes implemented by the Commission across the Country. Further the Commission also undertook intensive capacity building in public institutions and Counties, which were coupled with *Ombudsman mashinani* outreach activities in the 23 Counties that the Commission trained on setting up complaints management frameworks.

a. Breakdown of the 2,030 complaints received by the Commission:

i. Four hundred and eighty-nine **(489)** cases were resolved and the files in respect of the same closed.

ii. Six Hundred and Seventy-Four **(674)** were advised and referred to the relevant Institutions which were best suited to deal with them as per their mandates.

iii. Eight hundred and sixty-seven **(867)** 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.

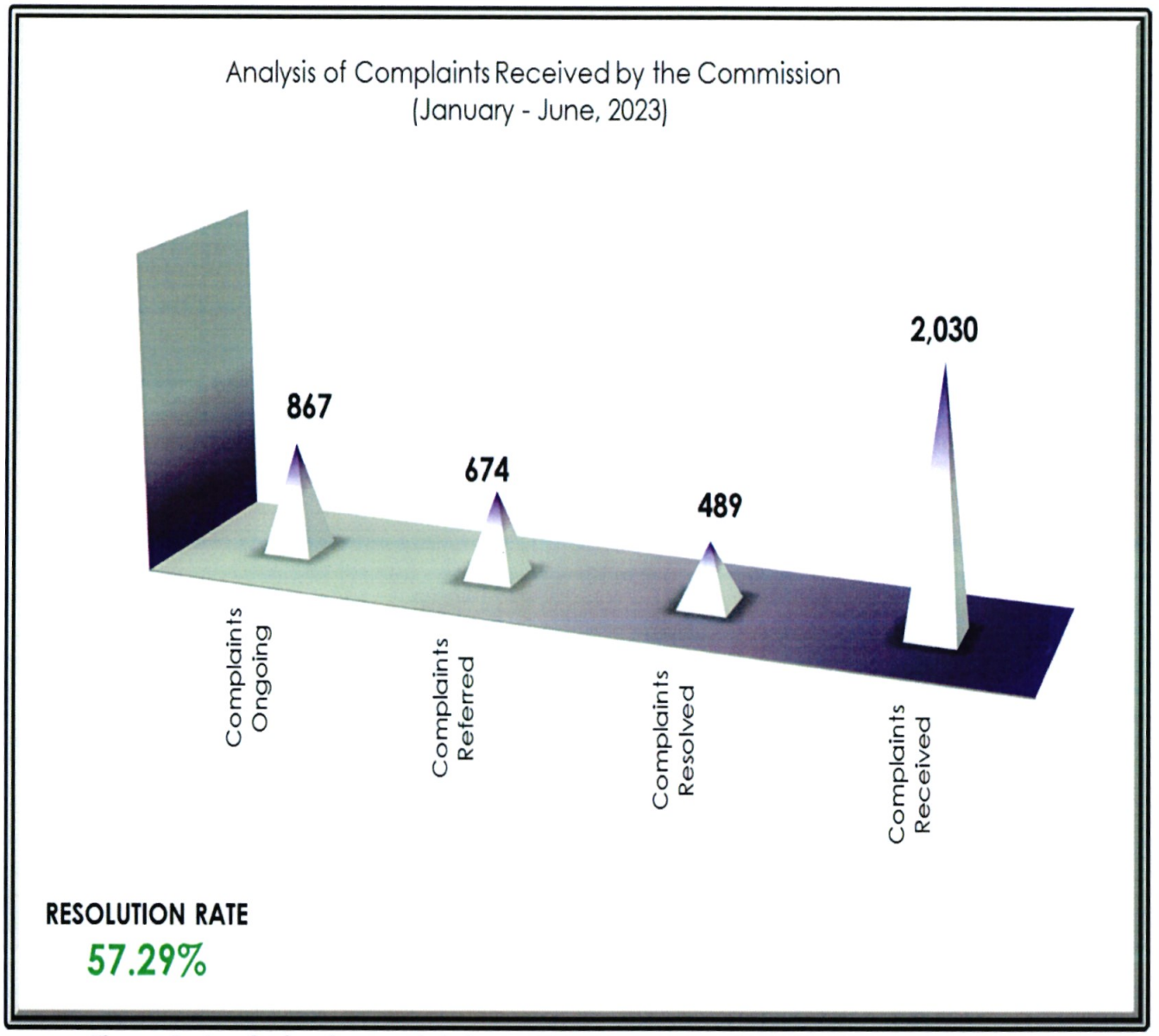

Figure1: Analysis of complaints received

b. Classification Based on Gender:

The breakdown of the 1,420 Complaints in respect of which files were opened by the Commission, the distribution was as follows:

i. Eight Hundred and Ninety-One (891) complainants were male.
ii. Three Hundred and Forty-One (341) complainants were female.
iii. One Hundred and Forty-Six (146) complaints were from institutions/organizations.
iv. Forty-two (42) complaints were from unclear/anonymous sources.

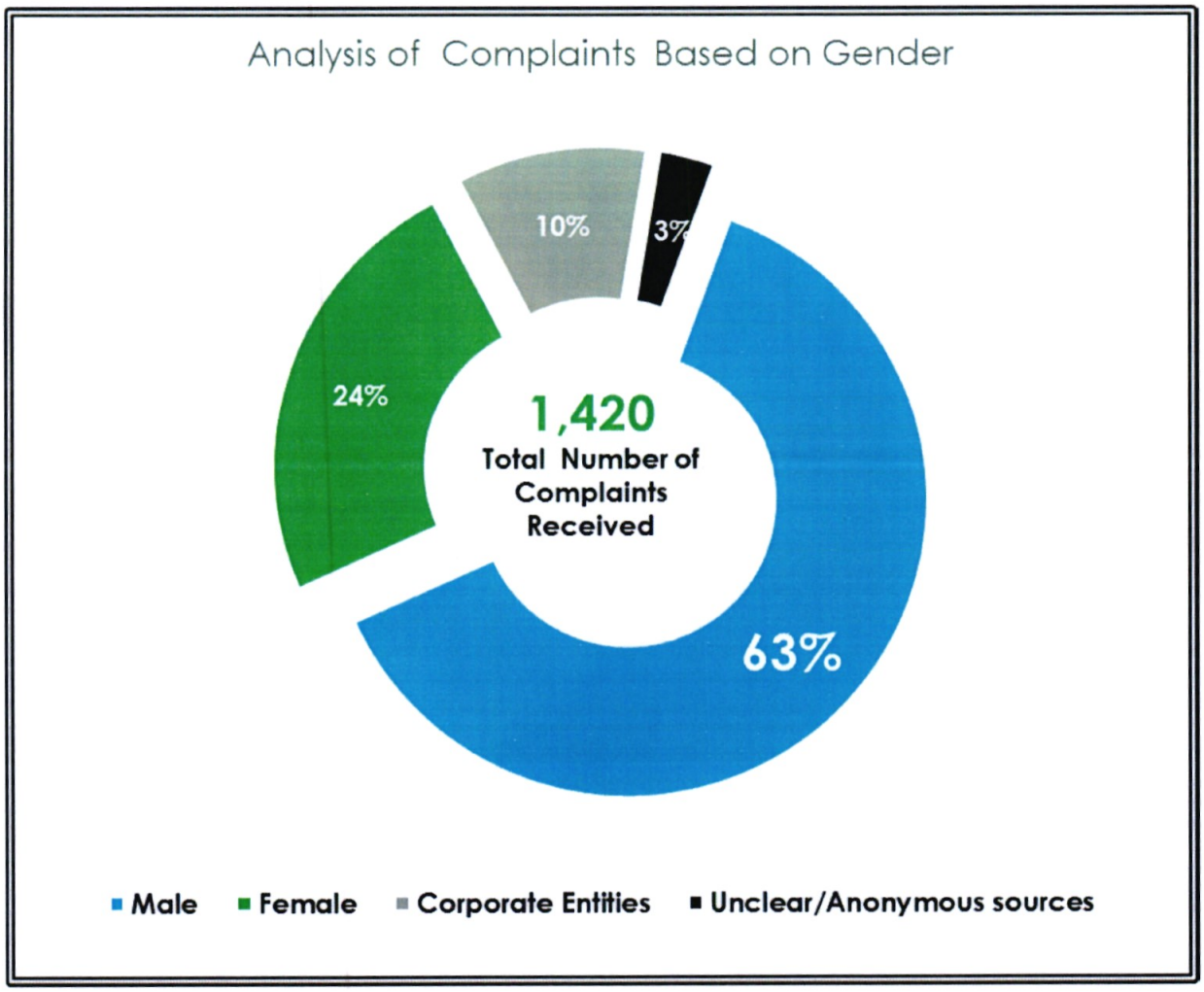

Figure 2: Analysis of complaints received based on Gender

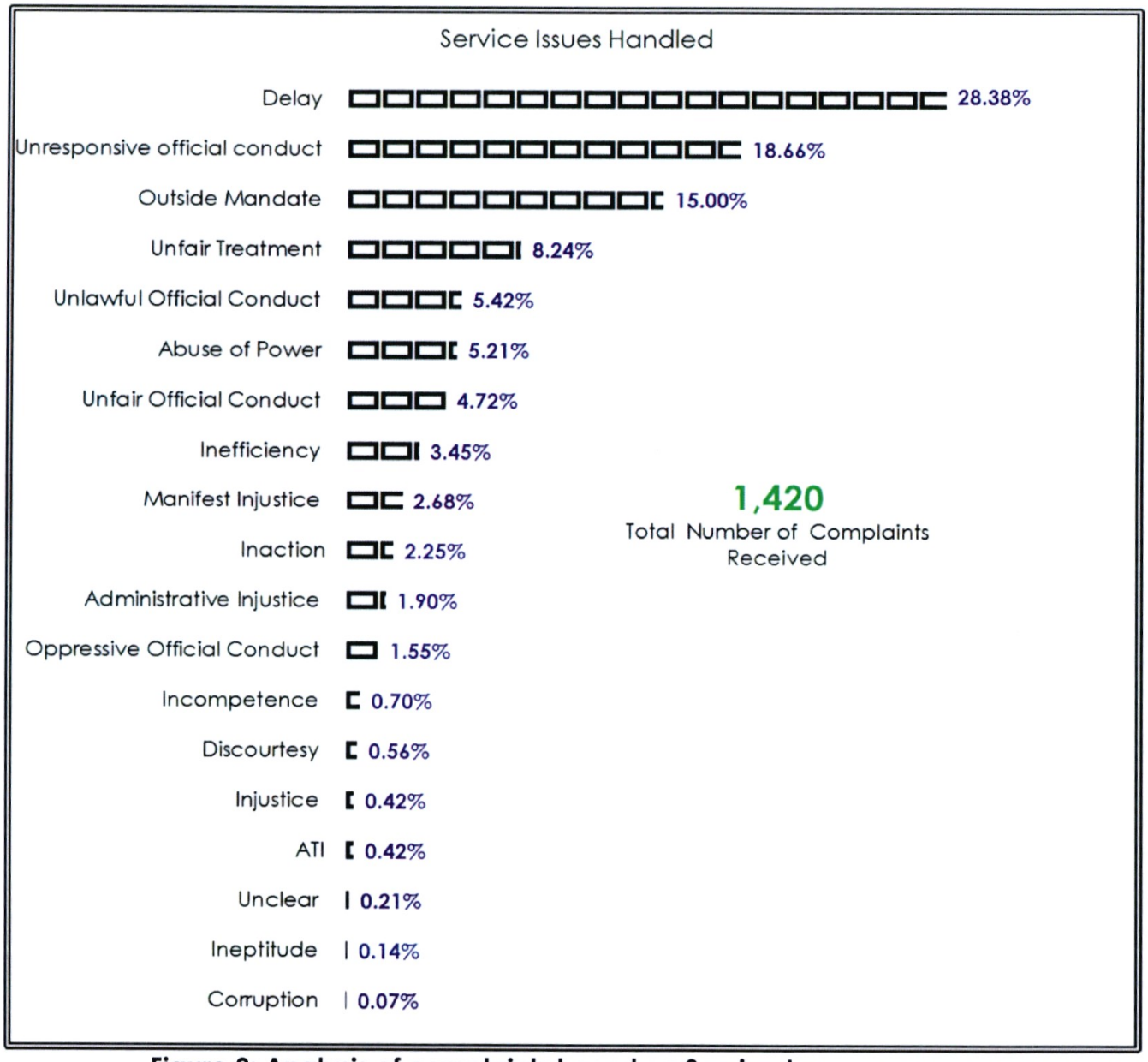

Figure 3: Analysis of complaints based on Service Issues

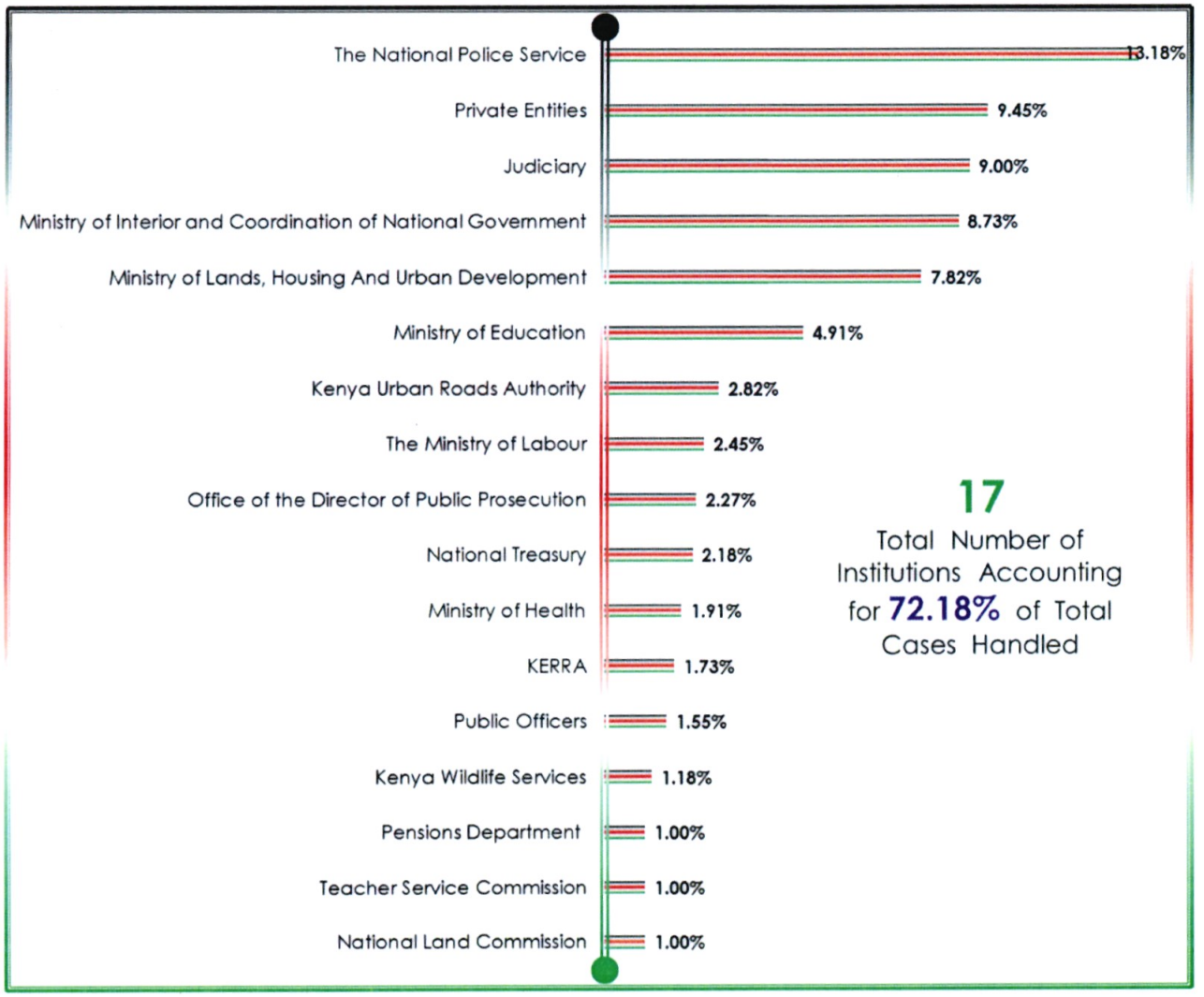

Figure 4: Analysis of complaints based on Respondents

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 of corruption, the Commission refers to the Ethics and Anti-Corruption Commission.
		Inquiry	Where the complaint is addressed to the Commission and the complainant has supporting documents pointing towards maladministration, the Commission initiates an inquiry to the institution complained against (the Respondent) raising the issues complained about and gives the Respondent fourteen (14) days to respond to the Commission.
iv.	1st Reminder	Where a Respondent has not replied to the Inquiry upon lapse of 14 days, the Commission issues a reminder giving the institution seven (7) days to respond.	
v.	Notice to Show Cause	Where a Respondent fails to respond to the 1st Reminder, the Commission proceeds to issue a Notice to the unresponsive public officer to Show Cause why he/she, usually an officer in the Respondent institution, should not be entered into the Register of Malfeasant Public Officers as an unresponsive	

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

c. Unresponsive Public Institutions/Officers:

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

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

6. CHALLENGES AND RECOMMENDATIONS:

The following challenges were encountered by the Commission:

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

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

a) **Unresponsive Public Offices and officers-**: A number of public officers and institutions were unresponsive making it a challenge to resolve complaints. This has been aggravated by poor records management and the manual systems in the public service. To remedy the same, innovative approaches in complaints resolution were adopted by the Commission, such as a corporate complaints resolution mechanism which 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 2022-June 2023, in which this Biannual Report falls in, the Commission requested for Kshs 1.4 Billion however, Kshs 724,320,000 was the remittance by the National Treasury. This was further reduced by Kshs 106,305,907 and resulted in a deficit 54% of the initial request. The inadequate funding affected the Commission's ability to raise awareness on its mandate to members of the public and to build capacity of public institutions to improve their grievance redress mechanisms. 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

NTSC & SUMMONS ISSUED				
NO.	**FILE NAME AND REFERENCE NUMBER**	**INSTITUTION/ RESPONDENT**	**DATE OF NTSC/ SUMMONS**	**REMARKS**
1.	Gislar Awuor Olwana CAJ/KSM/CG/VHG/077/20/22-AO	Vihiga County Government **Mr. Ezekiel M. Ayiego** County Secretary	NTSC dated 22/6/2023	-Failure to act on the complainant's request for letter to KRA to facilitate processing of tax exemption as PWD. -Failure to respond substantively to the Commission's letters dated 11/7/2022, 22/8/2022, 2/11/2022, 28/12/2022, 27/1/2023, 24/2/2023 and 22/5/2023 prompting the issuance of NTSC. -Response received on 23/6/2023 prior to service of the NTSC.
2.	Stephen Aluoch Aluoch CAJ/KSM/POL/015/648/22-AO	National Police Service OCS Kombewa Police Station	NTSC dated 3/5/2023	-Failure to respond to the Commission's letters dated 21/9/2022, 10/11/2022, 16/12/2022, 1/2/2023 and 16/3/2023 prompting the issuance of NTSC. -Response dated 18/5/2023 received.
3.	Jeconiah Owek Owek HUD/KSI/POSTA/023/5/22-AO	Postal Corporation of Kenya **Mr. John Kipyegon Tonui** Post Master General	NTSC dated 22/3/2023	-Failure to respond to the Commission's letters dated 24th October 2022, 16th December 2022, 30th January 2023 and 24th February 2023 prompting the issuance of NTSC. -Response dated 31/3/2023 received.
4.	Carolyne Awino Orinda CAJ/KSM/M.INFO/023/13/16-AO	Postal Corporation of Kenya **Mr. John Kipyegon Tonui** Post Master General	NTSC dated 22/3/2023	Failure to respond to the Commission's letters dated 28th September 2022, 28th December 2022, 30th January 2023 and 24th February 2023. -Response dated 5/4/2023 received.
5.	Joel Kadenge Madaga CAJ/KSM/NT/000/114/22-AO	National Treasury (Government Digital Payments Unit)	NTSC dated 3/3/2023 Summons dated 12/4/2023	-Failure to respond to the Commission's letters dated 31st August 2022, 3rd October 2022, 14th December 2022 and 24th January 2023 prompting the issuance of NTSC. -No response was received, prompting the issuance of summons dated 12/4/2023 against Mr. Nick Wanbugu, the Director GDPU, dully served at National Treasury.

NTSC & SUMMONS ISSUED				
NO.	**FILE NAME AND REFERENCE NUMBER**	**INSTITUTION/ RESPONDENT**	**DATE OF NTSC/ SUMMONS**	**REMARKS**
				- Email dated 3/5/2023 received from Mr. Nick Wambugu to the effect that he was no longer the Director GDPU. -The summons meeting was attended by Mr. Joseph K. Mutai on 4/5/2023 who indicated that the onus was on NTSA to either offer service or refund the money in question.
6.	Richard Misigo CAJ/KSM/M.LAN/022/192/15-AO	Ministry of Lands **Mr. David Nyandoro** (Chief Lands Registrar)	NTSC dated 16/2/2023 Summons dated 12/4/2023	-Failure to respond to the Commissions letters dated 22/7/2022, 5/8/2022, 31/8/2022, 30/9/2022, 15/11/2022, 4/1/2023 and 23/1/2023 prompting the issuance of NTSC. - No response was received; prompting the issuance of summons dated 12/4/2023 against Mr. David Nyandoro Chief Lands Registrar, Ministry of Lands. -The Chief Land Registrar requested for a period of 14 days to peruse the file and provide a substantive response. -Chief Land Registrar indicates that he is yet to trace the correspondence file to enable him ascertain the position and respond substantively.
7.	Apollo Siso CAJ/KSM/L.TRUST/005/8/19-AO	LAPTRUST **Mr. Hosea Kili** **Group Managing Director** CPF Financial Services Ltd	Summons dated 20/2/2023	-Failure to respond to NTSC dated 4/11/2022. Summons hearing did not take off due to failure on the part of Mr. Hosea Kili to honor the Summons. -The officers present requested for time to enable them respond to the complaint. -Response dated 16/3/2023 received and forwarded to the complainant for his rejoinder.
8.	Dorcas Awino Oduor CAJ/KSM/M.HEA/012/62/22 –AO	Ministry of Health The then **PS Dr.**	Summons dated 12/4/2023	Threefiles consolidated on the failure of the Ministry to provide substantive feedback.

NTSC & SUMMONS ISSUED				
NO.	**FILE NAME AND REFERENCE NUMBER**	**INSTITUTION/ RESPONDENT**	**DATE OF NTSC/ SUMMONS**	**REMARKS**
	Ayub Otieno Adogo CAJ/KSM/M.HEA/012/24/15 -AO John Omolo Atoga CAJ/KSM/M.HEA/012/13/14 - AO	**Josephine Mburu, PhD**		-Summons issued against the then PS, Dr. Josephine Mburu, PhD who assigned two officers Ms. Jane Mogire and Ephrain Waithaka to attend on her behalf. -The officers undertook to provide a substantive report in two months' time.
9.	Elias Isigi CAJ/KSM/CG/VIHIGA/077/18/20-AO	Vihiga County Government **Mr. Ezekiel M. Ayiego** County Secretary	Summons dated 30/1/2023	-Failure to provide a response following issuance of NTSC in the year 2022. -Summons issued against the County Secretary to appear before the Commission on 13/2/2023. -Further to an oral interaction, a written response was provided by the County Secretary. -Follow-up by the Commission dated 16/5/2023.
10.	Maneno Alex Kimoyani CAJ/KSM/CG/KIRI/096/1/22-WT	Kirinyaga County Public Board CEO **Mr. Newton Njenga**	NTSC dated 21st November 2022 Summons dated 9th March 2023	- Failure to respond the Commission's letters dated 16th June 222, 22nd July 2022, 29th August 2022 and a final reminder dated 26th September 2022. - A Notice to Show Cause was served on the CEO, CPSB on 8th February 2023, but he failed to respond. - Summons was issued to the CEO on 16th March 2023 to appear before the Commission on 3rd April 2023. Pursuant to the Summons meeting the CEO was to update the Commission within Fourteen days, but he failed to respond.
11.	Paul Okwomi CAJ/KSM/CG/T.NZOIA/961/1/22-WT	County Government of Trans Nzoia **Ms. Truphosa Amere** County Secretary	Summons dated 3rd May 2023	- Failure to respond to the Commission's letters dated 8/12/2023, 20/1/2023, and 2/3/2023. - A NTSC dated 3rd May 2023 was served on Mrs. Truphosa I.O Amere, the County Secretary, Trans Nzoia County on 5th May 2023. She responded on 5th June 2023 stating that they had processed the complainant's dues and would be paid within the month of June 2023.

APPENDIX 2: COMPLAINTS RECEIVED

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
CLOSED – RESOLVED						
National Police Service						
1.	Paul Macharia Mwangi CAJ/PO/047/599/23-V.O.K	Public Officer (National Police Service)	Male	Unresponsive official conduct	The Complainant alleged inaction by the Officer in Charge (OCS) Kangari Police Station, whom he accused of frustrating the processing of a case he reported to the station. The suspect was later charged in court.	File closed.
2.	Mohamed Mkandi Makame HUD/KWL/POL/015/20/2023-EM	National Police Service	Male	Delay	The Complainant alleged delay at Ng'ombeni Police Station, Kwale to conclude investigations and take appropriate action into a sexual assault incident. Upon follow up by the Commission, it was established that the case had already been filed at Kwale Law Courts and was still ongoing.	File closed
3.	Monica Muthoni Kamau CAJ/M.IGC/062/1436/23-SCK	National Police Service	Female	Unresponsive official conduct	The complainant raised a complaint that the police had failed to act on a warrant of arrest against an accused person, where she was a complainant in a criminal case.	Closed-Resolved
4.	Fauzia Ali Hassan CAJ/POL/015/4194/23-SK	National Police Service	Female	Unresponsive Official Conduct	A complaint alleging inaction by Police at Garbatulla Police Station in connection to a matter reported under *OB No.09/14/12/2022* wherein the	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					suspect was arrested but thereafter released under unclear circumstances. Complaint was resolved locally through mediation by Borana elders.	
5.	GITUKU JOSPEH CAJ/NHRR/POL/015/41/23 -EM	National Police Service	Male	Unresponsive official conduct	The complainant alleged that he reported a case of malicious damage to crops at Silale police post and the suspect was arrested and later released without being charged in court. Upon our intervention, the suspect was charged at Nyahururu Law Courts	File closed
6.	Gilbert K. Koech CAJ/ELD/POL/015/189/23-FL	National Police Service	Male	Delay	A complaint on allegations of delay by the DCIO Eldoret Police Station, Eldoret County to update him on the outcome of investigations to a cybercrime complaint that he lodged at the station in December 2022 and return his phone which had been confiscated as an exhibit. (Complainant did not furnish the OB Number). Complaint closed as the complainant confirmed that he was updated on the outcome of the investigations and issued with his phone following the Commission's intervention.	File closed
7.	Linah Kaino CAJ/ELD/POL/015/185/23-EK	National Police Service	Female	Delay	A complaint on allegations of delay by the OCS Moiben Police Station to arraign a suspect in court after charges had been preferred by the ODPP for an assault case on grounds that the police	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					vehicle to transport the suspect was unavailable. Complaint closed as the suspect was arraigned in court for plea taking following the Commission's intervention	
8.	Josephine Moraa CAJ/ELD/POL/015/179/22-FL	National Police Service	Female	Delay	A complaint on allegations that the OCS Langas Police Station, Uasin Gishu County had delayed to update her on the progress of a stealing of property complaint that she reported at the station vide OB Number 17/8/12/2022. Complainant advised in accordance with Section 30(h) CAJ Act and Regulations 12(1) of the CAJ Regulations as she was updated on the progress of the investigations. Subsequently, she requested for the withdrawal of the complaint.	File closed
9.	Catherine Njeri Ndungu CAJ/HUD/EMBU/015/192/2023	National Police Service (Rongai Police Station)	Female	Manifest Injustice	A complaint regarding failure to investigate a matter. The complainant reported a case of assault to the Station which was recorded under OB No. 90/17/12/2022. However, upon following up severally, she was advised that a complaint had also been made against her and was consequently charged and taken before the court for malicious	File Closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					damage. Complaint resolved upon intervention of the Commission.	
10.	CAJ/ISL/POL/015/180/2023– KWK	National Police Service	Male	Delay	A complaint alleging failure by the Police at Isiolo Police Station to investigate a report OB Number 81/14/12/2022 wherein the Complainant was assaulted by persons known to him. Matter referred to the Officer Commanding Station (OCS) Isiolo Police Station for further assistance.	File closed.
11.	Mganga Mwadime George HUD/WND/POL/015/9/2023-KC	National Police Service	Male	Delay	The Complainant alleged that he was assaulted by 4 people known to him and reported to Maktau police station vide OB no.04/11/09/2022 However, only one suspect was arrested and arraigned in Wundanyi law courts whilst the rest are free despite the complainant giving the police all the leads to their location. The Complainant was advised to raise the concerns in court and the ODPP as the matter is subject of court proceedings.	File closed
12.	Irene Boma Waleghwa HUD/WND/POL/015/12/2023-KC	National Police Service	Female	Delay	The Complainant alleged delay at Wundanyi police station to take action against her fellow trader whom she loaned Kshs 2,600 boost her business but eventually, defaulted in paying back the amount. She reported the matter vide OB 17/9/01/2023 and stated that the accused person had not been arrested. The Complainant was advised to pursue	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					redress through other channels as matter was civil in nature.	
13.	Flora Mukuitu Ituru HUD/WND/POL/015/11/2023-KC	National Police Service	Female	Delay	The Complainant was allegedly assaulted by person(s) known to her and she reported the incident at Wundanyi police station vide OB No. 30/10/04/2023, was issued with P3 form and treated at Moi Sub County hospital in Voi, Taita Taveta county. She alleged that the accused person had not yet been arrested. Upon follow up by the Commission, it was established that the matter was already a subject of criminal proceedings at Wundanyi law courts.	File closed
Nairobi City County Government						
14.	Alfonso Wadeyua CAJ/CG/NRB/060/379/23	Nairobi City County Government	Male	Unresponsive Official Conduct	The complainant raised a complaint, that he was charged for parking in Nairobi, yet his vehicle was not in Nairobi at the time. He raised the issue with Nairobi County Government but received no response.	Closed-Resolved
Trans-Nzoia County Government						
15.	Masinde Situlungu Fred CAJ/CG/TRANS.NZOIA/113/15/2023-SCK	Trans-Nzoia County Government	Male	Delay	The complainant alleged nonpayment of salary for the period 8th August 2017 to January 2019. That there was a conciliation agreement dated 17th January 2023 which had not been implemented.	Closed-Resolved

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
Agricultural Finance Corporation						
16.	Wendo Aoro CAJ/AFC/014/404/23-SCK	Agricultural Finance Corporation	Female	Delay	The complainant alleged delay in disbursement of funds due to her loan application. She claimed that all legal documents and money payable had been done and paid, but received no communication from AFC.	Closed-Resolved
State Department for Correctional Services						
17.	Chege Samuel CAJ/PRI/002/165/23-SCK	State Department for Correctional Services	Male	Delay	The complainant alleged that having been transferred to Nairobi, his house allowance had not been adjusted to reflect the difference payable as Nairobi allowance as per the policy and this is despite following up to have the changes made.	Closed-Resolved
Kenya Revenue Authority						
18.	Makori Faith CAJ/KRA/000/1527/23-SCK	Kenya Revenue Authority	Male	Unresponsive Official Conduct	The complainant alleged that she was erroneously registered in her KRA pin certificate as an employer with obligation to pay tax whereas she was a student during the registration and that she is not an employer. She followed up with KRA through letters, visiting their offices and official social media channels but received no assistance.	Closed-Resolved
19.	Quinter Ayoo Omulo CAJ/MSA/KRA/000/128/2023-EM	Kenya Revenue Authority	Female	Delay	The Complainant alleged delay at the Kenya Revenue Authority to approve and authorize payment of an unutilized VAT input credit for the Complainant's companies which had been reversed	File closed.

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					erroneously by KRA in 2020 through acknowledgement receipt numbers KRA202020519453 and KRA202020519828. The Complainant received clarification on the VAT input credit, upon the Commission's intervention.	
20.	Virginia A. Nelder CAJ/KRA/000/1530/23-FN	Kenya Revenue Authority	Female	Unfair official conduct	A complaint that the respondent unfairly failed to amend the complainant's address as she was conducting business in Mombasa and not Nairobi as was previously the case. The respondent required her to travel from Mombasa to Nairobi to undertake this administrative process and the complainant felt that the same was unwarranted and unfair. The complaint was resolved upon intervention of the Commission.	File closed
Kenya Power and Lighting Company Limited						
21.	John Muthiora Njoroge CAJ/KPC/021/617/23-SCK	Kenya Power and Lighting Company Limited	Male	Unresponsive Official Conduct	The complainant alleged that the Kenya power & lightning Co. Ltd erroneously issued 300 meters in his name instead of 65 that he had requested, that despite following up, KPLC failed to rectify the anomaly.	Closed-Resolved
22.	Lawrence Manyara CAJ/KPLC/021/619/23-SK	Kenya Power and Lighting Company Limited	Male	Delay	A complaint alleging delay by Kenya Power to refund Kshs.5000 for tokens purchased erroneously for meter number	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					14286124483. Complaint resolved as the complainant was refunded Kshs.5000	
23.	Sidhra Hassan Sheikh CAJ/MSA/KPLC/021/88/2023-KC	Male	Kenya Power	Delay	The Complainant alleged delay at Kenya Power Mombasa office to act on his application for issuance of pre-paid meters since June 2022 despite making the necessary payment of Kshs. 15,000/=. The Complainant was issued with the pre-paid meters upon the Commission's intervention.	File closed.
24.	Aileen Ntinyari CAJ/KPLC/021/633/2023-SK	Kenya Power and Lighting Company Limited	Female	Delay	A complaint alleging delay by Kenya Power to relocate an electric post erected on the complainant's land. Complaint resolved as the electric post was relocated	File closed
25.	Millie Milo CAJ/KSM/KPLC/021/60/22-WT	Kenya Power and Lighting Company	Female	Inefficiency	Complaint alleging failure by Kenya Power to repair or replace a faulty transformer located between Saradidi and Kamalumbe School in Rarieda Sub-County, Siaya County. That he benefits from power supply through that transformer, meter number 3716804035 and since the said transformer had been dysfunctional since 2019, she had not had power supply to her house. Complaint resolved upon intervention of the Commission as Kenya Power fixed the faulty transformer.	File closed
26.	Huria Galgalo	Kenya Power and Lighting	Female	Abuse of power	The Complainant alleged that on 24th January 2023, the respondent	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
	CAJ/ISI/M.ENV/021/011/23 - KWK	Company Limited			disconnected power from her plot without justifiable reasons. File closed on account of sufficient response from the Respondent. Complainant advised accordingly.	
27.	Ahmed Abdi Hassan CAJ/KPLC/021/620/23-FN	KPLC	Male	Delay	A complaint that Kenya Power had delayed to connect electric power to Baraka Estate owned by the complainant despite existence of an agreement entered into in April 2022 where KPLC was duly paid Ksh. 5, 357, 417. Matter resolved through the Commission's intervention.	File closed.
28.	Ezina Omari CAJ/KPLC/021/615/2023-EF	Kenya Power and Lighting Company Ltd	Female	Unfair Official Conduct	The complainant alleged that she was unfairly dismissed from employment at the Kenya Power and Lighting Company. The basis for dismissal was an accusation that she irregularly generated electricity tokens and there was an express admission from her colleague that the latter was the one who generated the tokens without the complainant's knowledge. The Commission noted that there was no issue concerning the process of dismissal, and that the allegations raised touch only on the merit of the decision. The Commission raised the matter with the office of the Managing Director to review the proceedings, and they affirmed their	File Closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					position. The complainant was advised to seek advice from a lawyer on available remedies.	
Kenya Vision 2030 Delivery Secretariat						
29.	Kitaka Jeff CAJ/M.PLA/008/271/23	Kenya Vision 2030 Delivery Secretariat	Male	Unresponsive Official Conduct	The complainant alleged that having completed his contract, he requested for renewal. He alleged that there was no response on his application.	Closed-Resolved
Ministry of Interior and National Administration						
30.	Tabitha Nyangesiba CAJ/M.IGC/062/1435/23-SCK	Ministry of Interior and National Administration	Female	Abuse of Power	The complainant alleged that the Assistant Chief of Nyaguta Sub-location abused his power by falsifying a letter and giving wrong facts concerning a deceased person	Closed-Resolved
31.	Michael Faida Kazungu CAJ/MSA/M.ICG/062/338/2023-KC	Male	Ministry of Interior & National Administration (Kenya Prisons Service)	Delay	The Complainant, a prison officer stationed at Kaloleni GK prison alleged delay at Kenya Prison Headquarters to process Kshs. 30,000 transfer allowance due to him upon transfer from Shimo la Tewa Prison, Mombasa to Kaloleni GK Prison in August 2022. The Complainant was paid his transfer allowance upon the Commission's intervention.	File closed.
32.	NDEGWA SUSAN CAJ/NHRR/M.IG.C/062/13/23-EM	Ministry Of Interior And Coordination Of National Government	Female	Injustice	The complainant alleged that she had a border dispute with her neigbour. She alleged that the neighbor started a fire that burnt her part of the land leading to a loss of Kshs. 29,000.00. She alleged that she reported to the area chief and police station but no action had been	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					taken. Upon intervention, the suspect was arrested and charged in court for malicious destruction of property.	
33.	Leonard Monjero Makani CAJ/KSM/MOICNG/062/168/23-AO	Ministry of Interior & National Administration	Male	Abuse of power	A complaint against the assistant chief Kipchekwen sub location, Hamisi Sub County on allegations of abuse of power in irregularly and illegally apportioning part of Land Parcel No. Nyangori / Hamisi (B) 192 to a debtor where the complainant is a purchaser. Following the intervention of the Commission, the Deputy County Commissioner Hamisi Sub County convened a meeting on 28/3/2023 and parties submitted to arbitration wherein the issue was amicably resolved and chief absolved of any wrong doing.	File closed.
34.	Peter Kibisu CAJ/ELD/M. IGC/062/138/23-FL	Ministry of Interior and National Administration	Male	Abuse of Power	A complaint on allegations that the Chief Musemwa Location, Bungoma County unlawfully used his office to execute an agreement for the sale of plot number 2191 in Musemwa Area, Ndalu Division, Bungoma County. Complainant referred on 5/6/2023 to the Kenya Police Service to lodge a complaint of fraud as the same was criminal in nature.	File closed
35.	Betty Jemaiyo Rotich CAJ/ELD/M.IGC/062/137/23-EK	Ministry of Interior and National Administration	Female	Unresponsive official conduct	A complaint on allegations failure by the Chief Mugen Location, Nandi County to issue them with a beneficiary letter to enable them initiate succession	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					proceedings for the estate of Kipkesio Arap Nyongi. Complaint closed as the matter is outside mandate; the remedy on the matter should be sought by filing a protest application in court.	
36.	Jacob Korir CAJ/ELD/M.IGC/062/135/23-EK	Ministry of Interior & National Administration	Male	Abuse of Power	A complaint on allegations that the Chief Sugoi Location, Uasin Gishu County had unlawfully used his power to deny him entry to his plot number 19 situated in Manzaini Trading Centre. Complaint closed and complainant advised as the matter was frivolous, vexatious and not made in good faith since the land in question belonged to the Uasin Gishu County Government. The information was relayed to the complainant.	File closed
37.	Patrick Lolung CAJ/ELD/M.IGC/062/130/23-FL	Ministry of Interior & National Administration	Male	Abuse of power	A complaint on allegations that the Mr. Paul Egonyo Lonyait -Assistant Chief Ille Sub Location, Turkana County had unlawfully used his power to acquire land belonging to AIC Church situated in the Sub Location which they had hived off a portion and allocated to the vulnerable (details of the land parcel not provided). The complaint closed by virtue of Regulation 12(2) CAJ Regulations for failure to furnish requested documents within the stipulated time frame.	File closed
38.	Carolyne Chepkemoi	Ministry of Interior &	Female	Administrative Injustice	A complaint on allegations of dissatisfaction with the decision of the	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
	CAJ/ELD/M.IGC/062/131/23-FL	National Administration			ACC Kapsabet Division, Nandi County in a succession dispute regarding the beneficiaries to the estate of her deceased father-in-law-Joram Mwale. Complaint closed by virtue of Regulation 12(2) CAJ Regulations for failure to furnish requested documents within the stipulated time frame.	
39.	Abdi Zuberia CAJ/ISI/M/IGC/062/059/23 - KWK	Ministry of Interior and National Administration	Male	Abuse of Power	The Complainant alleged that his sister who is a person living with disability owned a plot known within the area. The said plot bordered on the plot of Ms. Fatuma Said who was his cousin sister. On the 1st March 2023, the said Ms. Said while constructing a perimeter wall on her plot extended the said construction into the plot owned by the Complainant's sister. The above referenced area Chief who is also the Complainant's relative witnessed the said issue. The matter was taken to the village elders for arbitration. To his surprise he was summoned to the Isiolo Police Station on 6th March 2023. When he arrived at the police station, he was immediately arrested on allegations of abusing the said Chief but was later released on police bond. Since his release, the said Chief has been harassing him and issuing threats of	File closed.

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					having him arrested again and imprisoned. Matter resolved through ADR.	
40.	Solomon Wambua CAJ/M.IMM/003/392/23-EF	Ministry of Interior and National Administration (Directorate of Immigration)	Male	Delay	The complainant alleged that he lodged an application for a passport vide number EPP1-2ETP6RO2 and several months had passed without being issued with the passport. The Commission initiated an inquiry, upon which it was informed that the complainant had been issued with the passport.	File Closed
41.	Kenei & Associates Advocates CAJ/ELD/M.IG.C/062/134/23-EK	Ministry of Interior and National Administration	Organisation	Unresponsive official conduct	A complaint on allegations that the Chief Ngenyilel Location, Uasin Gishu County has failed to issue a beneficiary letter to their client-Solomon Kiprotich Seroney to enable them institute citation proceedings for the estate of Naftali Kibet Chumba. Complaint closed and complainant advised, since the Citation proceedings have been duly filed in court	File closed
Private Entity						
42.	Belindah M. Changalwa CAJ/MSA/ATI/PE/040/6/2023-EM	Private Entity	Female	Access to Information	The Applicant sought information concerning the unlawful deduction of Kshs. 9,000 from her February 2023 salary by her employer - Cosmos Limited Company ostensibly for purposes of offsetting the penalty for non-notification of loanees to Higher Education Loans Board (HELB). The complainant indicated	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					that she regularly serviced her HELB Loan on time directly via M-Pesa and as such, she did not have any outstanding loan arrears as evidenced by the loan statement dated 3rd March 2023. The information was supplied by the employer and HELB.	
43.	Jane Kaguri CAJ/ISI/PE/040/185/23 - KWK	Private Entity	Female	Outside Mandate	The Complainant alleged that in 2020 she formalized her marriage with one Mr. Peter whom they lived together until 2022 when Mr. Peter was transferred to Chuka and that since 2022, Mr Peter had failed to support the family and thus she was seeking separation from the said husband. The Complainant was informed that the complaint was outside the mandate and advised to seek advice from an advocate on the legal remedies available.	File closed.
44.	CAJ/ISL/HUD/040/011/23-KWK Regina Muthoni	Private Entity	Female	Outside Mandate	A complaint alleging disinheritance by the Complainant's sisters in law of a land that was left to her by her deceased father-in-law.	File closed.
45.	Paul Mwaita Maseghe HUD/WND/PE/040/10/2023 -KC	Private Entity (Kenya Commercial Bank)	Male	Outside mandate	The Complainant sought advice on fraudulent/unlawful deductions of his salary effected by Kenya Commercial Bank (KCB) supposedly for servicing a loan of Kshs 270,304 which he denied having applied. The Complainant was	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					advised on the appropriate legal channels of pursuing redress.	
46.	Bahati Mugandi HUD/KWL/PE/040/53/2023	Private Entity	Female	Outside mandate	The Complainant alleged that she had not been supplied with a copy of the judgment by her advocate- M/s Njoroge Mwangi Advocates in PMCC No. 91 of 2020 at Kaloleni Law Courts. The Complainant was advised to apply for a certified copy of the judgment at Kaloleni law courts.	File closed
47.	Mombo Makeo Jumwa HUD/WND/PE/040/1/2023-EM	Private entity (Ufundi Sacco)	Male	Outside Mandate	The Complainant alleged delay at Ufundi Sacco to refund his shares totaling to Kshs 178,200 upon retiring from public service effective September 2020. The Complainant was duly advised on channels of seeking redress.	File closed
48.	MILKA WAMBUI CAJ/GSA/PE/040/002/23-AH	Private Entity	Female	Outside mandate	The complainant alleged that she was conned by a person who promised to renew her NCA license. She allegedly paid KES. 30,000 but the person vanished. The Complainant was advised to file a police report.	File Closed
49.	Joyce Bendera Kafadzi HUD/WND/PE/040/11/2023-KC	Private Entity	Female	Outside mandate	The Complainant sought advice following delay at Postmail Sacco to process her application for a loan of Kshs. 100,000 which she made in 2022. She is a Posta employee and a Sacco member currently working at Wundanyi postal office. The Complainant was advised that the SACCO is a private entity.	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
50.	ANN MBULI CAJ/GSA/PE/040/003/23-AH	Private Entity	Female	Outside mandate	The complainant reported that her landlord had forcefully evicted her while causing destruction to her belongings. Complainant advised to file police report.	File closed
51.	Yusuf Boru CAJ/ISI/PE/040/183/23 - KWK	Private Entity	Male	Outside mandate	The Complainant alleged that on 16th February 2023, his wife Habiba Wachu left their matrimonial home to unknown place leaving him with their three children. He reported the matter at the Isiolo Police Station and was advised to report at the Isiolo children's office. At the children's office he was referred to the Kadhis Court. Further, he stated that his wife had already reported the matter at the Kadhis Court in Merti Sub-County vide Civil Suit No. E003 of 2023 and that he was required to enter appearance within 14 days. The Complainant was advised that the complaint was outside the Commission's mandate, and to seek services of an advocate of his choice to enable him to pursue the matter through judicial process.	File closed
52.	Caroline Makena CAJ/ISI/PE/040/013/23 - KWK	Private Entity	Female	Outside mandate	The Complainant alleged that her parents were deceased and she lived with her grandmother until her grandmother's death when she was	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					evicted from their ancestral home by their father's relatives to live in town. During succession, the said relatives excluded her and she did not have any inheritance from her deceased parents. The Complainant was advised that the matter was outside the mandate of the Commission and was referred to FIDA for legal representation.	
53.	Silas Kimathi CAJ/ISI/PE/040/184/23 - KWK	Private Entity	Male	Outside mandate	The Complainant alleged that there had been inordinate delay by his advocate in filing his matter in Court. This was notwithstanding the fact that he had shared all the supporting documents with the advocate and gave him sufficient instructions. Complaint was referred to Advocates Complaints Commission for further advice.	File closed.
54.	Alice Makena CAJ/ISI/PE/040/185/23 - KWK	Private Entity	Female	Outside mandate	The Complainant alleged that her uncle sold her land to third parties that had threatened to evict her. Complainant was advised to pursue the matter through judicial process.	File closed.
55.	Rhoda Kagendo Simon CAJ/ISI/PE/040/186/23 - KWK	Private Entity	Female	Outside mandate	The Complainant alleged that she was raised by her grandparents from whom she took an old vehicle. During a family meeting, the grandfather indicated that during succession, she would be given a piece of land as a token of	File closed.

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					appreciation. Upon the grandfather's death, her uncles and aunties excluded her and filed a succession matter in Court and shared the property by themselves. Complainant was advised to pursue the matter through judicial process.	
56.	Julius Gichunge Muriuki CAJ/ISI/PE/040/187/23 - KWK	Private Entity	Male	Outside mandate	The Complainant alleged that he was employed by BOXCAR Security Firm. That the said employer deducted Kshs 500 for NHIF and Kshs 500 for NSSF. He alleged that the employer failed to remit the deducted amount. Complainant advised to pursue the matter through the Labour offices.	File closed
57.	Eshua Limu Chei CAJ/ISI/PE/040/187/23 - KWK	Private Entity	Male	Outside mandate	The Complainant alleged that his daughter was impregnated by an individual well known to them. That during a family meeting, the man promised to take care of the child after he/she was born. However, he had failed to provide for the child. The Complainant was advised to report the matter at the State Department for Social Protection - Children's Office or pursue the matter through judicial process.	File closed
58.	Stephen Mugambi Leandrew	Private Entity	Male	Outside Mandate	The Complainant alleged that his step mother and step brothers had ganged against him to evict him from his deceased father's estate. The	File closed.

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
	HUD/ISI/M.IGC/062/006/23 - KWK				Complainant was advised to report the matter to the nearest police station.	
59.	Judith Gakii CAJ/ISI/PE/040/189/23 - KWK	Private Entity	Female	Outside Mandate	The Complainant alleged that she bought a parcel of land from one Mr. James. That during the transaction process they sought services of an advocate who drafted for them a Sale Agreement which was duly signed by both parties. That the Respondent later erected permanent structures on his land encroaching into her land. The Complainant was advised that the matter was outside the Commission's mandate and was advised to pursue the matter through judicial process.	File closed
60.	Moses Mutabari Kiraithe	Private Entity	Male	Outside mandate	The Complainant alleged that he bought a saloon car Number Plate: KCD 541Y from the Respondent. They entered into a Sale Agreement before Ayub Anampiu Advocates. Later the Respondent claimed the vehicle and got the Complainant arrested and arraigned in Court. The Complainant was released on a Kshs 30,000 bail. The matter was dismissed on grounds of lack of sufficient evidence. The Respondent had continued to threaten the Complainant that he would repossess the vehicle. The Complainant was	File Closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					advised to consider seeking the services of an advocate to enable him to pursue the matter through judicial process.	
61.	Patrick Munyilu CAJ/ISI/PE/040191/23 - KWK	Private Entity	Male	Outside Mandate	The Complainant alleged that he was an employee of K-REP Bank as a teller until 2015 when he was accused of stealing Kshs. 400,000 from a customer. He was charged at Isiolo Magistrates Court, found guilty and sentenced to 2 years' imprisonment. He appealed at Meru High Court and the judgement was set aside on grounds of insufficient evidence as the prosecution case was not proved beyond reasonable doubt and that the conviction was against the weight of evidence. Complainant advised to consider seeking the services of an advocate to enable him pursue the matter through judicial process.	File Closed
Ministry of Lands, Public Works, Housing & Urban Development						
62.	Valarie Mwangale CAJ/MSA/ATI/M.LAN/022/10/2023-KC	Ministry of Lands, Public Works, Housing & Urban Development	Female	Access to Information	The Applicant sought the Commission's intervention following failure by the Regional Survey department to furnish copies of mutation form for land parcel number Kwale/Diani S.S./225. She applied for the document on 7.2.2023 but it was not availed. The Ministry provided the information after intervention of the Commission.	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
63.	Pauline Nyambura Mwangi CAJ/MSA/MOH/012/56/2023-KC	Female	Ministry Of Housing	Unlawful conduct	The Complainant alleged delay at Likoni Sub County Hospital in filling a P3 form following an incident of assault reported at Shelly Beach police station vide OB No. 35/7/1/2023. She indicated that the hospital had demanded Kshs. 1000/- before filling the P3 form. The form was duly filled free of charge upon the Commission's intervention.	File closed.
64.	Festus Murithi Henry CAJ/ISI/M.LAN/022/092/23 - KWK	Ministry of Lands, Housing and Urban Development	Male	Outside mandate	The Complainant alleged that the Land Registrar of Tigania West had failed to execute a Court Order. The said registrar was required to revoke title deeds that he issued to individuals that were not beneficiaries of the estate of the late Mr. Henry Kirema Mbogori. Complainant was advised to seek enforcement of the Registrar's Order in Court.	File Closed.
65.	Omar M. Mwamguzo HUD/KWL/M.LAN/022/18/2023-KC	Ministry of Lands, Public Works, Housing & Urban Development	Male	Unlawful official conduct	The Complainant alleged collusion between one Mwinyi Zeze Abdalla and a Government surveyor called Mwajolo aimed at dispossessing him off his land parcel no. Kwale/Ng'ombeni/365. The matter had been reported at the Deputy County Commissioner's office, Matuga but allegedly, there had been no feedback. Upon follow up by the Commission, it was established that the allegations were unfounded.	File closed.

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
66.	Rukia Abdalla HUD/KWL/M.LAN/022/19/2023-EM	Ministry of Lands & Public Works, Housing and Urban Development	Female	Unlawful official conduct	The Complainant alleged unlawful subdivision of Plot No. Kwale/Tsunza/409 in Kwale. The complainant claimed that the Land Adjudication Office, Kwale apportioned the sub-divided piece to a stranger, an anomaly she later discovered when title deeds had already been issued. The Complainant was advised to pursue redress in court as the matter had culminated into an ownership dispute between private persons.	File closed
67.	Gladys Wambui Kashala CAJ/M.LAN/022/2389/2023-SAK	Ministry of Lands, Housing and Urban Development	Female	Unlawful Official Conduct	A complaint regarding encroachment of property. The complainant alleged that L.R/E/BUKUSU/NALONDO/334 in Nangwe Village in Nalondo Division in Bungoma County belonging to the late Kibeti Tokoi was being encroached by third parties. The said persons went ahead and subdivided the land from the original Title deed into new Numbers 3039 and 3040 respectively without the family consent following the demise of their late father who died in 1982 before him dividing the said land to his seven children. The Complainant was advised to pursue judicial remedies.	File closed
68.	Bonde Resettlement Farm Residents	Ministry of Lands, Public	Institution	Unfair treatment	A complaint on allegations that the Trans Nzoia County Land Registrar had failed to allocate the complainants land	File Closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
	CAJ/ELD/M.LAN/022/95/23 -FL	Works & Urban Development			parcels under the Bonder Resettlement Farm, Cherengany Settlement Scheme following their resettlement by the Government after the 2007/2008 post-election violence. According to the Government's directive. Complaint closed by virtue of Regulation 12(2) CAJ Regulations for failure to furnish requested documents within the stipulated time frame.	
69.	Barno K. Abraham CAJ/ELD/M.LAN/022/94/23 -EK	Ministry of Lands, Public Works & Urban Development	Male	Unresponsive official conduct	A complaint on allegations that the Director Land Adjudication and Settlement had failed to address his complaint on anomaly in the registration of the owner to his land parcel in Kuinet Adjudication Section, Uasin Gishu County. The Complainant was apprehensive that he would lose ownership to the land in the event that the title deed didn't bear his name upon registration. Complaint closed by virtue of Regulation 12(2) CAJ Regulations and complainant advised for failure to furnish requested documents within the stipulated time frame.	File closed
70.	Sally Tanui CAJ/ELD/M. LAN/022/96/23-FL	Ministry of Lands, Public Works & Urban Development	Female	Abuse of power	A complaint on allegations that the Uasin Gishu County Surveyor-Mr. S. Langat illegally and unprocedural used his office to subdivide land parcel	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					number East Leseru/Block 7 (Leseru) 164 and 165 which was registered in her deceased husband name and no succession proceedings had been undertaken. Complaint closed as Commission was satisfied that the survey was undertaken according to the law, as it was from a mediation agreement between the beneficiaries undertaken by the Deputy County Commissioner Soy Sub County. Nonetheless, complainant was advised to consider challenging the decision at the Eldoret High Court.	
71.	Rose Ambei Mwerechi CAJ/ELD/M.LAN/022/98/23 -FL	Ministry of Lands, Public Works, Housing & Urban Development	Female	Administrative Injustice	A complaint on allegations of dissatisfaction with the decision rendered by the Kakakemga County Lands Registrar in a land ownership dispute wherein he declined jurisdiction and directed the complainant to seek the intervention of the Environment and Land court. Complaint closed and complainant advised to follow the advice rendered as the Commission was satisfied with the same.	File closed
72.	Easther Kabon Rokocho CAJ/ELD/M.LAN/022/97/23 -EK	Ministry of Lands, Public Works,	Female	Administrative injustice	A complaint on allegations that the Elgeyo Marakwet County Land Registrar erred in the determination of boundary	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
		Housing and Physical Planning			dispute for Land Parcels Mosop/Lelboinet 109 and Mosop/Lelboinet 732 and 113. Complaint closed as it is a land dispute which is outside the mandate of the Commission. The complainant was advised to seek the intervention of the Environment and Land Court.	
73.	Francis Zaky Omugah CAJ/KSM/M.LAN/022/463/23-AO	Ministry of Lands, Public Works, Housing and Urban Development	Male	Unresponsive official conduct	A complaint against the land registrar Kisumu on allegations of failure to issue green cards in Kisumu/Kogony1000,1084, 220, 798 and 662 despite requisite payment of fees. Following the intervention of the Commission, the complainant was issued with the green cards.	File closed.
74.	KIGUTA MAINA BENARD CAJ/NHRR/M.LAN/022/34/23-EM	Ministry of Lands	Male	Unlawful official conduct	The complainant is the headmaster of Kirima Primary School. He alleged that he submitted the title deed to the school to a person known to him at the Lands Registry. Since submitting his documents, the registry official has been avoiding his calls and he is unable to get the title deed to the school back. Upon our intervention, the title deed was returned to him.	File closed.

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
Ministry of Education						
75.	CAJ for Selpher Ajiambo (minor) CAJ/OM/7/214/2023 -IK	Ministry of Education	Female	Unfair official conduct	Allegations appearing various sections of the media regarding unfair treatment of a minor who was a pupil at Sigalame primary School. The pupil had been denied an opportunity to travel to Rwanda to represent the country in school games despite emerging the top at the national level. The complaint was resolved upon intervention of the Commission.	File closed.
76.	Griphins Isaac Barasa CAJ/MSA/M.EDU/013/157/ 2023-KC	Male	Ministry of Education	Delay	Complainant delay by HELB to process a refund of Kshs. 17,305 being amount paid in excess while servicing a HELB loan he took in the course of undergraduate studies at Masinde Muliro University. Complainant was duly advised as HELB clarified that his account had an outstanding penalty.	File closed.
77.	WANDERI KARIUKI PETER CAJ/NHRR/M.EDU/013/10/ 2	Ministry of Education	Male	Unfair treatment	The Claimant alleged that he had some missing marks that the university had refused to release. Upon enquiry, the marks were released.	File Closed.
78.	Martin Otieno Ochola CAJ/KSM/M.EDU/013/384/ 23-WT	Ministry of Education	Male	Unfair treatment	Complaint alleging that the Principal of St. Paul's Barkorwa Secondary School in Kombewa, Kisumu County unfairly sent away his brother, Maurice Ochieng Ocholla, a form three student at St Paul's Barkorwa Secondary School, ADM No. 644 on 3rd February 2023. That the	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					Principal first sent him away to collect school fees and when he reported back to school on 17th February with the school fees, the Deputy Principal sent him back home on accusations of being a thief. That the efforts of the parents to report back to school with the son and be given reasons why he was sent away were unsuccessful as the school refused to give them audience. Upon the intervention of the Commission, the student was accepted back to school.	
79.	Ann Kwambai CAJ/ELD/M.EDU/013/126/23-EK	Ministry of Education	Female	Inefficiency	A complaint on allegations that the Principal Illula Integrated Secondary School, Uasin Gishu County had failed to update the NHIF NEMIS details of her daughter-Kwambai Sylvia Chepkoech which inconvenienced her accessing medical services at Moi Teaching & Referral Hospital, Complainant referred to National Hospital Insurance Fund on for resolution of the matter.	File closed
80.	KUSU University of Eldoret CAJ/ELD/M.EDU/013/122/23-EK	Ministry of Education	Organisation	Abuse of power	A complaint on allegations that the Acting Registrar Administration, University of Eldoret-CPA Francis. O. Ikapel had unlawfully used his power in ordering for the stoppage of salaries for staff members whose disciplinary proceedings were ongoing at the University Management Board	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					Committee. Complaint closed and complainant advised; as the ADR process of negotiation is ongoing on the matter between the Union and the University Management.	
81.	Jesang Chengwony CAJ/ELD/M.EDU/013/123/23-EK	Ministry of Education	Female	Unresponsive official conduct	A complaint on allegations that the Vice Chancellor University of Eldoret had failed to address her complaint on unfair stoppage of her salary. Complainant was reinstated to the payroll and all her dues settled following the Commission's intervention	File closed.
82.	James Kiptuge CAJ/ELD/M.EDV/013/112/23-EK	Ministry of Education	Male	Administrative injustice	A complaint on allegations of dissatisfaction with the decision of the University of Eldoret Council to expel him. The Complaint was based on allegations that he was not accorded a fair hearing at disciplinary proceedings on allegations of the offence of examination irregularities. Complaint closed and complainant advised accordingly, as the Commission was satisfied that the complainant had been accorded an opportunity to be heard by the Students' Disciplinary Committee, Students Appeal Disciplinary Committee, and the Council Examinations Irregularities Appeals Committee.	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					Nonetheless, complainant was advised to seek the intervention of the High Court for an available appropriate remedy.	
83.	Fwaro Sifuna Javan CAJ/ELD/M.EDU/013/109/23-FL	Ministry of Education	Male	Unresponsive official conduct	A complaint on allegations that the Kibabii University, Bungoma County have failed to address his complaint on missing marks for IRD 103-Development Concepts and Applications which course he sat for in the 2015/2016 Academic Year. Upon inquiry, the Commission was satisfied with the response from the respondent confirming that the complainant had not satisfied the requirements to be conferred with a degree.	File closed
NHIF						
84.	CAJ for NHIF Members CAJ/OM/7/220/23-IK	NHIF	Group	Incompetence	Failure by NHIF to pay dues owed to various health facilities.	File Closed.
Ministry of State for Immigration and Registration of Persons						
85.	YAHYA AHMED CAJ/GSA/M.IMM/062/001/23-AH	Ministry of State for Immigration and Registration of Persons	Male	Delay	The complaint had applied for a passport and made payments. He was given a tracking number but was not issued with a passport. He later contacted the office that he received his passport and the matter was fully dispensed with.	File closed
County Government of Garissa						
86.	ANNONYMOUS	County Government of Garissa	Unclear	Abuse of Power	The complainant alleged that the Governor of Garissa County was in contempt of a Court order that directed	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
	CAJ/GSA/CGG/092/009/23-AH				him to reinstate staff of the county who were illegally purged out of the payroll without notice of termination. The complainant was advised to consult his advocate on the enforcement and execution of Court orders.	
87.	AHMED ABDULAHI CAJ/GSA/CGG/092/001/23-AH	County Government of Garissa	Male	Unfair treatment	The complainant alleged that he was initially employed by the National Government under the Ministry of Agriculture. He was then transferred to the County Government in 2019. However, he was removed from the County payroll following a review of the payroll. The complainant later communicated that the matter was resolved amicably.	File closed
88.	MOHAMED OSMAN CAJ/GSA/CGG/092/002/23-AH	County Government of Garissa	Male	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. The Commission requested the Complainant supporting documents, which he provided but later communicated that the matter was resolved amicably.	File closed
89.	LIBAN AHMED MOHAMED	Huduma Centre Garissa	Male	Delay	The complainant reported that he lost his ID Card and applied for a replacement from Huduma Centre Garissa and after	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
	CAJ/GSA/HUD/008/001/23-AH				two months he was yet to be issued with a replacement. However, numerous calls to him requesting for supporting documents were not answered.	
Business Registration Service						
90.	Wilson Wambugu CAJ/BRS/001/2555/2023-V.O.K	Business Registration Service	Male	Unresponsive official conduct	Complainant alleged that he registered a business name but had not received the certificate of registration.	File closed
Registrar of Marriages						
91.	Eliud Kimaile CAJ/AG/001/2557/23-V.O.K	Registrar of Marriages	Male	Delay	The Complainant alleged delay in issuance of a marriage certificate to him. The complaint was resolved following the Commission's intervention.	File closed.
Higher Education Loans Board						
92.	Jane Wangari CAJ/HELB/013/2414/23-EF	Higher Education Loans Board	Female	Unfair official conduct	The complainant alleged that the Higher Education Loans Board delayed in disbursing loan funds to support her son's higher education. Upon inquiry, the Board stated that the complainant had initially provided a bank account belonging to Moi University and the amount had already been disbursed. The Board later reported that it had disbursed the money to the applicant's account. The matter was resolved.	File Closed
Ministry of Health						
93.	Magotsi Law for Peter Ngige Arakawa CAJ/M.HEA/012/620/23-EF	Ministry of Health (Kenya Medical	Male	Delay	The complainant alleged that they lodged a complaint with the respondent in December 2020, registered as DC Case Number 6 of 2021, alleging that	File Closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
		Practitioners and Dentists Council)			medical negligence led to the death of Peter Ngige Arakawa. They further alleged that over a period of two and a half years, the case progressed to the ruling stage and then stalled. The Commission initiated an inquiry upon which the Council delivered the ruling. The matter was resolved.	
94.	Anonymous CAJ/NHIF/012/619/23-EF	Ministry of Health (National Health Insurance Fund)	Unclear	Unfair official conduct	The complainants alleged that the acting Chief Executive Officer of the National Health Insurance Fund had executed transfers and re-designations of senior officers in an irregular and unfair manner. They alleged that the re-designations in question amounted to promotions and demotions without following due process outlined in the human resource policies. Upon inquiry, the Board of the Fund indicated that an internal inquiry had been initiated and that the Commission would be informed of the outcome. Upon further inquiry, the Commission was notified that the complainants had filed a suit in court with respect to the same subject. The Commission had no mandate to inquire further.	File Closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
Isiolo Water & Sewerage Company						
95.	Jackline Marete CAJ/ISL/M.WAT/009/009/2023-KWK	Isiolo Water & Sewerage Company	Female	Delay	A complaint alleging that the Respondent exorbitantly charged the Complainant's water bill that was not commensurate with her usage; that on 1st December 2022 she paid Kshs 400 to the account KLMW-5867-001 but by 5th December 2022, her meter was disconnected without justifiable reasons.	File closed.
Judiciary						
96.	CAJ/ISL/JUD/001/005/23-KWK Jacob Kinyuru	Judiciary	Male	Inefficiency	A complaint alleging inability by the Complainant to access his Court file ELC Case No.33 of 2018 at Meru Law Courts due to the Court file missing. Matter referred to the Judiciary Ombudsman who was better suited to handle the matter.	File closed.
97.	Joshua Kimathi HUD/ISI/001/008/23 - KWK	Judiciary	Male	Outside Mandate	The Complainant alleged that in 2015 his deceased father one Mr. Philip M'tuamwari filed a case in Court against his neighbour who had trespassed on his land. During the Court Proceedings, the Respondent's Advocate misguided the Court that the Complainant and his family had moved from the land and that the land was unutilized. When he made a follow up with the Court, he learnt that a Ruling had been made in favour of the Respondent. The Respondent and his Advocate procured	File closed.

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					services of a land surveyor who subdivided the land and the Respondent proceeded to fence it. The Complainant was advised that the matter was outside the Commission mandate and was referred to the Judiciary Ombudsman.	
98.	CAJ/ISL/JUD/001/069/23-KWK Paul Njoroge	Judiciary	Male	Administrative Injustice	A complaint alleging that the Complainant's daughter, a pupil at Waso primary school in Isiolo County was defiled by her teacher Mr. Danson Kinoti, now an accused person in the criminal case no S030/2019 at the Isiolo Law Court; That the case has been severally adjourned without justifiable cause to the detriment of the Complainant's family who desire to have justice dispensed without delay. Matter referred to the Judiciary Ombudsman which is better suited to handle the matter.	File closed.
99.	John Muthomi and two others CAJ/ISI/JUD/001/072/23 - KWK	Judiciary	Male	Outside Mandate	The Complainants alleged that they were parties in an ELC case No. 141 of 1992. That judgement was issued on 8th March 2023 but they were unsatisfied by the decision of the Court. The Complainant was advised to appeal the matter in Court.	File closed
100.	Abdi Salat Maalim	Judiciary	Male	Outside mandate	The Complainant alleged that there had been inordinate delay in hearing and determining his matter at Voi Chief	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
	CAJ/ISI/JUD/001/071/23 - KWK				Magistrate Court. The matter was filed in 2019 but his witnesses have been unavailable to testify in Court. He alleged that the prosecution had colluded with his witnesses to deny him justice. He also alleged that there was a high possibility that the Magistrate had been bribed to find him guilty. He added that the matter was up for mention on 13th April 2023 and that the next hearing date was scheduled on 20th July 2023. The Complainant was advised that the matter was outside the Commission's mandate, and he would need to pursue the matter in Court with the help of his advocate.	
101.	Ezekiel Kabira Kiogora (General Inquiry)	Judiciary	Male	Outside mandate	The Complainant alleged that his son was killed in a Road Traffic Accident while he was in prison. He wanted to know how the matter was concluded and upon visiting Isiolo Law Courts, he was asked to request for the proceedings formally. The Complainant was advised to first write to the Isiolo Law Courts requesting for the proceedings.	File closed.
102.	Daniel Kipchirchir Soimo CAJ/ELD/JUD/001/153/23-FL	Judiciary	Male	Manifets Injustice	A complaint on allegations of dissatisfaction with the ruling rendered in *Eldoret CMCC Succession Cause Number 325 of 2018*. Complaint closed	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					and complainant advised as the matter is outside mandate. Nonetheless, he was referred to the National Legal Aid Services for assistance in lodging an appeal at the Court of Appeal.	
103.	David Cheruiyot Kimilot CAJ/ELD/JUD/001/154/23-FL	Judiciary	Male	Delay	A complaint on allegations of delay by the Eldoret and Land Court to determine his case number ELC 60B of 2022 formerly Eldoret High Court Miscellaneous Application Number 152 of 2002. Complaint closed and complainant advised, as the matter is outside the Commission's mandate. Nonetheless, since he is legally represented by counsel, he was advised to consult him.	File closed
104.	Isaac Kimeli Ronoh CAJ/ELD/JUD/001/156/23-FL	Judiciary	Male	Administrative Injustice	A complaint on allegations of dissatisfaction with the judgement rendered by the Eldoret Chief Magistrate's Court in a road traffic case charge directing that he pays Kshs.20,000 for using his cell phone while driving. Complaint closed as the matter is outside mandate. Nonetheless, the complainant was advised to lodge an appeal against the decision, at the Eldoret High Court	File closed
105.	Nurick Nyasimi Ombui CAJ/KSM/JUD/001/569/22-AO	Judiciary	Male	Delay	A Complaint alleging delay in hearing and determination in Court of Appeal CRA No. 77 of 2019.	File closed.

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					Response dated 22/2/2023 was received to the effect that the Memorandum of appeal was received on 10/6/2021 and the matter is undergoing case management, awaiting its turn to be processed for hearing.	
106.	Evans Oyondi Mauti CAJ/KSM/JUD/001/572/22 -AO	Judiciary	Male	Delay	A Complaint alleging delay in hearing and determining in Court of Appeal CRA No. 163 of 2019. Response dated 22/2/2023 to the effect that the Memorandum of appeal was received; the matter is undergoing case management, awaiting its turn to be processed for hearing. Court dealing with older matters.	File closed.
107.	Jared Okeyo Omingo CAJ/KSM/JUD/001/546/22 -AO	Judiciary	Male	Delay	A Complaint alleging delay in forwarding Nyamira HCCRA No. 100 of 2017 to the Court of Appeal Kisumu to facilitate the appeal. Response dated 28/3/2023 to the effect that the correct case file HCCRA No. 62 of 2017, record of appeal was prepared and forwarded to Court of Appeal in Kisumu.	File closed.
108.	Moses Wanjala Mpalia CAJ/KSM/JUD/001/570/23 -AO	Judiciary	Male	Delay	A complaint alleging inaction in Kakamega CMCCR No.202 of 2017 later transferred to Butali MC CRC No.734 of 2019. Following the intervention of the Commission, it was established that	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					Kakamega matter was transferred to Butali law Courts and registered on 23/9/2019. The case was ongoing; Hg 18/8/2020, Hg 24/8/2020, Mn 29/6/2021, Mn 22/3/2022, Hg 29/3/2022, Mn 12/4/2022 and was due for further mention on 13/2/2023.	
109.	Benson Musyoka Mutisya CAJ/KSM/JUD/001/581/23 -AO	Judiciary	Male	Delay	A complaint alleging delay in issuance of a judgment date in Nairobi COACRA No. 175 of 2016. Response received dated 26/6/2023 to the effect that the matter was heard on 27/5/2023 and Judgment reserved for 20/7/2023. Complainant advised accordingly.	File closed
110.	Gabriel Wambire Baraza CAJ/KSM/JUD/001/575/22 -AO	Judiciary	Male	Delay	A Complaint on allegations of delay in hearing and determination of appeal Busia HCCRA No. 103 of 2006 originally from Busia CMC CR Case Number 880 of 2006. Response received dated 12/4/2023 to the effect that the appeal was placed before the Judge on 25/5/2014 which appeal was time barred, there was no leave to appeal and hence rejected summarily.	File closed.
111.	Samwel Omariba Mageto HUD/KSI/JUD/001/92/23-WT	Judiciary	Male	Inefficiency	Complaint alleged missing court file in Kisii HC ELC No. 174 of 2017; *Cleophas Makori Mageto & 3 others vs. Samwel Omariba & Another*. The case was	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					scheduled for judgment on 8th February 2022, but the file went missing and had not been traced. An inquiry was issued to the Judiciary which responded in March 2023 that the file had been traced and was available at the registry. Complainant was advised to visit the registry and access his file.	
112.	Charles Kiba CAJ/KSM/JUD/001/576/22 -AO	Judiciary	Male	Delay	A Complaint on allegations of delay in hearing and determination of resentencing petition that is yet to be issued with a number. (Originally SOA Kisii CMCCR No. 1756 of 2010, 1st appeal HCCRA No. 177 of 2012 and CoA No. 148 of 2015. Response received dated 29/3/2023 to the effect that the matter was filed three days prior to lodging of complaint. Be that as it may, further email received on 5/4/2023 to the effect that the matter has been fixed for directions on 23/6/2023 and issued with a number Misc. App No. 8 [E011].	File closed
113.	Maimuna Jepkemoi HUD/KAK/JUD/001/91/23-WT	Judiciary	Female	Inefficiency	Complaint alleging missing court file in Bungoma MCCC MISC No. E211 of 2021; *Maimuna Jepkemoi vs Faulu Microfinance & Another*. An inquiry was issued to the Judiciary who stated that the file was available at the registry for the complainant to take the necessary	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					action. The complainant was advised to visit the registry to access her file.	
114.	Alexander Mbevo Mutemi CAJ/KSM/JUD/001/578/23-WT	Judiciary	Male	Delay	Complaint alleging delay by Garissa High Court to hear and determine his application of review of judgment in HCCR No. E07/2022. Upon checking in the Judiciary Portal, it was established that the matter was filed on 24/3/2022 and was listed for mention on 24/7/2023. The complainant was advised appropriately and to wait for the listed date.	File closed
115.	Paul Mulandi CAJ/MSA/JUD/001/529/2023-EM	Male	Judiciary	Inefficiency	The Complainant alleged that he filed a case in the Mombasa Rental Tribunal against his landlord vide Mombasa Case No. E142 of 2022. The case was thrown out for lack of attendance. He stated that his efforts to reinstate the case had been frustrated by a Court Official who insisted that he must amend his affidavit before filing an application. The Commission though Alternative Dispute Resolution, intervened and the Complainant was allowed to file his pleadings.	File closed.
116.	Rashid Awaza CAJ/MSA/JUD/001/543/2023-EM	Male	Judiciary	Delay	Complainant alleged that the Mombasa law court had infringed on his right to bail by granting him cash bail of 100,000/- without an option of bond which he deemed excessive and punitive. Upon	File closed. Matter resolved.

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					perusal of court file, it was established that the complainant had been granted cash bail of 100,000 or bond of 200,000 in lieu. The Commission perused the court file and confirmed that the Complainant was indeed issued with a bond alternative.	
Gatari Ringera& Co. Advocates						
117.	CAJ/ISL/P.E/040/177/23 – KWK Peter Mwiti	Gatari Ringera& Co. Advocates	Male	Outside mandate	The Complainant alleges that the law firm of Gatari Ringera & Co. Advocates practicing in Meru failed to remit Kshs 30,000 being the monies paid to him to pursue an appeal against the High Court decision in Succession Case No 119 of 1993. Matter referred to Advocates Complaints Commission which was best suited to handle the complaint.	File closed.
Kenya Wildlife Service						
118.	Adan Ibrahim Abdi CAJ/ISL/M.WIF/010/030/23 -KWK	Kenya Wildlife Service	Male	Outside mandate	A complaint alleging loss of the Complainant's camels that got lost when he was arrested and held in custody for the offence of killing two elephants. He requested the Commission to compel the Respondent to recover the lost animals. File closed for the reason that the Commission's mandate on the matter was ousted.	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
Independent Electoral and Boundaries Commission						
119.	Lilian Lekatoo CAJ/IEBC/026/251/2022-SAK	Independent Electoral and Boundaries Commission	Female	Delay	A complaint against the Commission regarding non-payment. The complainant alleged that during the August 2022 General Election, she worked as a Clerk at Oldonyo LenKai Primary School Polling Station in Kajiado County. However, had not received any payment from IEBC. Resolved upon CAJ intervention	File Closed
120.	Anonymous IEBC CAJ/IEBC/026/245/22-EMN	Independent Electoral and Boundaries Commission	Unclear	Delay	The complainant alleged that he, together with others were engaged as clerks during the August 2022 Elections but that the respondent had failed to pay their allowances. The complaint was resolved by the Commission's intervention.	File closed
121.	Susan Wangechi Ndirangu CAJ/HUD/NYERI/IEBC/026/6/2023-SAK	Independent Electoral and Boundaries Commission	Female	Unresponsive Official Conduct	A complaint against the Commission regarding non-payment. The complainant alleged that during the August 2022 General Election, she worked as a polling clerk at Thunguma Primary School polling station in Nyeri County. However, had not received any payment from IEBC and upon inquiring she was advised one digit on her account number was incorrectly captured. Resolved upon intervention of the Commission	File Closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
Water Services Regulatory Board						
122.	Edward Mbanya Rubiro CAJ/WASREB/009/329/2023-SAK	Water Services Regulatory Board	Male	Unresponsive Official Conduct	A complaint was forwarded to WASREB against Karuri Water and Sanitation Company. The complainant alleged that he lodged a complaint he was disconnected from water services on 16th January 2023 from water services and he had no pending water bills and the water officers alleged that he had denied their staff access to read the water meter which was not true and further he alleged that KAWSCO wanted to relocate his meter to place it outside his boundary to the public road at his cost. Further, the complainant wanted KAWASCO to take responsibility for the meter as the same would be on a public road and subject of vandalism. Complaint resolved upon intervention of the Commission.	File Closed
Department for Immigration and Citizen Services						
123.	Susan Jaoko CAJ/IMM/003/388/2023-SAK	Department for Immigration and Citizen Services	Female	Delay	The complainant applied for a passport on 6th February 2023 vide tracking number 1310203343. However, despite the lapse of eight weeks since the application, she was yet to receive passport. The Complaint was resolved upon intervention of the Commission	File Closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
Non-Government Organisations						
124.	Lilian Wanjiru Njehu CAJ/NGOBOARD/076/26/2023-SAK	Non-Government Organisations Coordination Board	Female	Unlawful official conduct	A complaint regarding non-compliance of a court order. Following the judgment in Nairobi HC JR No. E018/21, the Board was ordered to *"reinstate the outgoing Greenbelt Movement Board members and Chairperson to organize elections ...."*. *However,* vide the letter of 24th January 2023, the Board reinstated Wanjira Mathai, Cyrus Kimamo, Verstine Beaman Mbaya. However, the persons were not members of the *"outgoing"* Board as their terms ended in 2017 and 2018 respectively and new members elected in their place. Complaint resolved upon the intervention of the Commission.	File closed.
Teachers Service Commission						
125.	Liner Chemtai Masai CAJ/ELD/M.EDU/013/107/23-FL	Teachers Service Commission (TSC)	Female	Unfair official treatment	A complaint on allegations that TSC had declined to register her as a teacher on grounds that they do not recognize both her O and A level education certificates which she pursued in Uganda and cleared by the Ugandan examination body. Upon the Commission's inquiry to the TSC, the TSC explained that the Complainant lacked the requisite qualifications for registration as a teacher in Kenya.	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
126.	Samuel Maina Kanyi CAJ/TSC/013/2408/23-SK	Teachers Service Commission	Male	Unfair treatment	The Complainant alleged unfair treatment in recruitment of teachers. He stated that he graduated in 2004 and had been attending TSC recruitment interviews for many years without success. Complaint Resolved as the complainant was recruited as an intern by TSC	File closed
127.	Polycarp Olima CAJ/KSM/TSC/013/379/22-WT	Teachers Service Commission	Male	Delay	A Complaint alleging delay by the Teachers Service Commission to respond to request for transfer made on 15th August 2022, TSC No. 515142. Complainant was a teacher at Otieno Oyoo Secondary School in Kisumu County for eleven (11) years and requested for transfer to another location near his home. Complaint resolved upon the Commission's intervention as the complainant's transfer was processed and communicated to him in April 2023.	File closed
128.	Anonymous CAJ/ELD/TSC/013/121/23-FL	Teachers Service Commission	Organisation	Abuse of power	A complaint on allegations that the Soy Sub – County TSC Director of Education had illegally effected levies known as handling charges on all public primary schools within the sub- county on any transfers effected in the schools. Complaint closed as Commission was satisfied with the response of TSC confirming that investigations into the	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					matter controverted the allegations made.	
County Government of Uasin Gishu						
129.	Christine Tonui CAJ/ELD/CG/U.GISHU/23/4/23-FL	County Government of Uasin Gishu	Female	Administrative Injustice	A complaint on allegations that the County Government of Uasin Gishu failed to comply with the beneficiary nomination form listing her alongside her son in law as beneficiaries to the estate of her deceased daughter-Mercy Cherono who until her demise was their employee. The son in law was paid the benefits owed to the estate amounting to Kshs. 1,485,360. Upon inquiry by the Commission, the County explained that the payment was made pursuant to a resolution of a family meeting between the complainant and the son in law which was convened by the Chief Officer Public Service Management	File closed
130.	Benjamin Marindich CAJ/ELD/CG/U.GISHU/066/31/23- FL	County Government of Uasin Gishu	Male	Abuse of power	A complaint on allegations that the Outgoing Governor County Government of Uasin Gishu who is now the Senator-H.E. Jackson Mandango unlawfully used his office to influence him to subscribe to the Uasin Gishu Overseas Education Trust by paying Kshs. 650,000 to facilitate the travel and payment of school fees for his son Allan Kimutai to pursue a course at the Steinberg University in Canada but reneged on the same upon receipt of his	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					payment. Complaint referred to EACC on who are seized of the same for resolution.	
131.	James Tallam & 6 others CAJ/ELD/CG/U.GISHU/066 /32/23-EK	County Government of Uasin Gishu	Male	Administrative Injustice	A complaint on allegations that the County Government of Uasin Gishu had proceeded to construct administrative offices in land parcel number LR 5362 in Cheptabach, without undertaking effective public participation. The complainants alleged that they donated 3 acres for the construction of a shopping center, Complaint closed and complainant advised to challenge the issue of public participation in court as the Commission's jurisdiction is limited.	File closed
132.	Elizabeth Awino CAJ/ELD/CG/UG/066/28/2 3-FL	County Government of Uasin Gishu	Female	Unresponsive official conduct	A complaint on allegations that the Uasin Gishu County Government had failed to address her complaint on their failure to process her payments for land rates to her land parcel number Eldoret Municipality/Block 21 (King'ong'o/74. Complaint closed and complainant advised as the matter was the complainant's rates which were processed following the Commission's intervention.	

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
Ministry of Tourism and Wildlife						
133.	Gacheru Murani Simon HUD/NKR/M.WIF/010/1/23-FL	Ministry of Tourism and Wildlife	Male	Unfair official conduct	A complaint on allegations that Kenya Wildlife Services had declined to settle pension dues for the period 21/10/1987-1/7/1990 where he was on employment on temporary terms of service. The Complainant was advised that the Commission was satisfied with the action of KWS as he did not qualify for payment of pension	File closed
County Government of Nandi						
134.	Joshua Maiyo CAJ/ELD/CG/NANDI/097/6/23-FL	County Government of Nandi	Male	Unresponsive official conduct	A complaint on allegations that the Nandi County Government had failed to settle dues owed to him following research that he undertook and completed at the Environment Department as per the contract he signed with the County Government of Nandi. Complaint was closed in accordance with Regulation 12(2) of the CAJ Regulations as the complainant failed to furnish supporting documents.	File closed
135.	Susan Chepkosgei & 9 others CAJ/ELD/CG/NAANDI/097/23- EK	County Government of Nandi	Female	Unresponsive official conduct	A complaint on allegations that the County Government of Nandi had failed to settle dues owed to them following their employment as Community Health Assistants under the Universal Health Care Program in May 2020.	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					Complaint closed and complainant advised, that the matter had been addressed by the Nandi County Assembly.	
Ministry of Labour and Social Protection						
136.	Vivian Kimutai CAJ/ELD/M.LAB/017/57/23 -FL	Ministry of Labour and Social Protection	Female	Injustice	A complaint on allegations of dissatisfaction with the decision of the Ainabkoi Sub County Childrens Department, Uasin Gishu County which directed that her child - Dylan Kiprop - be put in the custody of the Huruma Rescue Centre awaiting the outcome of a child neglect case that had been reported by the child's father. Complaint closed and complainant advised as the Commission was satisfied with the reason furnished by the respondent on the best interest of the child that led to the decision that was rendered.	File closed
137.	Joseph Odero Okora who CAJ/KSM/M.LAB/017/157/ 23-WT	Ministry of Labour & Social Services	Male	Delay	Complaint alleging delay by Kisumu Labour Office to resolve a labour dispute he filed in that office in May 2022 against Resilient Sentry Solutions Ltd where he had previously worked as a Security Guard. The Commission initiated an inquiry with the Labour Officer who later advised that he had exhausted his intervention in the matter, having summoned the employer, but he failed to honour the summons. He advised the	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					complainant to pursue the dispute in court.	
138.	David Kipkalia Ndiwa CAJ/ELD/M.LAB/017/58/23 -EK	Ministry of Labour & Social Protection	Male	Unresponsive official conduct	A complaint on allegations that the Uasin Gishu County Labour Office had failed to address complaint on unlawful termination and non - payment of his dues by the employer. Complaint closed and complainant advised accordingly. Nonetheless, since he was legally represented by counsel, he was advised to consult.	File closed
Ministry of Water, Sanitation & Irrigation						
139.	Butuk Benjamin CAJ/ELD/M.WAT/009/8/23-FL	Ministry of Water, Sanitation & Irrigation	Male	Unresponsive official conduct	A complaint on allegations that the Ministry of Water had failed to address their complaint on failure by the residents of Chebarus in Uasin Gishu County to benefit from a borehole project that had been set up by the Ministry to provide water to 200 households in the area. Complaint file closed as the same was lodged at the Commission Head Quarters where an inquiry was ongoing awaiting update from the complainant.	File closed
140.	Charles Owiti Mudunyi CAJ/M.WAT/009/335/23-SK	Ministry of Water, Sanitation & Irrigation	Male	Unfair Treatment	The complainant alleged that his name was omitted in a list of Officers who were to be promoted at the Ministry. He stated that the list forwarded to the Public Service Commission omitted his name	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					yet he had served at the Ministry for over 20 years. Complaint resolved as the complainant was promoted to a Senior position.	
County Government of Nakuru						
141.	Elijah Waithaka Githinji HUD/NKR/CG/NAKURU/063/23/23- MC/EK	County Government of Nakuru	Male	Unresponsive Official Conduct	Complaint was an allegation that the Nakuru County Referral Hospital had failed to grant him medical waiver to enable him seek treatment for an ailment as he is an indigent who is unable to afford the medical services. The reason provided to him was that there were no funds available to support his request. Complaint closed and complainant advised as the Commission was satisfied with the reason rendered declining his request for waiver.	File closed
ODPP						
142.	Joseph Barasa CAJ/ELD/ODPP/027/17/23-EK	Office of the Director of Public Prosecutions (ODPP)	Male	Delay	A complaint on allegations of delay by the ODPP Uasin Gishu County to update him on the outcome of the decision to prosecute a complaint on forcible entry into his property that was reported at the Moi's Bridge police station vide OB Number 30/13/5/2021 and the police investigation file thereto forwarded to them. Complaint closed and complainant advised; the ODPP updated him on the prosecution's	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					decision over the matter wherein he was advised to lodge the matter with the Rent Disputes Tribunal.	
143.	Irene Chemei Njoki CAJ/MSA/ODPP/027/40/2023-KC	Female	Office of Director of Public Prosecutions	Delay	Complainant alleged delay at ODPP Kwale office to institute criminal charges into a case of sexual assault reported at Diani Police station in October 2022. Complainant was duly advised as the ODPP indicated that there was insufficient evidence to sustain the charge.	File closed.
144.	Godfrey Barasa Waswa CAJ/ELD/ODPP/027/16/23-EK	Office of the Director of Public Prosecution (ODPP)	Male	Injustice	A complaint on allegations of dissatisfaction with the prosecution undertaken in Kakamega Principal Magistrate's Court Criminal Case number E094 of 2022. Complaint closed and complainant advised as the matter is pending before court. Nonetheless, he was been advised to raise the same in court during the hearing.	File closed
Ministry of Mining, Blue Economy & Maritime Affairs						
145.	Peter Omare Kombo HUD/NKR/M.FDEV/035/2/23- FL	Ministry of Mining, Blue Economy &	Male	Unfair treatment	A complaint on allegations that Kenya Maritime Research Institute (KEMFRI)that Mombasa Polytechnic had failed to promote him for 22 years despite having	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
		Maritime Affairs			the requisite qualifications. Complaint closed as the same was frivolous wherein the allegations were not sufficient for a complaint on unfair treatment.	
The National Treasury & Economic Planning						
146.	Kenneth Kanyi Muturi HUD/NKR/IRA/000/18/23-EK	The National Treasury & Economic Planning (Insurance Regulatory Authority)	Male	Delay	A complaint on allegations of inaction by the Insurance Regulatory Authority to address his complaint against Kenya Orient Insurance Company on unsettled claim amounting to Kshs. 823,221 in regard to the judgment delivered in his favor in Nakuru CMCC CIVIL CASE NO. 93 OF 2011. Complaint closed and complainant advised accordingly, as the matter is outside mandate since the same is pending determination in court on execution proceedings application vide Nakuru CMCC 93 of 2011.	File closed
Ministry of Roads & Transport						
147.	Benson K. Ruto & Anor CAJ/ELD/M.ROA/006/8/23 – EK	Ministry of Roads & Transport	Male	Unfair official conduct	A complaint on allegations of abuse of power by the Kenya National Highways Authority in the compulsory acquisition process for land parcels number ertwet/Kipchamo Farms within Uasin Gishu County for the construction of the Eldoret by-pass. Complaint closed and complainant advised as the same is pending investigations at the EACC vide Reference Number 104676	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
Kenya Post Office						
148.	Sharon Atieno Ogutu CAJ/KSM/KPOSB/000/123/23-AO	Kenya Post Office Savings Bank (KPOSB)	Female	Unresponsive official conduct	A complaint on allegations of failure on the part of KPOSB to provide the complainant with details pertaining to an account held by her deceased father despite provision of requisite documentation. Response received dated 8/6/2023 to the effect that the said account was closed on 2/5/2006 prior to the demise of the account holder on 8/2/2007.	File closed.
Kenya Forest Service						
149.	Christine Achieng CAJ/KSM/M.WIF/010/20/23-AO	Kenya Forest Service (KFS)	Female	Administrative Injustice	A complaint against KFS on allegation of irregularly dismissing the complainant from KFS Training College on allegations of pregnancy following successful recruitment exercise in Kisumu County on 8/3/2023. Following the intervention of the Commission, the Complainant received a call on 5/5/2023 advising her to report for training on 6/5/2023.	File closed.
Kenya Institute of Special Education						
150.	Julius Omollo Agiro HUD/KSI/M.EDU/013/89/23-AO	Kenya Institute of Special Education	Male	Delay	A complaint on allegations of delay in issuance of Diploma Certificate in Special Needs Education from Kenya Institute of Special Education. Following the intervention of the Commission, the complainant was with the diploma certificate.	File Closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
Pensions Department						
151.	Francis Fitzgerald Otonya Onyango CAJ/KSM/PEN/000/119/22-WT	Pensions Department	Male	Unresponsive official conduct	Complaint alleging failure by the Pensions Department to settle his half pension for the period 1st June 1971 to 30th June 1974 (period when he worked on temporary terms). The complainant retired from the Ministry of Water & Irrigation on 1st January 2006 after having joined the Government on 1st June 1971 wherein he worked on temporary terms until 1st July 1974 when his appointment was confirmed to permanent and pensionable terms. The letter confirming his permanent appointment dated 26th February 1981 indicated that pension for the period served on temporary terms would be calculated in half while period he served on permanent terms pension would be paid in full. When he retired in 2006, his pension was only paid from the period 1st July 1974 to 2006 in full but half pension for the period he worked on temporary terms was not paid. An inquiry was issued to the Ministry who responded with a response that was satisfactory to the complainant.	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
Power of Mercy Advisory Committee						
152.	Shaban Juma alias Sande CAJ/KSM/JUD/001/576/23-WT	Power of Mercy Advisory Committee	Male	Unresponsive official conduct	Complaint alleging failure by the Power of Mercy Advisory Committee (POMAC) to respond to his petition for Presidential power of mercy that he presented on 8th June 2016. He only received an acknowledgement wherein he was assigned Petition No. POM/PET/465/2015 and was advised to wait for feedback. An inquiry was issued to POMAC who responded and stated that his first petition was rejected in 2016. This information was forwarded to the complainant.	File closed
NSSF						
153.	George Owour Omondi CAJ/KSM/NSSF/017/154/23-WT	National Social Security Fund	Male	Unresponsive official conduct	Complaint alleging that their father the late Nashon Omondi Oluoch, NSSF No. 080202039 noted in 2003 that his NSSF benefits were paid to Jenipher Auma Ogola on 21st November 2002 vide cheque number 411433 amounting to Kshs. 50,211.25. That their father filed a protest vide letter dated 13th December 2002, but passed away on 17th August 2003, without receiving his benefits and efforts to pursue payment of the NSSF benefits by the beneficiaries have been unsuccessful. An inquiry was issued to NSSF who responded and stated that the deceased claim had been paid to his	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					wife and the complainant's complaint was not true. The complainant did not rebut the NSSF's position.	
154.	Paris Sababu Katimbo CAJ/MSA/NSSF/017/214/2023-KC	Male	National Social Security Fund	Delay	Complainant alleged that the Respondent delayed in processing his request for withdrawal from the Fund on medical grounds and in refunding his benefits. He indicated that he was in need of funds to access specialized treatment but his request had not been processed. The benefits were processed and paid upon the Commission's intervention.	File closed. Matter resolved successfully.
155.	Daniel Okumu Oyugi CAJ/MSA/NSSF/017/206/2023-EM	Male	National Social Security Fund	Delay	Complainant alleged delay at NSSF Mombasa office to process his benefits totaling to Kshs. 59,838.00 upon being retrenched from Kenya Revenue Authority (KRA). The benefits were processed and paid in May 2023 upon the Commission's intervention.	File closed. Matter resolved successfully.
Central Bank of Kenya						
156.	Velmah Odero CAJ/CBK/000/1530/23-SK	Central Bank of Kenya	Female	Delay	Complainant alleged delay by Safaricom MPESA section to reverse a transaction where she transferred Kshs.20000 to a wrong number. Complaint was resolved as the complainant was refunded.	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
National Registration Bureau						
157.	Jeniffer Munanie Mbunya CAJ/KNRB/074/25/23-SK	National Registration Bureau	Female	Delay	A complaint alleging delay by the National Registration Bureau to effect correction to the complainant's middle name '*Munanie*' which was misspelt as '*muanie*'in her National Identity Card. The request for correction was made in 2014 and 2018 without success. Complaint resolved as the complainant's name was corrected after intervention of the Commission.	File closed
NITA						
158.	Carolyn Chelangat CAJ/M.IND/020/144/23-SK	National Industrial Training Authority (NITA)	Female	Delay	A complaint alleging delay by NITA to refund Kshs. 45,000 to the complainant which she had paid to sponsor a student who later changed his mind and never undertook the course. Complaint resolved as the complainant was refunded upon intervention of the Commission.	File closed
Insurance Regulatory Authority						
159.	Kariuki Murugami CAJ/IRA/000/1501/2023-SK	Insurance Regulatory Authority (IRA)	Male	Delay	A complaint alleging delay in payment of the complainant's claim by Monarch Insurance after he signed a discharge voucher in December 2022. Complaint resolved as the complainant was paid his claim	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
NEMA						
160.	Peter N. Githinji CAJ/NEMA/038/198/2023-SK	National Environment Management Authority (NEMA)	Male	Unresponsive Official Conduct	An allegation that NEMA Kiambu Branch had failed to investigate and take action to stop pollution from the operation of a scrap metal business in a plot adjacent to the complainant's home in Ruiru. The Commission inquired with NEMA who dispatched officers to undertake investigation after which the scrap metal business was closed down	File closed
Laikipia University						
161.	NGANGA MWANGI ALBERT CAJ/NHRR/M.EDU/013/10/2	Laikipia University	Male	Unresponsive official conduct	The complainant alleged that he applied for a job as a driver at Laikipia University and was shortlisted for an interview. However, later, he learnt that the University already recruited drivers yet they had not been informed of the outcome of the interviews despite making a formal application. Upon inquiry, the University furnished the applicants with the minutes and results of the interview process.	File closed
Ministry of Agriculture and Livestock Development						
162.	Joseph Chiirudzi Mambo CAJ/MSA/M.AGR/014/19/2023-EM	Male	Ministry of Agriculture and Livestock Development	Delay	The Complainant alleged non-payment of his dues by the National Cereals & Produce Board upon termination from employment in May 1999. Records indicated that the complainant jointly with others were charged in Court with the offence of Stealing by Servant but	File closed.

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					upon trial, they were all acquitted. Upon follow up at NCPB, the claim had lapsed with time. Response from the NCPB was sufficient and the Complainant did not have a claim.	
CLOSED – OUTSIDE MANDATE						
Constituency Development Fund						
163.	Felix Wekesa CAJ/CDF/008/268/23-V.O.K	Constituency Development Fund	Male	Outside mandate	Complainant alleged that Kimilili CDF acquired a piece of their family land but did not compensate him. It was discovered that the land belonged to his brother who sold it to the Respondent.	File closed.
Private Entity						
164.	Hadija Kimicho Bakari CAJ/MSA/PE/040/707/2023-KC	Female	Private Entity	Outside mandate	Complainant alleged that his neighbour-Timothy Rashid approached her with an offer to secure a job for her daughter-Tatu Rashid - in the Kenya Defence Forces (KDF). He demanded to be paid Kshs. 180,000 but thereafter, failed to secure the job as agreed. The Complainant was duly advised on the channels of seeking redress.	File closed.
165.	Slim Kombe Nzai CAJ/MSA/PE/040/725/2023-EM	Female	Private Entity	Outside mandate	Complainant alleged unfair dismissal and non-payment of service pay for the 9 years she had worked as a general labourer at Seaside Hardware,	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					Mombasa. She claimed that she was dismissed on 30th May 2023 for no apparent cause & her May salary withheld. Referred to the Labour office for redress.	
166.	Jeremiah Masinde Chabi CAJ/MSA/PE/040/726/2023-EM	Male	Private Entity	Outside mandate	Complainant alleged that he was unfairly dismissed by Robison Security Company - Mombasa - where he was working as a Supervisor, Guards section. He further stated that his salary for March 2023 and service pay for the 8 years of service had not been paid. Referred to the Labour office for redress.	File closed
167.	Peter Longob Ewati CAJ/NHRR/040/034/23-EM	Private entity	Male	Outside mandate	Complainant alleged that he rented a piece of land to occupy. He developed and planted trees. He was later given notice to vacate but the owner has barred him from harvesting the trees. The complaint fell outside the mandate of the Commission and Complainant was advised accordingly.	File closed
168.	Stanely K. Mathenge CAJ/NHRR/PE/040/36/23-EM	Private entity	Male	Outside mandate	Complainant was involved in an accident where a number of the passengers passed away and others were seriously injured. He did not receive any compensation for the injuries sustained. The complaint fell outside the mandate of the Commission and Complainant was advised accordingly.	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
169.	Hellen Wangari Mbatia CAJ/NHRR/M.LAN/022/26/23-EM	Private Entity	Female	Outside mandate	Complainant alleged that a private Land Surveyor forged a confirmed grant and transferred land to himself and other people. The Complainant was advised to report the matter to the DCI for investigations.	File closed
170.	Benjamin Muhinda Ally CAJ/MSA/PE/040/708/2023-EM	Male	Private Entity	Outside Mandate	Complainant sought legal advice on how to pursue an eviction order against his tenants for unpaid rent arrears for over 6 months. Complainant was duly advised on the channels of seeking redress.	File closed.
171.	John Chengo Kapra CAJ/MSA/PE/040/709/2023-EM	Male	Private Entity	Outside Mandate	Complainant sought legal advice on a case involving his brother- Baraka Charo who entered into a sale of plot agreement with Polycarp Osongo but it was later established that it was a family land. The purchaser reported the matter at Mikindani police station leading to his brother's arrest. Complainant was advised to explore Alternative Dispute Resolution by refunding the purchase price for the criminal charge to be dropped.	File closed.
172.	Isaac Mnyambo CAJ/MSA/PE/040/710/2023-KC	Male	Private Entity	Outside Mandate	Complainant alleged professional misconduct by M/s Gideon Ragira & Co. Advocates who withheld an outstanding amount of Kshs. 200,000/, a Court reward in *Civil Suit E407 of 2021*. Complainant was advised to lodge the complaint with	File closed.

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					the Advocates Complaints Commission for redress.	
173.	George Otieno Siengo CAJ/MSA/PE/040/724/2023-KC	Male	Private Entity	Outside mandate	Complainant alleged that one - Seline Atieno Odenyo - working in cahoots with the Chief, North East Gem location, Siaya County had trespassed and illegally settled on his land parcel no. South Gem/Wagai/113. He stated that efforts to have her evicted had been frustrated by the administration in Siaya. Complainant was duly advised on the channels of seeking redress.	File closed
174.	Wekesa Roberts CAJ/PE/040/2717/23-SK	Private Entity	Male	Outside mandate (Civil dispute)	The complainant alleged refusal by a person known to him to transfer land which he had bought from his father.	File Closed.
175.	Onyari Nyameno & Co. Advocates for Jacob Naboth Olawo O. CAJ/PE/040/2706/23-SK	Private Entity	Organisation	Outside mandate (Civil dispute)	A complaint alleging refusal by Osango Farmers Cooperative Society to pay shares/contributions owed to the complainant's client	File Closed.
176.	Monica Mwahanje Ngana CAJ/MSA/PE/040/721/2023-KC	Female	Private Entity	Outside mandate	The Complainant alleged professional misconduct against M/s Shem Kebogo & Co. Advocates, through withholding compensation award of Kshs. 703,000/= awarded in Kwale CMCC No. 516 of 2016. Complainant was advised to lodge complaint at the Advocates Complaints Commission for redress.	File closed.
177.	Amos Tsimonjero Ingusu	Male	Private Entity	Outside mandate	Complainant alleged lack of information by his advocate- M/s Janet, Jackson &	File closed.

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
	CAJ/MSA/PE/040/722/2023-KC				Susan LLP Advocates on the status and/or progress of his case, *Mombasa number E108 of 2020*. Complainant was referred to the Employment and Labour Relations Court Registry to peruse the court file for status of the matter.	
178.	George Otieno Siengo CAJ/MSA/PE/040/724/2023-KC	Male	Private Entity	Outside mandate	Complainant alleged that one - Seline Atieno Odenyo - working in cahoots with the Chief, North East Gem location, Siaya County had trespassed and illegally settled on his land parcel no. South Gem/Wagai/113. He stated that efforts to have her evicted had been frustrated by the administration in Siaya. Complainant was duly advised on the channels of seeking redress.	File closed
179.	Teresia Kawiria CAJ/MSA/PE/040/723/2023-KC	Female	Private Entity	Delay	Complainant alleged interference by John Muthee Matumo in the estate of her deceased husband - Thomas Gideon - through laying claim to several parcels of land. She stated that her husband passed away in September 2020 but even prior to that, the accused had filed *ELC Case No. 44 of 2014* which was subsequently dismissed for want of prosecution. He later filed another case vide *ELC No. 41 of 2020*. Complainant was duly advised on channels of seeking redress.	File closed.

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
180.	Fatuma Aden Dagane CAJ/GSA/PE/040/001/23-AH	Private Entity	Female	Outside Mandate	Complainant alleged that she was physically assaulted by a relative because of succession dispute. She was advised to either report the matter to police or seek the service of a lawyer.	File closed
181.	Gatitu Njeri Jerusha CAJ/NHRR/PE/040/30/23-EM	Private Entity	Female	Outside Mandate	Complainant alleged that she was the Plaintiff in *Civil Suit number 151 of 2011*. She alleged that she obtained judgment but has never been paid. The complainant was advised to consult her advocates on the modes of execution available under law.	File closed
182.	Karanja Njoro Gideon CAJ/NHRR/PE/040/31/23-EM	Private Entity	Male	Outside Mandate	Complainant alleged that their land was being fenced by people unknown to them. The complainant was advised to conduct a search at the Ministry of Lands and to report the matter to the police.	File closed
183.	Karanja Wambui Jospehine CAJ/NHRR/PE/040/32/23-EM	Private Entity	Female	Outside Mandate	Complainant alleged that she had a fight with her husband and as a result, her husband took all the household items that they had bought together and locked their house. She was advised to report the matter to the police.	File closed
184.	Gachau Ndungu Francis CAJ/NHRR/M.IGC/62/9/23-EM	Private Entity	Male	Outside Mandate	Complainant had a complaint against the National Registration Bureau that was resolved. He was advised to appeal the closure through the office of the Chair.	File closed
185.	Dorcas Wamuyu	Private entity	Female	Outside mandate	Complainant alleged that her siblings wanted to disinherit her late sister's family	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
	CAJ/NHRR/PE/040/37/23-EM				in an on-going succession case. The complaint fell outside the mandate of the Commission and Complainant was advised accordingly.	
186.	Joseph Waweru Njeri CAJ/NHRR/PE/038/23-EM	Private entity	Male	Outside mandate	Complainant alleged that he was involved in an accident and the Court held that he be compensated. However, INVESCO insurance company has never paid him. The complaint fell outside mandate of the Commission and the Complainant was advised accordingly.	File closed
187.	James Macharia Maina CAJ/NHRR/PE/040/40/23-EM	Private entity	Male	Outside mandate	Complainant alleged that he was assaulted and his contract terminated when he went to demand for his salary from his employer. The complaint fell outside mandate of the Commission and the Complainant was advised accordingly.	File closed
188.	Sammy Ndungu Kamau CAJ/PE/040/2691/23-V.O.K	Private Entity	Male	Outside mandate	Complainant alleged that an agent who received money on his behalf from an insurance company did not remit the same to him.	File closed.
189.	Saina Karimi George CAJ/PE/040/2724/2023-V.O.K	Private Entity	Female	Outside mandate	Complainant alleged interference by her brother in the conduct of *Meru High Court Succession case number 383 of 2003* leading to delay. He was advised that the complaint falls outside the mandate of the Commission.	File closed.

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
190.	Mwalimu National SACCO CAJ/PE/040/2727/23-V.O.K	Private Entity	Organisation	Outside mandate	Complainant alleged that it was owed Kshs. 150,050,857.81 by Pioneer Assurance Company Limited.	File closed.
191.	Charles Nyaundi Okemwa CAJ/PE/040/2708/23-V.O.K	Private Entity	Male	Outside mandate	Complainant alleged that the Respondent (an Advocate of the High Court of Kenya) failed to pay him despite findings of the Advocates Complaints Commission which were in his favour.	File closed.
192.	Sussy Khaadi Nandama CAJ/PE/040/2705/23-V.O.K	Private Entity	Female	Outside mandate	Complainant alleged that the Respondent (a law firm) served her with what she believed were suspicious Court Orders.	File closed.
193.	E.S. Ochieng & Co. Advocates CAJ/PE/040/2723/23-EMN	Private Entity	Organisation	Outside mandate	The complainant alleged that its client had been threatened and that the matter was subject to judicial intervention in *E258 of 2022*. It was advised that the matter fell outside the Commission's mandate	File closed
194.	S.W Ndegwa CAJ/IRA/000/1508/23-EMN	Private Entity (Explico Insurance)	Organisation	Outside Mandate	The complainant alleged that his client obtained judgment on 8/10/2018. The insurer Explico Assurance Company failed to execute the judgment. The complainant complained to the Respondent who has failed to compel the insurance company to compensate her. He was advised that his complaint fell outside the Commission's mandate	File closed
195.	David Mabonga	Private Entity	Male	Outside Mandate	The complainant alleged that he bought goats in 2017 but the person who sold the goats to him resold them to a third party	file closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
	CAJ/PE/040/2681/22-EMN				and failed to refund his money. He was advised that his complaint fell outside the Commission's mandate.	
196.	Jackline Adhiambo Omondi CAJ/P.E/040/2716/23-V.O.K	Private Entity	Female	Outside mandate	Complainant alleged that she gave Kshs. 60,000 to one Charity Sandagj who promised to secure a job for her in Dubai but failed to do so.	File closed.
197.	Rasah Walter CAJ/PE/040/2720/23-EF	Private Entity	Male	Outside mandate	The complainant alleged that his employer, a private business firm, terminated his employment unfairly and declined to pay him his dues. He was advised that the matter was outside the Commission's mandate and encouraged to lodge the complaint with the County Labour Office.	File closed
198.	Kasyoki Mwala Titus CAJ/PE/040/2711/23-V.O.K	Private Entity	Male	Outside mandate (Civil dispute)	Complainant alleged that Sanlam Insurance did not honour his claim of Kshs. 100,000 following the death of his father who had a "rest easy cover."	File closed
199.	Dismas Mbaaria Ithembu HUD/NYE/PE/040/81/23-V.O.K	Private Entity	Male	Outside mandate	Complainant alleged that the police declined to arrest an Advocate of the High Court of Kenya who failed to pay him. The complaint was before the Advocates Complaints Commission.	File closed.
200.	Kiplagat George CAJ/P.E/040/2712/23-V.O.K	Private Entity (Harambee SACCO)	Male	Outside mandate (civil dispute)	Complainant alleged that the Respondent rejected his claim following the demise of his mother whom he had listed as a dependant.	File closed.
201.	Enock Aloo Olago	Male	Private Entity	Outside mandate	The Complainant alleged that his advocate M/s Ernest Mokaya & Co.	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
	CAJ/MSA/PE/040/727/2023-KC				Advocates had failed to update him on the progress of his case filed against his employer- Ufanisi Freighters Company based in Mombasa County for unfair dismissal. He stated that though the case was filed in July 2022, hearing had not commenced. Duly advised on channels of seeking redress.	
202.	George Musyoki Mutisya CAJ/MSA/PE/040/728/2023-KC	Male	Private Entity	Outside mandate	The Complainant & 3 others alleged non-compensation for injuries sustained in 2014 in the course of duty while working at Sagalla General Contractors. They claimed that they filed the matter in court vide *Mombasa CMCC No. 803 of 2016* through M/s Shem Kebogo & Co. Advocates but eventually, the case was withdrawn in 2020 due to the Supreme Court's decision on WIBA matters. Duly advised to apply for reinstatement of the matter in court in light of the Chief Justice's Practice Directions on WIBA matters issued in April 2023	File closed
203.	Faith Kaviti Kawelu CAJ/MSA/PE/040/729/2023-KC	Female	Private Entity	Outside mandate	Complainant alleged that her brother in-law Josiah Muthui Kivalu together with other in-laws had hatched a plot to dispossess her from land parcel no. Mwitika/Kilaa/1173 upon the demise of her husband - Samuel Kawelu Kivalu. She claimed that the in-laws had even obtained the title deed after	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					misrepresenting to the Land Registrar that he was not married. Duly advised on channels of seeking redress.	
204.	Evelyn M. Mghoi CAJ/MSA/PE/040/719/2023-KC	Female	Private Entity	Outside mandate	The Complainant alleged delay at Postmail Sacco to process and refund her shares worth Kshs. 169,300/- upon her retirement from Postal Corporation of Kenya in December 2022. Duly advised on channels of redress.	File closed.
205.	Josphat Mutio Mutua CAJ/MSA/PE/040/714/2023-KC	Male	Private Entity	Outside mandate	The Complainant alleged that his advocate M/s Ngenye Kariuki & Co Advocates had failed and/or refused to update him on the status of processing and payment of his terminal dues from SGA Security firm upon entering a consent agreement of Kshs. 200,000. Duly advised on channels of seeking redress.	File closed
206.	John G. Nyalande CAJ/MSA/PE/040/712/2023-EM	Male	Private Entity	Outside Mandate	The Complainant sought legal advice in a matter where he stated that he was approached by Julius Kairemia, a police Officer based at Mokowe Police Station on 13. 11. 2022 to use the complainant's tractor on a contractual basis for a period of 6 days at a rate of Kshs. 400 per day. That despite numerous requests and follow ups, Julius Kairemia had not yet returned the tractor as agreed. Duly advised on channels of seeking redress.	File closed
207.	Halima G. Gaching'a	Female	Private Entity	Outside Mandate	The Complainant sought advice following the filing of land case *ELC No.*	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
	CAJ/MSA/PE/040/713/2023-EM				*67 of 2021* at Kwale law courts by Borona & Co. Associates purporting to act for her & another plaintiff yet she had not given the Advocate instructions thereof. She further claimed that she had been kept in the dark on the status or progress of the case. Duly advised on channels of seeking redress.	
208.	Nasra Mohammed CAJ/MSA/PE/040/711/2023-EM	Female	Private Entity	Outside Mandate	The Complainant sought advice on a family dispute where her elder brother had refused to avail title deed for purposes of sub-division of family property. Duly advised on channels of seeking redress.	File closed
209.	Ernestina N. Kilembika CAJ/MSA/PE/040/715/2023-KC	Female	Private Entity	Outside mandate	The Complainant sought legal advice on how to apply for a Kenyan ID. She is a Tanzanian national who was married to a Kenyan (now deceased). They got married in 1980s and begot 3 children who are adults. The husband- Eliud Butali Khaemba used to work at KRA as an Assistant Commissioner- Domestic taxes till his demise in 2020. She was desirous of pursuing his benefits in her capacity as the next of kin but did not have a Kenyan ID or Marriage certificate. Duly advised on channels of seeking redress.	File closed
210.	Fredrick Otieno Obura CAJ/MSA/PE/040/717/2023-EM	Male	Private Entity	Outside mandate	The Complainant alleged refusal by his advocate to update him on the progress/status of his case filed vide	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					MCCC No. E07 of 2021 at Mombasa law courts. He stated that he was not sure whether judgment had been issued or not. Advised to peruse court file to confirm the status of the case	
211.	Henoda Machocho Mwaisaka CAJ/MSA/PE/040/716/2023-KC	Female	Private Entity	Outside mandate	The Complainant alleged professional misconduct by the firm of Khatib & Co. Advocates in *Mombasa CMCC No. 2641 of 1998* by withholding client's money amounting to Kshs. 320,000/= awarded as compensation following a fatal road accident involving her husband - Emmanuel Mwakisha - that occurred in Mombasa in 1998. Matter referred to the Advocates Complaints Commission for resolution.	File closed.
212.	Centre for Litigation on Environment & Governance CAJ/MSA/PE/040/720/2023-KC	Organisation	Private Entity	Outside mandate	The complaint related to concerns on extortion & unfair business practices by Watu Credit Co. Limited, a company based in Nyali, Mombasa and deals in the sale of motorcycles. The complainant claimed there was extortion through skewed hire purchase terms and connivance to steal the motor bikes upon completing payments. Advised to follow up through the National Police Service as it is already seized of the matter.	File closed
213.	Mathara Holdings	Private Entity	Organisation	Outside Mandate	A complaint against the Kiambu Prosecutor. The complaint alleged that	CLOSED

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
	CAJ/PE/040/2718/2023-SAK				the prosecutor has refused to proceed with a matter before the court regarding theft by servant.	
214.	Furncon Ltd (Solomon Njoroge Kiore) CAJ/PE/040/2719/23-EF	Private entity	Male	Outside mandate	The complainant alleged fraud, corruption and falsification of documents by a private entity to obtain favourable court orders, among other allegations. The Commission advised the complainant that the matter was outside the Commission's mandate, and encouraged it to seek other avenues of redress.	Closed
215.	Simon Mbugua Rattan CAJ/PE/040/2690/23-EF	Private Entity	Male	Outside mandate	The complainant alleged a conspiracy by his neighbours to harm him. Upon assessment of the complaint, the Commission established that no viable issue relating to public administration had been disclosed. The complainant was advised.	Closed
216.	Aggrey Mbayi CAJ/PE/040/2715/23-EMN	Private entity	Male	Unfair official conduct	The complainant alleged that he was employed as a shamba boy and that his services had been unfairly stopped. He was advised that his complaint fell outside the Commission's mandate	File closed
217.	Ushindi College of Professional Studies CAJ/PE/040/2694/23-EMN	Private Entity	Organisation	Outside Mandate	The complainant alleged that it had registered its students for Kenya National Examination Council examinations using the African College of Aviation Management Studies but that the latter failed to submit the registration fees to	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					the Kenya National Examinations Council. It was advised that the complaint fell outside the Commission's mandate	
218.	Lazaro M. Munyao CAJ/MSA/PE/040/718/2023-KC	Male	Private Entity	Outside mandate	The Complainant alleged medical negligence by medics at Kisimani Health Centre in Mombasa through wrongful diagnosis and medication. He stated that he went to the facility on 11.3.2023 but the nurse who attended to him misdiagnosed his illness and gave him an injection which made him unconscious. His family later took him to Coast General Teaching & Referral Hospital for appropriate treatment. Advised on legal channels of pursuing redress.	File closed
219.	Vishal Chhabhadia CAJ/PE/040/2703/23-EF	Private entity (S. Ndung'u & Company Advocates)	Male	Outside mandate	The complaint was against the advocate, for failure to pay the complainant money owed to him pursuant to a decision of the Advocates Tribunal. The complainant was advised that the Commission had no mandate to inquire into the complaint because the Advocate was acting in his private capacity.	Closed
220.	David Huho Kimani HUD/GPO/PO/047/57/23-EF	Private entity (Kenya National	Male	Outside mandate	The complainant alleged unfair termination of employment by the Kenya National Union of Teachers (KNUT). The complainant was advised to seek legal advice on appropriate remedies	Closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
		Union of Teachers)			available to him, given that the trade union is not a public entity.	
221.	Patrick Ochieng Mboya CAJ/PE/040/2684/23-EF	Private entity	Male	Outside mandate	The complainant alleged mismanagement of funds by the officials of the Kenya Universities Staff Union. The complainant was advised that the Union is not a Public Office and as such the matter was outside the Commission's mandate. He was advised to report criminal conduct to the police or seek advice from a lawyer on available remedies.	Closed
222.	Philip Muywoki CAJ/PE/040/2675/22-JMM	Private Entity (Equity Bank Limited)	Male	Outside Mandate	The complaint alleged that Equity Bank Ltd fraudulently interfered with his bank account. The Complainant was advised that the matter is private in nature and therefore outside the Commission's mandate.	Closed.
223.	Sila Mwikali CAJ/SAF/040/2701/23-JMM	Private Entity (Safaricom)	Female	Outside mandate	The complainant alleged that he raised a complaint with Safaricom, mobile service provider, about non-connection of her fiber cable which has never been responded to. The Complainant was advised that the matter is private in nature and therefore outside the mandate of the Commission.	Closed.
224.	Idah Margret Matingi CAJ/M.COOP/025/186/23-JMM	Private Entity (Mwalimu SACCO)	Female	Outside Mandate	Complainant alleged that Mwalimu Sacco has not refunded him his shares. He was advised make a follow up with	Closed.

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					SACCO Societies Regulatory Authority (SASRA)	
225.	Momanyi & Co. Advocates CAJ/PE/040/2722/23-JMM	Private Entity	Firm	Outside Mandate	The Complainant alleged that his client was served with a Notice to Show Cause for a matter he was not aware that it was still ongoing in court. We advised that he explores that court mechanisms first.	Closed.
226.	Grey Adego Izangala CAJ/P. E/040/2686/23-FN	Private Entity	Male	Outside Mandate	A complaint that the respondent, despite getting into an agreement to offer the complainant legal services in his case, has since abdicated this responsibility and has refused to give the complainant his file to seek legal services elsewhere.	File Closed-Complainant referred to the Advocates Complaints Commission
227.	Carlos Otunga CAJ/P. E/040/2699/23-FN	Private Entity	Male	Outside Mandate	A complaint that the respondent, a property management company, has not reimbursed the complainant his deposit despite him vacating their premises in accordance with their regulations.	File Closed-Matter outside the mandate of the Commission. Complainant advised accordingly
228.	Mwalimu Mwaliphutsu Ali CAJ/PE/040/2710/23-FN	Private Entity	Male	Outside Mandate	A complaint that the complainant was deceived while seeking a job as a driver through Geoscosh Co. Ltd. He was asked to surrender his passport, driving license and some money which he never got back.	File Closed-Complainant advised to seek legal advice as the complaint fell outside the mandate of the Commission.

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
229.	Rose Mbewa Mwanyasi CAJ/PE/040/2685/2023-SAK	Private Entity	Female	Outside Mandate	A complaint against Langata Police Station. The Complainant's husband named Gerald Sumba Ogaji suffered a fatal accident while in the course of duty and died on 12th August 2019. His employer, Nyikaland International Technologies Group Limited received Kshs. 1,945,000/= on 3rd April 2020 from Madison Insurance which was the deceased's payment under the work Injury Benefits Act for onward transmission to the deceased's wife. The employer did not transmit the said money to the wife. The Complainant reported the matter at Langata police station vide OB No. 59/10/09/2020 but the suspect is yet to be arrested to date.	CLOSED: Outside mandate
230.	Abdalla Babile Hassan CAJ/PE/040/2693/23-FN	Private Entity	Male	Outside Mandate	A complaint that Old Mutual Kenya Limited is unresponsive in respect to gratuity for the period of service owed to the complainant, he worked for the company from 1984-1987	File Closed- Matter outside the mandate of the Commission. Complainant advised accordingly
231.	Victor Robert Owiti CAJ/PE/040/2680/22-EMN	Private Entity	Male	Outside mandate	The complainant alleged that he was employed by Kenya Kwisha Company Limited and that he was unfairly and illegally dismissed. He was informed that his complaint was outside the Commission's mandate	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
232.	Robert Simiyu Khaemba CAJ/M.COOP/025/181/2023-SAK	Private Entity	Male	Outside Mandate	A complaint against Mwalimu SACCO. The complainant was an employee of Mwalimu SACCO from 1992 and retired in 2018. The complaint avers he was unfairly retired early without making an application therein. The complainant is seeking compensation for the early retirement.	CLOSED
233.	Alice Kavia Nyaga CAJ/HUD/EMBU/PE/040/79/2023-SAK	Private Entity	Female	Outside Mandate	A complaint regarding succession. Having reviewed the same in its entirety, this matter is essentially a succession dispute regarding land ownership which has been the subject of judicial determination.	Closed: outside Mandate
234.	Lucy Njoki Kibui CAJ/PE/040/28889/23-EMN	Private Entity	Female	Outside Mandate	The complainant alleged that she bought land from a private person but that the said person refused to surrender the transfer documents.	File closed
235.	Kahero Self Help Group CAJ/DSDO/001/2532/23-EMN	Private Entity	Group	Outside Mandate	The complainant alleged that the District Social Development Officer (DCDO) Kikuyu was interfering with the water project by the provincial administration and DCDO in forcing the agenda of the chairman. They were informed that the complaint fell outside the Commission's mandate	File closed
236.	Koskei & Monda LL. P CAJ/CAK/107/8/23-EMN	Private entity (Succeed	Organisation	Outside mandate	This complaint was addressed to the Competition Authority and copied to this Commission. The complainant was	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
		Seed Capital Limited)			advised that his complaint fell outside the Commission's mandate	
Judiciary						
237.	Harold Kinda Ndege CAJ/MSA/JUD/001/550/2023-KC	Male	Judiciary	Delay	Complainant alleged delay by Shanzu law courts in processing the release of his father - Harry Ndege Kinda - from Shimo la Tewa prison on bond. He is currently in remand on alleged sexual assault of 2 minors vide *Criminal Case No. E051 of 2023*. Complainant was advised that the matter was a subject of court proceedings.	File closed.
238.	Virginia Wambui CAJ/JUD/001/2562/23-RA	The Judiciary	Female	Outside mandate	The complainant alleged that the Court file in *Succession Cause No. 956/2019* has been lost at the registry and her attempts to trace it have been met with unwarranted hostility and lack of cooperation. Complainant indicates that the complaint is already lodged with the Judiciary Ombudsman and the Commission is of the view that the Judiciary Ombudsman is best placed to handle the matter.	File closed-Outside mandate.
239.	Moses Kibet Chesiyna CAJ/PE/040/2678/2023-SAK	Judiciary (Principal Magistrate, Nairobi Children's Court,	Male	Outside Mandate	A complaint regarding custody. The complaint alleged that the father has been consistently molesting his son leading to the mother restricting his visits. Consequently, the magistrate has issued warrants of arrest to the mother claiming she refuses to allow the son visit the	CLOSED: Outside Mandate

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
		Pangani Police Station)			father. Further, the Magistrate has failed to consider several hospital documents proving the rape.	
240.	Jason Kariuki Nyaga CAJ/HUD/EMBU/JUD/001/192/2023-SAK	The Judiciary	Male	Outside Mandate	A complaint regarding succession that has been the subject of judicial proceedings. The complainant alleged that the Judges Khaminwa and Gicheru were unfair in rulings they made in a succession matter	Closed: outside Mandate
241.	Yussuf Ojara for Margaret Wanjala CAJ/JUD/001/1534/2023-SAK	Judiciary	Group	Outside Mandate	A complaint regarding a criminal prosecution. On 8th December 2022, Mrs. Margaret Wanjala was arrested for robbery and taken to Makadara Police Station, and later moved to Langata Remand Prison. The complaint requested the Commission to intervene in the matter and ensure Margaret is released on bond and the charges against her withdrawn.	CLOSED: Outside Mandate
242.	Anonymous CAJ/JUD/001/2563/23.	Judiciary	Unclear	Outside mandate	Complainant alleged that Justice Radido erred and misdirected himself in the quantum of award of damages in a case he was handling involving the Kenya Universities Staff Union (KUSU) versus Kisii University. In view of the fact that the complaint is devoid of any impeachment of character or maladministration and, given that the anonymity of the complainant makes	File closed-Outside mandate

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					him/her untraceable, we proceeded to close our file.	
243.	Lawrence Shisundi CAJ/JUD/001/2544/23-FN	Judiciary	Male	Outside Mandate	A complaint regarding a missing Case file *CMCL E No. 61 of 2019*- Lawrence Shisundi vs Valentine Kerongo.	File Closed-Complaint referred to Judiciary Ombudsman
244.	Lucy Wairimu CAJ/JUD/001/2593/23-JMM	Judiciary	Female	Outside Mandate	Complainant alleged that his court file was missing. The matter was referred to the Judiciary Ombudsman for resolution.	Closed.
245.	Kibara Kariungi HUD/EMBU/001/193/23-JMM	Judiciary	Male	Outside Mandate	The complainant alleged that he had a matter, *Embu Civil Case No. 278 of 2025, Hazekiah Nyaga Peter and Benjamin Njiru Ireri v Kibara Kariungi*, which was already settled and that the Judgement delivered did not favour him.	Closed.
246.	Isaac Kuria Njagi CAJ/JUD/001/2531/23-JMM	Judiciary	Male	Outside mandate	The complainant alleged that his case was dismissed by the court on grounds of lack of evidence. We advised that we do not have mandate over matters which are in court.	Closed.
247.	Harriet Mbeyu Mono CAJ/JUD/001/2525/23 - EF	Judiciary	Female	Outside mandate	The complainant alleged that Invesco Insurance Company had failed to pay her a decretal sum awarded by the court. She was advised to seek guidance from her lawyer on record, on how to register her claim with the liquidator of the insurance company following the liquidation. The Commission took notice of the pending court case concerning	Closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					the ability of the Company to pay its debts.	
248.	Otieno Lucas CAJ/MSA/JUD/001/523/2023-EM	Male	Judiciary	Discourtesy	The Complainant alleged discourtesy at Mombasa Law Courts where he took his plea before the Chief Magistrate's court in *criminal case number. E913 of 2022*. He alleged that during mention of the case, he was denied an opportunity to speak in Court to request for cash bail/bond. Duly advised.	File closed
249.	Lennox Pole Mwasambu CAJ/MSA/JUD/001/537/2023-KC	Male	Judiciary	Delay	The Complainant alleged that the High Court at Mombasa delayed in determining *Criminal Case No. 44 of 2014- R v Mwasambu Chuma* for the offence of murder. He indicated that the matter had been pending judgment since 2021. Duly advised to raise the concerns formally through the ODPP.	File closed
250.	Thomas Mutinda Muasya CAJ/MSA/JUD/001/538/2023-KC	Male	Judiciary	Delay	The Complainant, currently serving a five year sentence for the offence of stealing alleged habitual delay at Kaloleni law courts to avail copies of court proceedings to suspects to enable them prepare adequately for defence hearings. Concerns raised with Kaloleni law court and followed up administratively.	File closed
251.	Stephen Mkangi CAJ/MSA/JUD/001/539/2023-KC	Male	Judiciary	Delay	The Complainant alleged injustice at Kaloleni law court which sentenced him to 5 years imprisonment for the offence	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					of being in possession of 4 rolls of bhang. He claimed that the trial court disregarded his mitigation and handed him a harsh sentence. Duly advised on legal channels of seeking review of the Court's decision.	
252.	Ali Mohamed Shano CAJ/GSA/JUD/00l/001/23-AH	Judiciary	Male	Outside Mandate	Complainant alleged that the Kadhis Court in Mandera delivered a judgement against him while denying him a chance of fair hearing. He was advised to exercise his right to appeal as the matter was outside the Commission's mandate.	File closed
253.	Barusei Koskei David CAJ/NHRR/JUD/001/5/23-EM	The Judiciary	Male	Outside Mandate	Complainant reported that he had a case at Nakuru Law Courts where judgment had been delivered and he was not satisfied with the judgment. He wanted help to review or appeal the judgment. He was advised to seek legal representation with a view to lodging an appeal.	File closed
254.	Abdullahi Soyan & Others CAJ/GSA/JUD/001/002/23-AH	Judiciary	Male	Outside Mandate	Complainant alleged that *Garissa Criminal Case No. 962/2019* has been pending in court with the defense advocate delaying the matters by asking for adjournment every mention date. We communicated to the complainant that the matter is outside CAJ's mandate and that he should seek	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					the assistance of the Judiciary Ombudsman.	
255.	Everlyne Agumba CAJ/MSA/JUD/001/533/2023-EM	Judiciary	Female	Unfair official conduct	Complainant alleged unfairness against a judicial officer stationed at the Tononoka Children's court in Mombasa who was handling her daughter's defilement case. The complaint had been addressed to the office of the Chief Magistrate which was better placed to handle it.	File closed.
256.	Hon. Mohamed Muktar CAJ/JUD/001/2556/23-V.O.K	Judiciary	Male	Outside mandate	Complainant alleged unfairness by the judicial officer presiding over the conduct of *Milimani CMCELC No. E152 of 2023*. The matter was referred to the office of the Judiciary Ombudsman.	File closed.
257.	Charlton Kahindi Charo CAJ/MSA/JUD/001/549/2023-KC	Judiciary	Male	Unfair official conduct	The Complainant alleged abuse of office by the SRM Hon. Rita Amwayi, Kaloleni law courts through biasness, harassment of litigants in court and imposing punitive bail/bond terms regardless of mitigation. He claimed that the magistrate was transferred from Mombasa law court to Kaloleni after similar complaints were made against her by members of public and Mombasa Law Society (MLS). Matter referred to the Judicial Service Commission for redress.	File closed
258.	Andrew Wanyonyi CAJ/MSA/JUD/001/522/2023-EM	Judiciary	Male	Outside mandate (legal advice)	The Complainant, currently serving a 5-year sentence at King'orani GK prison sought advice on the appeal process	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					and its limitation of time so that he could appeal against the conviction. Duly advised.	
259.	Athman Suleiman CAJ/MSA/JUD/001/524/2023-EM	Judiciary	Male	Delay	The Complainant alleged delay at Mombasa Law Courts in *criminal case No. E645 of 2022* on account that the case had not been allocated a mention or hearing date. The Commission followed up and found that the hearing date had been slated for 14th March, 2023. Complainant was duly advised.	File closed
260.	Ian Mathew Ochieng CAJ/MSA/JUD/001/535/2023-KC	Judiciary	Male	Delay	The Complainant alleged that Mombasa Law Courts delayed in hearing and determining *ELRC Petition No. 8 of 2022* which was lodged in August, 2022 under Certificate of Urgency. Matter referred to Judiciary for redress through internal channels.	Closed
261.	Linet Janet Kisiangani CAJ/MSA/JUD/001/548/2023-KC	Judiciary	Female	Delay	The Complainant alleged that Mombasa Law Courts delayed in hearing and determining a sexual assault case against Catherine Sada Charo for molesting her grandchild, R.N.O, aged 2 years in February 2023. The matter was fixed for hearing and Coplainant duly advised.	Closed
262.	Habib Idris Kombo CAJ/MSA/JUD/001/547/2023-KC	Judiciary	Male	Unfair Official Conduct	The Complainant alleged unfairness by the Tononoka Children's court to grant custody of 2 minors to his estranged wife-Zeinab Fadhil. He claimed that the wife	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					abandoned the minors when they were 2 years & 9 months respectively and had not supported them to date. Duly advised on channels of seeking review of the court's decision.	
263.	Leah Wanjiru Maina CAJ/NHRR/JUD/001/7/7/23-EM	Judiciary	Female	Outside mandate	Complainant alleged that a criminal case which started in 2021 had been proceeding very slowly due to several adjournments which were unnecessary. She was advised to get in touch with the ODPP for update on the progress of the case.	File closed
264.	Francis Kirema CAJ/MSA/JUD/001/546/2023-KC	Male	Judiciary	Delay	The Complainant, currently serving 20-years sentence for defilement at Shimo la Tewa alleged delay by the High Court in hearing his appeal against the decision. Advised to avail specific particulars of the Appeal Case to inform follow up.	Closed
County Government of Garissa						
265.	Warsame Rage CAJ/GSA/092/008/23-AH	County Government of Garissa	Male	Outside Mandate	The complainant alleged that his employment was terminated by new county government administration without due process or notice. The office established that the matter is class suit before the Labour Court	File closed
Kenya Wildlife Service						
266.	Farhiya Hassan Kuno CAJ/GSA/KWS/010/001/23-AH	Kenya Wildlife Service	Female	Outside Mandate	Complainant alleged that she was unfairly dismissed from employment by the Kenya Wildlife Service. Upon scrutiny of the supporting documents, the	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					Commission established that the contract was for two years which was non-renewable and the respondent acted fairly as per the signed agreement.	
267.	James Kariuki Wahome CAJ/MSA/KWS/010/21/2023-KC	Male	Kenya Wildlife Service	Unfair Treatment	The Complainant alleged that he was unlawfully dismissed from KWS in August 2009 on allegations of fatally shooting an unarmed person while on duty as a KWS Ranger at Tsavo West National Park. He claimed that due process was not followed as he was dismissed even before being arraigned in court on the murder charge. Advised to avail sufficient particulars to inform advice/action	Closed
268.	Dancun Odhiambo Mwangi CAJ/MSA/KWS/010/20/2023-KC	Male	Kenya Wildlife Service	Abuse of power	The Complainant alleged harassment of his wife Norine Chemtai Kapondi, a KWS ranger attached to Tsavo East National Park by her seniors by recalling her to work despite doctor's recommendation for 3 days' sick off. He claimed that his wife was recalled to work on 5.5.2023 in total disregard to the doctor's advice and further, threatened with disciplinary action if she failed to report to work. Advised to pursue matter through internal channels at KWS.	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
Ministry of Education						
269.	Mwangi Mwaniki John CAJ/NHRR/M.EDU/013//23-EM	Ministry of Education	Male	Outside Mandate	Complainant alleged that he was unfairly dismissed by Ngobit Secondary School without payment of his terminal dues. The Complainant was advised to lodge his claim in court.	File closed
The County Government of Laikipia						
270.	Iminza Maina Kevin CAJ/NHRR/CG. LAIKIPIA/104/4/23-EM	The County Government of Laikipia	Male	Outside Mandate	The complainant alleged that he was an employee of Laikipia County government and he was unfairly and unlawfully dismissed. He sought payment of his terminal dues by the county. He was advised to retain an advocate and lodge his claim in court.	File closed
Ministry Of Interior And Coordination Of National Government						
271.	Benson Ndirangu Gichuna CAJ/NHRR/M.IG.C/062/10/23-EM	Ministry of Interior and Coordination of National Government	Male	Outside mandate	Complainant alleged that the area chief ordered for his house to be demolished after he was arrested and taken to court for a crime he never committed. He was advised to retain an Advocate to represent him in court.	File closed
272.	Justus Njogu Njiru CAJ/HUD/EMBU/M.IGC/062/291/2023-SAK	Ministry of Interior and National Administration	Male	Abuse of Power	A complaint against the Area Chief Mbuvori Location, Embu County. The complainant alleged that the chief, in collusion with one of the beneficiaries, was interfering in a succession matter by adding beneficiaries who are not recognized by the estate. Further, the chief stated that he should also be	Closed: Matter in court

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					added as a beneficiary for personal gain.	
273.	Community Policing Peace Welfare Society CAJ/M.IGC/062/1457/23-SK	Ministry of Interior and National Administration	Group	Outside mandate (Land Dispute)	The complainant Organisation alleged that a land heir *(name withheld)* in Thiba Sub-location, Mwea Sub-County in Kirinyaga County was being disinherited by his step sisters and tortured.	File Closed.
274.	John Kahindi Charo CAJ/MSA/M.ICG/062/342/2023-KC	Male	Ministry of Interior & National Administration	Abuse of power	The Complainant alleged that the Chief, Sokoke location, Kilifi County colluded with one, Rehema Mwinyi to trespass into a land parcel owned by his grandmother measuring 4 acres and cut down trees and further, they had the intention to sell off the parcel. Advised to avail detailed and specific particulars to inform advice/action.	Closed
275.	John Kahindi Charo CAJ/MSA/M.ICG/062/342/2023-KC	Male	Ministry of Interior & National Administration	Abuse of power	The Complainant alleged that the Chief, Sokoke location, Kilifi County colluded with one, Rehema Mwinyi to trespass into a land parcel owned by his grandmother measuring 4 acres and cut down trees and further, they had the intention to sell off the parcel. Advised to avail detailed and specific particulars to inform advice/action.	Closed
276.	Nathaniel K. Kadenge CAJ/MSA/M.ICG/062/335/2023-EM	Male	Ministry of Interior & National Administration	Outside Mandate	Complainant alleged that the Chief, Ngerenya location in Kilifi County, had demanded for a bribe of Kshs. 2,000 to write him a letter confirming residence and barred him from the said office	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					when he refused to pay the amount. Duly advised on channels of seeking redress.	
277.	Lilian Wanjiku Nderitu CAJ/NHRR/M.IG.C/062/11/23-EM	Ministry of Interior and Coordination of National Government	Female	Outside mandate	Complainant alleged that his parcel of land is occupied and the chief has refused to evict them. There is also a pending court case on the same. The complainant was advised to retain an advocate.	File closed
278.	Kambe Ribe Community CAJ/MSA/M.ICG/062/333/2023-EM	Organisation	Ministry of Interior & National Administration	Unresponsive official conduct	Complainants alleged misconduct against the DCC, Rabai Sub County in Kilifi County, indicating that the DCC had been unable to address several concerns on insecurity brought to his attention since 2021. No substantive claim was raised against the DCC.	File closed
279.	Elijah Njoroge Njenga CAJ/MSA/M.ICG/062/336/2023-EM	Male	Ministry of Interior & National Administration	Unfair treatment	Complainant, currently serving a 30-year jail sentence at Kamiti Maximum prison for the offence of incest alleged that the Officer In-charge, Kamiti Maximum Prison refused to transfer him to Nakuru Main prison as ordered by the Court.	Closed
280.	Khamis Haro Deche CAJ/MSA/M.ICG/062/337/2023-KC	Male	Ministry of Interior & National Administration	Delay	Complainant alleged delay and/or refusal by the Chief, Junju location, Kilifi County to write a letter to facilitate the filing of a succession cause in the estate of Haro Deche who passed away in 2010. He claimed that the family had made several inquiries and follow ups but not assisted accordingly. Advised to lodge	Closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					the complaint at Assistant County Commissioner's office for redress through internal channels.	
281.	Henry Muange Ngui CAJ/PE/040/2721/2023-SAK	Ministry of Interior and National Administration	Male	Outside mandate (Land dispute)	A complaint against the Deputy County Commissioner (Kilungu Sub-County) for his decision in Ministerial Appeal in respect of Kisekini adjudication Section, Appeal No. 233/2017.	Closed
282.	Bish. David Maina Karemi HUD/NYERI/M.IGC/062/246/23-EMN	Ministry of Interior and National Administration	Male	outside mandate	The complainant alleged that some persons known to him had trespassed into his land and destroyed his property. He reported the incident to his area chief but the chief failed to take action. He was advised that his complaint is criminal in nature and as thus, he should report to the police.	File closed
283.	Hildah Muthoni Nthinga CAJ/HUD/EMBU/IGC/062/247/2023-SAK	Ministry of Interior and National Administration	Female	Inefficiency	A complaint regarding succession. The complainant alleged that a rice holdings belonging to her mother has been grabbed by her uncle named David Ndungu Kago. She further alleged that the County Commissioner of Mwea East has not solved his case and instead he sends her away without a solution.	Closed
284.	Josephine Wairimu HUD/NYERI/M.INT/062/250/23-EMN	Ministry of Interior and National Administration	Female	Outside Mandate	The complainant alleged that the Deputy County Commissioner wrote a letter whose effect caused her to lose her case in Civil Case No. 39 of 2018. She was advised that her complaint was outside the Commission's mandate	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
Ministry of Lands, Housing And Urban Development						
285.	Paul Njoroge CAJ/NHRR/M.LAN/022/30/23-EM	Ministry of Lands, Housing And Urban Development	Male	Outside mandate	Complainant alleged that he was evicted pursuant to a court Order issued in *Nyahururu CMELC NO E019 OF 2021*. The complaint is outside mandate and the complainant was advised accordingly.	File closed
286.	Lemayian & Begi CAJ/M.LAN/022/2383/23-EMN	Ministry of Lands, Public Works, Housing, and Urban Development	Group	Outside Mandate	Complainants alleged that the Machakos County Land Registrar had declined to implement court order issued in Machakos *MCELC No. E027/20*. They were advised that the complaint fell outside the Commission's mandate	File Closed.
287.	Nayan Savla CAJ/M.LAN/022/2350/2023-SAK	Ministry of Lands, Public Works, Housing and Urban Development	Male	Delay	A complaint regarding delay in registration of documents. On 9th January 2023, he applied for the registration of a Trust Deed dated 16th December 2022. Further, as per the attached payment slip, he duly paid Kshs 240 for the registration. However, at the point of lodging his complaint, the Trust Deed had not been registered despite several follow up visits to the Ministry by the complainant.	Closed: resolved
288.	Maranga Group Ltd. CAJM.LAN/022/2390/2023-SAK	Ministry of Lands, Housing and Urban Development	Organisation	Unlawful Official Conduct	A complaint regarding a land ownership dispute. Consequently, the complainant wrote to the County Lands Registrar Nakuru to place a caveat on Nakuru Municipality Block 4/296 and Nakuru Municipality Block 4/297 in line with the	CLOSED

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					judgment of Nakuru ELC No. 206 of 2014 which declared the complainants the legally registered owner of the parcels.	
289.	Said Karisa Kithi CAJ/MSA/M.LAN/022/332/2023-KC	Male	Ministry of Lands, Public Works, Housing & Urban Development	Unfair Official Conduct	The Complainant alleged unfairness by the Kilifi Land Adjudication & Settlement Board in determining a land ownership dispute filed vide Case *No.s 69, 70 & 71* between himself (plaintiff) and Kombe Kithi Mramba & 2 others. He claimed that the Board disregarded his evidence and ruled in favor of the respondents that Land Parcel No.s 1653, 1684 & 1689 belonged to the respondents. Advised to file an appeal to the CS, Lands for further assistance.	File closed
290.	James Maina Karanja CAJ/M.LAN/022/2351/23-JMM	Ministry of Lands, Public Works, Housing and Urban Development	Male	Outside Mandate	The complainant alleged that his parcel of land has been trespassed upon by unknown people. The Complainant was advised that the matter is private in nature and therefore outside CAJ's mandate.	Closed.
291.	Paul Wainaina Waweru CAJ/M.LAN/022/2350/2023-SAK	Ministry of Lands, Public Works, Housing and Urban Development	Male	Unfair treatment	An allegation that the Land Registrar refused to remove a caution placed on land parcel number Dagoretti/Uthiru/T.785, despite a court order in *Milimani ELC Misc. No. 188 of 2017*. Having further reviewed this matter at length, it was noted that the restriction was placed in 2022 as a result of *Kikuyu PMC ELC No. 83 of 2018* which is pending.	Closed: Outside mandate

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
292.	Centre For Litigation on Environment & Governance CAJ/MSA/M.LAN/022/331/2023-KC	Organisation	Ministry of Lands, Public Works, Housing & Urban Development	Abuse of Power	Complainant alleged that the Registrar of Titles, Mombasa had refused and/or declined to implement a court order granted in *Mombasa ELC No. 77 of 2017* wherein the court directed the Registrar to register and issue title deed of Plot No. 513/II/MN CR. No. 686 to the complainant's clients. Advised to pursue the matter through court process.	File closed
293.	George Onyango Obuya CAJ/NLC/022/2188/21-EMN	Ministry of Lands, Public Works, Housing and Urban Development	Male	Outside mandate	The complaint was addressed to the National Land Commission and copied to various other institutions. The complainant sought intervention in survey of land parcel no. KSM/KASULE/1897. The complaint was subject to litigation vide *Kisumu High Court ELC No. 2 of 2015*. He was informed that his matter fell outside the commission's mandate	File closed
294.	Kamiti Framers Members Association CAJ/M.LAN/022/2371/23-RA	Ministry of Lands, Public Works, Housing and Urban Development	Organisation	Outside mandate	The complainant seeks to have processing and issuance of tittles in a dispute over land which is subject to active court proceedings.	File closed-Outside mandate
Ministry of Agriculture and Livestock Development						
295.	Patrick Munga Kagiri CAJ/NHRR/M.AGR/014/2/23-EM	Ministry of Agriculture and Livestock Development	Male	Outside mandate	Complainant alleged that his employment contract was unfairly terminated. The complaint fell outside	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					mandate of the Commission and the Complainant was advised accordingly.	
Office of the Director of Public Prosecutions						
296.	Joseph Kinoti Marete CAJ/ODPP/027/292/23-V.O.K	Office of the Director of Public Prosecutions	Male	Outside mandate	Complainant alleged that the Respondent was not handling his case properly (*Nanyuki MCCR/E829/22*) in which he is an accused person. He was advised to lodge the complaint in Court for resolution.	File closed.
297.	Hassan Rashid Shee CAJ/MSA/ODPP/027/41/2023-EM	Male	Office of Director of Public Prosecutions	Delay	Complainant alleged delay at ODPP, Kwale, to institute criminal proceedings in an Arson incident reported at Kwale police station. Upon follow up, the ODPP indicated that there was no sufficient evidence hence recommended closure of file.	File closed
298.	Abdalla Hussein Ali CAJ/MSA/ODPP/027/44/2023-EM	Male	Office of Director of Public Prosecutions	Unfair official conduct	The Complainant alleged unfairness by the ODPP counsel in Mombasa who directed the police to close the police file & not prefer criminal charges in assault incident reported vide OB No. 11/4/2/2023. He claimed that the ODPP counsel had been compromised. Duly advised on the legal channels for redress	File closed
299.	Grace Wangui Munyaka HUD/NYERI/ODPP/027/8/23-V.O.K	Office of the Director of Public Prosecutions	Female	Outside mandate	Complainant alleged interference in the conduct of criminal case number *E261 of 2020* leading to acquittal of the accused person on 11th August 2022.	File closed.

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
300.	Kimani Muchiri CAJ/ODPP/027/288/21-JMM	Office of the Director of Public Prosecutions	Male	Outside Mandate	The complainant alleged that their client, who is facing a criminal charge is being harassed by the Police. We reviewed this matter and noted that the complaint involves a matter that is already in Court being *Naivasha Criminal Case No. E992 of 2021*. Complainant was advised that the Commission does not have a mandate over matters which are pending in Court.	Closed.
301.	Katwa and Kembooy Advocates for Mohamed Omar Abdi CAJ/ODPP/027/299/2023-SAK	Office of the Director of Public Prosecutions (ODPP)	Organisation	Delay	A complaint against the ODPP regarding a decision to prosecute. The complaint alleged that following the defilement of a 17-year-old and subsequent forced abortion which was reported under OB No.12/25/4/2023 at Garissa Police Station, the matter was investigated and forwarded to the ODPP who is yet to prefer charges in this regard.	Closed
National Land Commission						
302.	Simandi Investments Limited CAJ/NLC/022/2341/23-V.O.K	National Land Commission	Organisation	Outside mandate	Complainant alleged that her neighbour fraudulently received compensation which, he believed, was rightfully due to him.	File closed.
303.	Community Policing Peace CAJ/NLC/022/2373/23-JMM	National Land Commission	Organisation	Outside Mandate	The Complainant lodged a complaint with the National Land Commission alleging that one of the parcels of land issued by the National Land Commission was grabbed by a private citizen. He was requested to make a follow up and to	Closed.

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					update the Commission on the progress of the same but he failed to do so.	
Karatina University						
304.	Anonymous CAJ/KAR.UN/013/2399/23-V.O.K	Karatina University	Unclear	Outside mandate	Complainant alleged several acts of unfair labour practices by the Respondent.	File closed.
Public Officer						
305.	Geoffrey Lutilo Yabuna CAJ/PO/047/624/23-V.O.K	Public Officer	Male	Outside mandate	Complainant alleged that the officer in charge of Kitale farm prison fraudulently acquired land belonging to his late wife. He had filed a civil case in Court against the officer and criminal investigations were ongoing.	File closed.
306.	Sarah Munga Nyawa CAJ/MSA/P0/047/5/2023-KC	Female	Public Officer	Delay	The Complainant alleged that the MP, Msambweni Constituency (Feisal Abdalla) refused to pay Kshs. 36,000 being costs incurred to print & supply 30 T-shirts & 20 reflector jackets for a soccer tournament held in Msambweni in August 2022. Duly advised on channels for seeking redress.	File closed
National Police Service						
307.	Moses Ngugi CAJ/POL/015/4246/23-V.O.K	National Police Service	Male	Outside mandate (corruption)	Complainant alleged that police officers were openly receiving bribes along Kenyatta road, off Thika road.	File closed.
308.	Florence Wambui Wainaina CAJ/POL/015/4177/23-FN	National Police Service	Female	Unresponsive Official Conduct	A complaint that the Ngati Police station has failed to take swift action against reports made by the complainant.	File Closed - Complaint referred to IAU

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
309.	John Motero Wainaina for Alex Wainaina Mutero CAJ/NPS/015/4218/23-V.O.K	National Police Service	Male	Outside mandate (civil dispute)	Complainant alleged that he reported a case of obtaining by false pretense but the suspect was not arrested. The police advised him that the dispute was civil in nature since there was an agreement which could be enforced.	File closed
310.	Tony Soya Muok CAJ/MSA/POL/015/496/2023-KC	Male	National Police Service	Delay	The Complainant alleged delay at Shelly Beach police station to prosecute a case of theft against his landlord since 2020. Duly advised on legal channels of redress as the matter was civil in nature.	File closed
311.	Mohamed Hafidy CAJ/MSA/POL/015/498/2023-KC	Male	National Police Service	Unresponsive official conduct	The Complainant alleged police inaction into complaints of house breaking & forceful entry reported at Mtwapa police station vide OB No.s 99/24/3/2023 & 64/30/3/2023 by his estranged wife working in cahoots with one of his daughters. Duly advised as the matter is a subject of court proceedings vide *Mombasa ELC No. 213 of 2018.*	File closed
312.	J.N. Makau & Co. Advocates CAJ/MSA/POL/015/499/2023-KC	Organisation	National Police Service	Abuse of power	The Complainant alleged persistent harassment of its client by the DCI through persistent summons to DCI Headquarters allegedly on account of taking specimens of his handwriting in the course of investigations into fraud. Claimed that the client had been summoned three times, which he had duly honored but now felt harassed and sought a stop to the summons. Advised	Closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					to follow up through the ODPP as matter had already been addressed to the ODPP.	
313.	Wanjiku Njiru Faith HUD/EMBU/NPS/015/198/23-SK	National Police Service	Female	Delay	The Complainant alleged that Kianyaga Police Station had delayed in conducting investigation on a matter she reported regarding illegal sale of her father's land *Parcel No. Ngariama/Nyangeni/364* by her uncle. Matter pending in court in *Gichugu PMC Civil Suit No.77 of 2019.*	File Closed.
314.	Anonymous CAJ/POL/015/4241/23-EF	National Police Service	Unclear	Unfair official conduct	The complainant alleged that the National Police Service had arbitrarily asked police officers to vacate government houses allocated to them while serving in Nairobi, given that they had long been transferred to other duty stations. The Commission was of the opinion that the claim had no merit.	Closed
315.	Mahfudha Abdullahi Haji CAJ/POL/015/4169/22-EMN	National Police Service	Male	Outside Mandate	This complaint was addressed to the Director of Criminal Investigations and copied to the Commission. The complainant alleged dissatisfaction with the services rendered by the DCI moyale office in searching for his lost kin- Abdi Abdullahi Omar. She was informed that the matter fell outside the Commission's mandate.	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
316.	Duncan Muia Maingi HUD/MAKUENI/POL/015/195/2023-JMM	National Police Service	Male	Outside mandate	The Complainant alleged that he was charged with the offence of creating disturbance which is not true. The matter is pending at Tawa Law Court.	Closed.
317.	Frontline Defenders CAJ/POL/015/4198/2023-SAK	National Police Service	Organisation	Unlawful official conduct	The complaint was lodged by Frontline Defenders, an international foundation for protection of Human Rights. The complaint is on alleged arbitrary arrest and detention of South Sudanese Human Rights Defender Morris Mabior Awikjok and threats against his wife. He fled South Sudan to Nairobi after death threats but continued denouncing HR violations. Police in Nairobi allegedly arrested him, brutally assaulted him and his wife before extraditing him to S. Sudan. No information since on his whereabouts, health.	CLOSED
318.	Moses Nkoimo HUD/GPO/M.IGC/062/248/23/EMN	National Police Service	Male	Unfair official conduct	The complainant alleged that he is a lumberer and that the respondent had unfairly confiscated his power saw. The complaint was resolved.	File closed
319.	Guandaru Thuita & Co Advocates CAJ/POL/015/4173/22-EMN	National Police Service	Organisation	Outside Mandate	The Complainant alleged that police officers attached to the DCI Mavoko Police Station were obstructing the enforcement of a court order issued in *Machakos ELC no E4 of 2020 James Mung'aru & Others Vs. Kamulu Housing.*	File closed
320.	Simba Hills Farm	National police service	Group	Outside mandate	The complainant alleged that the OCS and OCPD Moiben County failed to	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
	CAJ/NPS/015/4259/23-EMN				implement court orders issued in *Eldoret Chief Magistrate's Court case no. 64 of 2020* and *116 of 2020* as well *as Eldoret Court of appeal case no 71 of 2017*. The complainant was advised that the matter fell outside the Commission's mandate.	
321.	Nayan Savla CAJ/POL/0115/4203/23-EMN	National Police Service	Male	Outside Mandate	This complaint is addressed to the respondent and copied to this Commission. The complainant alleged that he had written to the Inspector General of police seeking amendment to the service Standing Orders as they infringe on citizen rights. He was advised that the complaint is addressed to the entity mandated to handle it and that it raises no cause of action.	File closed
Advocates Complaints Commission						
322.	Jane Njoki Mwangi CAJ/ACC/001/2535/23-EF	Advocates Complaints Commission	Female	Outside mandate	The Complainant was aggrieved by the decision of the Advocates Complaints Commission not to pursue a complaint against the complainant's Advocate. From the supporting documents provided, the Commission established that the complaint against the advocate was with regards to professional negligence and not a disciplinary offence. Complainant was advised to file a suit in court as she had been advised by the Respondent.	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
County Government of Kilifi						
323.	Nixon Kilukumi CAJ/MSA/CG/KLF/103/22/ 2023-KC	Male	County Government of Kilifi	Outside Mandate	The Complainant alleged that Mr. Ronald Baya, the Sub County Cooperative Officer, Kilifi South, had failed to implement the recommendations contained in an inspection report undertaken by auditors on Kyawango Housing Sacco affairs & operations. The inspection was undertaken in September 2020 upon receipt of complaints from Sacco members. Duly advised on channels of seeking redress.	File closed
Ministry of Labour & Social Protection						
324.	Kevin Ouma Apamo CAJ/MSA/M.LAB/017/208/ 2023-KC	Male	Ministry of Labour & Social Protection	Delay	The Complainant alleged delay and/or inaction at Labour office Mombasa to resolve his complaint on non-payment of compensation for an injury sustained at the workplace. He was employed as a Mason at Sicon Construction Company and got injured in September 2020 in the course of duty. He reported matter at the Labour office, Mombasa but upon assessment by both doctors (government & private), the injury was classified as less serious hence no compensation recommended. Duly advised on legal channels for redress.	File closed.
325.	Prisca Rehema Mweri	Female	Ministry of Labour &	Unfair official conduct	The Complainant alleged inadequate compensation (Kshs. 627,671/-)	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
	CAJ/MSA/M.LAB/017/213/2023-KC		Social Protection		computed by the Occupational Safety & Health Office, Mombasa, for work injury sustained at Jil Industries Co. Limited in April 2021. The injury led to amputation of her right arm. Duly advised particularly given that she appended her signature on the certificate of payment agreeing to the amount offered	
326.	Anonymous CAJ/M.LAB/017/858/2023-SAK	Ministry of Labour and Social Protection	Unclear	Abuse of Power	A complaint regarding nepotism at the Ministry. The complaint alleged that sometime in early 2021 the Senior Officials from the State Department of Social Protection colluded to recruit their children and relatives as Social Development Officers II and Children Officers II (Job Group J) without making vacancies open to the public.	Closed: Referred to Public Service Commission
327.	Bridgid Khatundi Khasabulu CAJ/M.LAB/017/859/23-EMN	Ministry of Labour and Social Protection	Female	Outside Mandate	The complainant alleged that she was an employee of Senaca Security firm and that she was unfairly dismissed. She was advised that her complaint fell outside the Commission's mandate	File closed
Teachers Service Commission						
328.	James Nyakundi Obonyo CAJ/MSA/TSC/013/152/2023-EM	Teachers Service Commission	Male	Unresponsive official conduct	Complainant alleged non-payment of dues in line with the court award in *Civil Suit No. 2042 of 2005*. He stated that he was a teacher (TSC No. 247860) until 17th February 1997 when he was interdicted.	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					However, the interdiction was subsequently lifted in April 1998. Complainant was advised that the issue ought to have been addressed in court at the time of judgement. Upon looking at the supporting documents, TSC had paid according to the judgement.	
329.	Charles Karugu Gitonga CAJ/TSC/013/2406/23-EMN	Teachers Service Commission	Male	Delay	The complainant alleged that he submitted the pension benefit claim forms to Meru TSC County Director HR Office for signing and onward transmission to TSC headquarters on 5/12/2022. Complainant had lodged another complaint CAJ/TSC/013/1816/19-VOK which was conclusively handled.	File closed
330.	Charles Musee Ngomo CAJ/TSC/013/2480/23 -RA	Teachers Service Commission	Female	Delay	The complainant alleged that he is a retired teacher with effect from 30th June 2021 who was employed by TSC and registered as No. 135353 and has made several requests to TSC to have his NSSF schedule filled to enable him to receive his retirement benefits processed to no avail.	File closed-Resolved
331.	Evans N. Ndungo	Teachers Service Commission	Male	Oppressive Official Conduct	A complaint regarding dismissal from service. The complainant was dismissed vide letter dated 8th October 2019. The complainant avers that the dismissal was	Closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
	CAJ/TSC/013/2395/2023-SAK				unfair and founded on baseless accusations against him.	
332.	Anne W, Njoroge CAJ/M.EDU/013/1879/20-RA	Teachers Service Commission and Egerton University	Female	Outside Mandate	The Complainant alleged that TSC acted unlawfully by retrogressively applying their policy on minimum requirements while he was still pursuing her Bachelor of Education in Science in the year 2005 and she has always been turned away in all her attempts to secure employments since her graduation from Egerton University. Commission explained to the complainant that the TSC policy guidelines on minimum requirements came into effect while she was still pursuing her degree in Bachelor of Education Science in the year 2005, thus the same cannot be said to have been applied retrospectively. Complainant advised to seek the services of a private Advocate.	File closed-Outside mandate
National Housing Corporation						
333.	Omar Said Abdulkarim CA/MSA/NHC/028/10/2023-EM	Male	National Housing Corporation	Manifest injustice	The Complainant alleged manifest injustice by National Housing Corporation by issuing him with a 7-days eviction notice at Kenyatta. He claimed that the notice was issued illegally as due process was not followed. Duly advised on channels of seeking redress.	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
County Government of Mombasa						
334.	Salim Ali Nassir CAJ/MSA/CG/MSA/068/150/2023-KC	Male	County Government of Mombasa	Outside mandate	The Complainant alleged abuse of power by the Director, County Planning Mombasa by dint of his decision to unilaterally cancel the approval of development plans on Plot No. Mombasa/Block XVI/18/MI ostensibly on account that the plot was situated on a road reserve. This is despite the fact that other concerned state entities such as NCA and NEMA had issued approvals. Matter was subject of court proceedings hence outside mandate.	File closed
335.	Kamau Njendu CAJ/MSA/CG/MSA/068/152/2023-KC	Male	County Government of Mombasa	Delay	The Complainant petitioned the office of the Governor, Mombasa County, vide letter dated 3rd November, 2022 seeking the removal of illegal structures that had encroached & obstructed the access road to plot No. 624/I/MN Mombasa. Complainant advised to address the issue with Department of physical Planning, update the Commission for further legal assistance.	Closed
336.	Philip Changawa CAJ/MSA/CG/MSA/068/149/2023-KC	Male	County Government of Mombasa	Delay	The Complainant alleged non-payment of pension by County Government of Mombasa upon retiring from the defunct Mombasa Municipal Council in 2003. The Complainant indicated that despite numerous follow ups with the County Government, his retirement benefits had	Closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					not been processed. He was advised to avail sufficient particulars to inform action.	
KPLC						
337.	Serah Kwekwe Masumbuko CAJ/MSA/KPLC/021/89/2023-KC	Female	Kenya Power & Lighting Company Limited	Delay	The Complainant alleged delay and/or lack of feedback at KPLC Mariakani office to process her application for 2 electricity meters since 2021. Advised to avail more particulars to inform way forward.	Closed
338.	Kyalo and Associates Advocates for Mr. Kyalo Mbobu CAJ/KPLC/021/636/2023-SAK	Kenya Power and Lighting Company.	Male	Inefficiency	A complaint regarding illegal disconnection. The complainant who regularly paid his monthly electricity bill ranging between Ksh. 2,500.00 - 3,500.00 for account No. 46455564 received an invoice on 5th October 2022 demanding payment of Kshs. 459,217.00. The matter is currently before the Energy and Petroleum Regulatory Authority for resolution.	Closed:
339.	Everline Nasimiyu CAJ/MSA/KPLC/021/87/2023-KC	Female	Kenya Power & Lighting Company Limited	Delay	The Complainant alleged delay at KPLC to process the pension dues of her father, the late Michael James Maina. Complainant was advised to avail sufficient particulars to inform further action but failed to do so.	Closed
340.	Waweru Kihara and Co. Advocates for Anthony Kangethe	Kenya Power and Lighting Company Limited	Organisation	Unfair Treatment	A complaint regarding unfair disconnection of electricity. The complainant is the registered proprietor of Kiamba/Thimbigua/4567. On 167th	CLOSED

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
	CAJ/KPLC/021/683/2023-SAK				June 2023, Kenya Power officers disconnected all the meters on the property. In an attempt to handle the same, a bribe was solicited by Kenya Power officers. Subsequently, the complainant was charged with illegal consumption of electricity.	
Pensions Department						
341.	Esther Charo Nzai CAJ/MSA/PEN/000/129/2023-EM	Female	Pensions Department	Delay	The Complainant alleged delay at Pensions department to process the benefits of her deceased father- Harrison Kazungu Charo who was employed as an Assistant Chief, Kaloleni in Kilifi County until his demise on 19.5.2009. Advised to avail sufficient particulars to inform follow up.	Closed
Ministry of Roads and Transport						
342.	Muamala Enterprises CAJ/M.ROA/006/224/23-EF	Ministry of Roads and Transport	Organisation	Outside mandate	The complainant alleged that the Ministry of Roads and Transport had delayed to pay him for work done under a contract for service. Upon assessment of the complaint, the Commission established that the matter was before the Senate for consideration. The complainant was advised to exhaust that process because it would be imprudent to carry out a parallel inquiry.	Closed
Independent Policing Oversight Authority						
343.	Kiprotich Surtan	Independent Policing	Male	Outside mandate	The Complainant raised several allegations of corruption and abuse of	Closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
	CAJ/PO/047/610/23-EF	Oversight Authority			office against the head of Investigations at the Independent Policing Oversight Authority. The Commission noted that the same complaint had been lodged with the Ethics and Anti-Corruption Commission, thus the Commission could not conduct a parallel inquiry. The complainant was advised to follow up with the said office.	
East African Portland Cement Company Limited						
344.	Edwin Gathogo Wanjiku CAJ/M.IND/020/141/2023-JMM	East African Portland Cement Company Limited	Male	Outside Mandate	The complainant alleged that they raised an invoice against East African Portland Cement Company Limited which has failed to settle the same. The Complainant was advised that the matter is private in nature and therefore outside the Commission's mandate.	Closed.
Water Services Regulatory Board						
345.	Maureen Kamau CAJ/WASREB/009/331/23-JMM	Water Services Regulatory Board	Female	Outside Mandate	The complainant alleged that Water Services Regulatory Board has failed in ensuring that they get clean water in their estate.	Closed.
State Department for Immigration and Citizen Services						
346.	Romein Levi CAJ/M.IMM/003/398/23-JMM	State Department for Immigration and Citizen Services	Male	Outside Mandate	The complainant alleged that his ex-wife has taken their children outside the country without his consent. The Complainant was advised that the matter is private in nature and therefore outside our mandate.	Closed.

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
347.	Evans Nganga CAJ/M.IMM/003/345/19-RA	State Department for Immigration and Citizen Services	Male	Delay	Delay in issuance of passport.	File closed-Resolved
Ministry of Tourism, Wildlife and Heritage						
348.	Makaka & Kiramana Advocates. CAJ/ M.TOU/024/57/23-JMM	Ministry of Tourism, Wildlife and Heritage	Firm	Outside Mandate	The Complainant alleged that he obtained orders against the Ministry of Tourism to stop the ongoing recruitment of Director General, which order was ignored. We advised that he explores the available Court mechanisms to implement the Order.	Closed.
Kenya Industrial Estates						
349.	Mantissa Enterprises Limited CAJ/KIE/020/142/23-FN	Kenya Industrial Estate	Organisation	Unresponsive Official Conduct	A complaint that Kenya Industrial Estate (KIE) has refused to pay the sum of Ksh. 13,071,807 that is owed to Mantissa Enterprises. The Complainant concedes that the Industrial Sheds and Multipurpose hall in Nyamira County were constructed with amount that is over and above the agreed contract sum but it was allegedly approved and verified	File closed – Complainant advised to pursue arbitration as recommended by AG.
Public Service Commission						
350.	Jackson Mutua CAJ/PSC/016/202/23-FN	Public Service Commission	Male	Manifest Injustice	A complaint that the Head of HRM in the State Department for Public Works has refused to vary effective date of retirement of the Complainant from the	File Closed-matter was resolved by the

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					government service on age grounds contrary to Public Service Commission (PSC) Circular Ref, No. PSC/ADM/13(9) of 19th November 2020.	Complainant's advocate
Nairobi City County						
351.	Jackson Lee Muturi Kimani CAJ/NCC/060/374/2022-SAK	Nairobi City County	Male	Unresponsive Official Conduct	A complaint against NCC regarding an enforcement notice. The complainant alleged that the Respondent has failed to enforce a notice restricting construction in a restricted area. The respondent issued the notice on 21st September 2022 for building two stories without the County's approval. However, it emerged that the third party had stopped the construction, but appealed the county's decision to remove the building. Complainant advised that the appeal is also an administrative process that the third party was entitled to exercise.	Closed
Kenya Railways Corporation						
352.	Gichamba and Co. Advocates CAJ/KRC/004/543/2023-SAK	Kenya Railways Corporation	Institution	Outside mandate	A complaint against officers of Dandora Railway Station. The complaint alleged that the officer have egregiously and wantonly harassed and vilified their client Samuel Kanyeki. He claims that on 29th and 30th March 2023, KRC officers and agents invaded the land parcel LR NO 17870/6 which is currently the subject of	Closed: Matter before the court

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					court proceedings, but the officer aver that the matter had been concluded.	
Muranga University						
353.	Eric Munene CAJ/M.EDU/013/2411/2023-SAK	Muranga University	Male	Manifest Injustice	Students that represent three different classes who undertook and graduated with the Diploma in Pharmacy course as offered by the University. Upon seeking registration by the Pharmacy and Poisons Board, they were advised that the University has not been accredited by the Board. All three groups have attempted to engage with the University to enable them to regularize their registration, to no avail.	Closed
Tea Board of Kenya						
354.	Jane Muriungi CAJ/TBK/014/402/2023-SAK	Tea Board of Kenya	Female	Unfair Official Conduct	A complaint regarding a transfer. The complainant was issued with a transfer letter dated 26th January 2023 to Mombasa. She appealed against the same on medical grounds, which was considered and consequently, she was transferred to Kericho as per the letter of 7th March 2023. The complainant wishes to stay in Nairobi based on her mental health to undergo treatment.	Closed
County Government of Kiambu						
355.	Simon Kimani Rugu	County Government of Kiambu	Male	Oppressive Official Conduct	A complaint against the County Public Service Board. The complainant alleged that his job grade and remuneration were reduced without any consultation.	Closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
	CAJ/CG/KIAMBU/072/93/2023-SAK				The complainant was placed in an acting capacity as the Clerk of County Assembly Board as the Clerk was out of office. Consequently, he was remunerated accordingly. However, when the Clerk returned, the complainant was placed back to his original designation including remuneration, a term he views as unfair	
KERRA						
356.	Paulvince Madala CAJ/KERRA/006/232/2023-SAK	Kenya Rural Roads Authority	Male	Inefficiency	A complaint regarding culvert discharge and outflow following Tender No; KeRRA/HB/KARA/08/39/51/GOKD-S22/23-108 for the improvement of Rangombe-Ochol Market (E215) road. The complaint furthers that he has severally complained through KeRRA regional office on the design and location of one number cross ring culvert of diameter 900mm that directly discharges its out flow into their homestead leading to flooding in the area.	Closed
Insurance Regulatory Authority						
357.	Andrew Maina Wambugu CAJ/IRA/000/1528/23-RA	Insurance Regulatory Authority	Male	Outside mandate	The complainant alleged that he registered a claim with Fidelity Insurance Co. Ltd in October 2019. They commissioned investigations immediately and since then, despite numerous follow ups to produce the	File closed-Outside mandate

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					reports, no response has been made. The complaint was brought to the attention of IRA in March 2020 but no response has been done on the matter. Complainant informed that matter is outside mandate.	
Kayole, Matopeni Police Station						
358.	Angaza Jamii CAJ/POL/015/3650/19	Kayole, Matopeni Police Station	Organisation	Unresponsive official conduct	The complainant alleged that on 6th September 2019, a criminal report was made to Kayole Matopeni Police Station and the same recorded as OB Number 5. The police arrested the suspects but released them under unclear circumstances. The Complainant later on confirmed that the matter subject of a Court administered inquest.	File closed-Outside mandate
Kilimani Police Station						
359.	Christine Wairimu CAJ/POL/015/3580/19-RA	Kilimani Police Station	Female	Unresponsive official conduct	The complainant alleged that on 15th August 2018, he made a criminal report to Kilimani Police Station under OB No. 57/15/8/2018 regarding the offence of issuing a bounced cheque and despite several follow ups, no action has been taken to bring the suspect to justice.	File closed-Lapse
State Department for Devolution						
360.	Christine Ndaka CAJ/M.DEV/008/264/2022-RA	State Department for Devolution	Female	Unfair treatment	The complainant alleged discrimination and unfair treatment in promotion.	File closed-Lapse
Local Authorities Provident Fund (LAPFUND)						
361.	Danson Wangechi	Local Authorities	Male	Delay	Complainant alleged delay of his claim of gratuity at LAPFUND and he has	File closed-Resolved

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
	CAJ/LAPFUND/079/9/23-RA	Provident Fund (LAPFUND)			unsuccessfully followed up on the same. Complainant confirmed that complaint has been resolved.	
Land Registrar						
362.	Margaret Wairimu Nyamu HUD/NYERI/M.LAN/022/271/23-RA	Land Registrar-Nyeri	Female	Outside mandate	The complainant alleged that the Land Registrar, Nyeri, lifted a caution she had placed on the land without her knowledge. She then obtained a court order barring any dealings with the land parcel until family disputes were resolved, but her husband was still able to dispose of the property. Called the complainant and linked her to Kituo Cha Sheria for further assistance as matter falls outside mandate by virtue of the fact that it is actively before Court under *ELC No. E015 of 2021* in Nyeri.	File closed-Outside mandate
363.	Samson Murage CAJ/M.LAN/022/2372/23-RA	Lands Registrar and District Surveyor-Kirinyaga	Male	Outside mandate	The complainant alleged foul play in generation of the boundary dispute report dated 20th March 2023. The Commission advised that the boundary dispute report authored by the Kirinyaga District lands registrar amounts to a conclusive determination of the matter on its merits by a competent authority and thus falls outside our mandate.	File closed-Outside mandate

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
Chief -Location						
364.	Monica Wanjira Peter CAJ/M.IGC/062/1434/23-RA	Chief of Kimuri Location, Nyandarua County	Female	Unlawful official conduct	The complainant alleged that area chief, Kerugoya continued to take them round when they sought services of a chief's letter to enable their succession matter make progress in court. Letter written to complainant acknowledging receipt of complaint and advising that the matter falls outside mandate as it is the subject of Court matter, *Succession Cause No. 360 of 2021*. Complainant advised to seek legal representation.	File closed-Outside mandate
365.	James Mwangi Waithaka CAJ/MIGC/062/1453/23-EMN	Chief Kariobangi Location	Male	Outside Mandate	The complainant alleged that the respondent was interfering with the hearing and determination of *Milimani ELC No. E425 of 2020*. He was advised that the complaint was outside the Commission's mandate	File closed
366.	Veronica Nduta Mburu CAJ/M.INT/062/1458/23-EMN	Chief Gakoe Location	Female	Outside Mandate	The complainant alleged that the respondent is interfering with her possession of land parcel No. Ndarugu Gakoe/833. The matter is subject to litigation in *Gatundu ELC No. E10 of 2023*.	File closed
Kadhi Omar Hassan Sukyan						
367.	Nazlin Umar Fazaldin Rajput CAJ/JUD/001/2585/23–R.A	Kadhi Omar Hassan Sukyan	Female	Outside mandate	The complainant is petitioning against the application of Deputy Chief Kadhi Sukyan for the respected post of Hon. Chief Kadhi of the Republic of Kenya. The complainant is challenging any attempt to appoint Kadhi Sukyan as Chief Kadhi.	File closed-Outside mandate

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					She claims that She has petitioned severally to the Judicial Service Commission and they have failed to solicit any response. Complaint referred to Judicial Service Commission as it imputes misconduct against a Kadhi who is a Judicial Officer.	
Directorate of Occupational Safety and Health (DOSH)						
368.	Raphael Onyancha CAJ/M.LAB/017/865/23-RA	Deputy Director-Directorate of Occupational Safety and Health (DOSH)	Male	Outside mandate	The Complainant alleged that he sustained injury while in course of employment and that he was dissatisfied with the manner in which the Deputy Director DOSH handled his claim. An explanation was issued to the complainant that the matter falls outside the Commission's mandate by virtue of Section 30 (h) of the CAJ Act, 2011.	File closed-Outside mandate
State Department for Labour and Skills Development						
369.	Samuel Ochieng PCSC/M.LAB/017/3/09-WT	State Department for Labour and Skills Development	Male	Unresponsive official conduct	The complainant alleged that he lodged a complaint with the Labour office sometime in 1995 after he was dismissed from employment by China Chiangsu International but no action has been taken.	File closed-Lapse
Department of Defence						
370.	Susan Nyawira Wanjiru HUD/NYE/PE/040/82/23-RA	Department of Defence	Female	Outside mandate	The complainant alleged that the Respondent has failed to attach the salary of Kennedy Gachagua Ndegwa despite the existence of a Court Decree to that effect.	File closed-Outside mandate

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
Huruma Police Station						
371.	Zacharia Sukira Mwobe CAJ/POL/015/2016/2014-RA	Huruma Police Station	Male	Unresponsive official conduct	The complainant alleged that on 16th April 2014, he made a report to Huruma Police Station which was recorded as OB No. 2. The same stemmed from an incident in which he was shot and injured by a known person and despite providing the police with information on the suspect, no action has been taken since then.	File closed-Lapse
Directorate of Criminal Investigations (DCI)						
372.	Joseph Muturi Njagi CAJ/POL/015/42579/23–R.A	Embu Directorate of Criminal Investigations (DCI) Officers-Grace Ndirangu And Dominic Ruguti	Male	Outside mandate	The complainant alleged that the Respondents are aiding and abetting corruption by defending a suspect accused of corruption and fraud. Matter initially lodged with IPOA and Inspector General.	File closed-Outside mandate
373.	Joseph Mwendwa Munyao HUD/MAKUENI/M.IGC/062/254/23-EMN	Directorate of Criminal Investigations	Male	Delay	The complainant alleged that he had applied for a certificate of good conduct but that the respondent had not issued him with one, three weeks after application. He was advised that his complaint was premature. All the same the complaint was issued on the Commission's intervention.	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
Geothermal Development Corporation Retirement Benefits Scheme						
374.	Lambert Kimathi CAJ/PE/040/2704/23-RA	Geothermal Development Corporation Retirement Benefits Scheme	Male	Outside mandate	The complainant alleged that two trustees of the Geothermal Development Corporation Retirement Benefits Scheme ought to resign for missing two consecutive meetings. Since the same complaint had been lodged with the Retirement Benefits Authority, the Commission wrote to the complainant informing him that the Retirement Benefits Authority was best placed to effectively handle his complaint.	File closed-Outside mandate
Murang'a County Government						
375.	Nancy Ikua CAJ/POL/015/3492/18-RA	Murang'a County Government	Female	Unfair Treatment	The complainant alleged that her goods were, without justifiable and lawful reason, carted away and impounded by Murang'a County officers.	File Closed-Lapse
Athi River Police Station						
376.	Peter Njiru Njeru CAJ/POL/015/3577/19-RA	Athi River Police Station	Male	Unresponsive official conduct	The complainant alleged that on 5th February 2019, he made a report regarding theft of a child to Athi River Police Station which was recorded as OB No. 21 but no action has been taken.	File closed-Lapse
Dedan Kimathi University						
377.	George Ng'ang'a Mungai HUD/NYERI/DKU/013/157/17-RA	Dedan Kimathi Univerity	Male	Delay	The complainants allege unpaid dues as part-time lecturers.	File closed-Lapse

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
	HUD/NYERI/DKU/013/155/17-RA HUD/NYERI/DKU/013/174/18-RA					
Independent Electoral and Boundaries Commission						
378.	Anonymous IEBC CAJ/IEBC/026/245/22-EMN	Independent Electoral and Boundaries Commission	Group	Delay	Complainants alleged that they were engaged as clerks during the August 2022 general elections but that the respondent failed to pay their allowances. The complaint was resolved by the Commission's intervention.	File closed
Kenya Universities & Colleges Central Placement Service						
379.	Peter Kituyi Wamalwa CAJ/KUCCPS/013/2485/23-EMN	Kenya Universities & Colleges Central Placement Service	Male	Delay	The complaint alleged that he had made an application for admission into university thorough the respondent's online portal but that his application did not go through. He made a physical application which the respondent failed to respond to. The commission wrote a letter of inquiry to which the respondent responded and stated that the application had been received and was being considered.	File closed
Egerton University						
380.	David Wasike	Egerton University	Male	Inefficiency	The complainant alleged that he is the respondent's graduate having	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
	CAJ/M.EDU/013/2453/23-EMN				graduated in February, 2023. He had made an overpayment of fees and has been following up for a refund in vain. The complaint was resolved following the commission's intervention	
National Registration Bureau						
381.	Evanson Wainaina CAJ/NRB/003/286/23-EMN	National Registration Bureau	Male	Delay	The complainant alleged that he applied for his national Identity Card in November, 2022 but that it had not been processed and issued. The complaint was resolved on the Commission's intervention	File closed
Karatina Law Courts						
382.	Elizabeth Mumbi HUD/NYERI/JUD/001/206/23-EMN	Karatina Law Courts	Female	Outside mandate	The complainant alleged that she suffered a road accident and filed a case being *Karatina CMCC No. 44 of 2022* but that she is dissatisfied with the outcome and had lodged an appeal vide *Nyeri HCA No 16 of 2023*. She was advised that her complaint fell outside the Commission's mandate.	File closed
Export Processing Zones Authority						
383.	Nanaiyo Karira Kamau CAJ/EPZA/036/31/23-EMN	Export Processing Zones Authority	Female	Outside Mandate	The Complainant alleged nonpayment by the respondent. She was requested to supply the Commission with her claim supporting documents. She later informed the Commission that her complaint had been resolved.	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
National Government Affirmative Action Fund						
384.	Anonymous CAJ/NGAAF/018/139/23-EMN	National Government Affirmative Action Fund	Unclear	Outside mandate	The complainant alleged that he was a member of the Nairobi National Government Affirmative Action Fund Committee but the Cabinet Secretary for Public Service, Affirmative Action and Gender gazetted new Committee members before the expiry of his term. He was advised that his complaint fell outside the Commission's mandate.	File closed
County Government of Laikipia						
385.	Muiruri Mwangi Advocates CAJ/CG/LAIKIPIA/104/23/23-EMN	County Government of Laikipia	Organisation	Outside mandate	The complainant alleged that the respondent's County Attorney had failed to comply with court orders issued in *Nanyuki CMCC No. E045 of 2020* and *Nanyuki High Court Petition Number 8 of 2022*. He was advised to pursue available judicial remedies and enforce compliance with the said orders and that his complaint fell outside the Commission's mandate.	File closed
Kenya Meteorological Department						
386.	Amos Muthama Mutua CAJ/KMD/038/199/23-EMN	Kenya Meteorological Department	Male	Outside Mandate	The complainant alleged that the Respondent had failed to comply with the court orders issued in *ELRC No E90 of 2023*. He was advised that the matter was outside the Commission's mandate	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
Makueni County Assembly						
387.	Anonymous CAJ/CG/MAKUENI/115/22/23-EMN	Makueni County Assembly	Unclear	Inefficiency	This complaint was addressed to the Ethics and Anti-Corruption Commission and copied to this Commission among others. The complainant alleged Corruption on the respondent's side. He was advised that the matter was addressed to the entity mandated to handle it.	File closed
CLOSED – OTHER REASONS						
Kenya Electricity Generating Company						
388.	Thyaka Dominic CAJ/KENGEN/021/612/23-V.O.K	Kenya Electricity Generating Company	Male	Delay	Complainant alleged that the Respondent retired him on medical grounds but did not pay his injury pension.	File closed. Merged with 021/608.
Ministry of Environment Climate Change & Forestry						
389.	Philip Amasakha Kibisu CAJ/ELD/M.WAT/009/10/23-FL	Ministry of Environment Climate Change & Forestry	Male	Unresponsive Official Conduct	A complaint on allegations that the Kenya Water Towers Agency has failed to address his complaint on unpaid salary arrears dues for the period 4th May 2020-4th February 2021 whilst attached at the North Rift Regional Office in Eldoret	Closed. Merged with an existing similar complaint.
Ministry of Lands, Public Works, Housing and Urban Development						
390.	Leah Gachui Gitoro and Family CAJ/M.LAN/022/2348/23-EF	Ministry of Lands, Public Works, Housing and	Female	Inefficiency	The Complainant alleged that the Kirinyaga Land Registrar failed to undertake the reinstatement of boundaries on her family's land parcels, despite prior communication that the	Closed. Merged

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
		Urban Development (Kirinyaga Land Registrar)			activity was scheduled to take place. The Commission noted that the same matter was under inquiry through a different file, and as such the issues were merged in the previous file.	
Central Bank of Kenya						
391.	Distributors ltd Qwetu CAJ/P. O/047/603/2023-SCK	Central Bank of Kenya	Male	Unresponsive Official Conduct	The complainant raised a complaint against the Central Bank of Kenya for Failing to respond to his appeal, and to release a decision it had reached.	Closed-Others
The Judiciary						
392.	Charles Wanderi CAJ/JUD/001/2542/23-SCK	The Judiciary	Male	Delay	The complainant alleged delay in the resolution of his case.	Closed-Others
393.	Odira Peter Onyinge CAJ/JUD/001/2548/2023-SK	Judiciary	Male	Delay	A complaint of delay by Judiciary in determining a case filed by the complainant in Nairobi Employment and Labour Relations Court, *Nairobi Industrial Cause No. 433 of 2009* wherein the presiding judge was transferred to another station at the execution stage of the suit. Referred to Judiciary Ombudsman for resolution.	File closed
394.	Margaret Wanjiru Wanjohi HUD/EMBU/JUD/001/197/23-SK	Judiciary	Female	Delay	An allegation of delay by the Judiciary in hearing and determination of *Embu Chief Magistrate Court Civil Case No. 80 of 2013* which the complainant claimed was an abuse of the court process as the Plaintiff was defeated in the appeal	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					before the defunct Provincial Land Disputes Appeals Committee.	
395.	Samwel Oguta CAJ/KSM/JUD/001/577/23-WT	Judiciary	Male	Delay	Complaint alleging that there had been delay in the hearing and determination of *Migori CMCC NO. 16 of 2018*. The case had been adjourned over 10 times at the instigation of the defendant and condoned by the court. Vide a phone call on 6th March 2023, the complainant stated that the case came for hearing on 22nd February 2023 wherein witnesses were called and the case closed. That it had been listed for highlighting of submissions.	File closed
396.	Rahab Keziah Eshitubi CAJ/JUD/001/2524/23-V.O.K	Judiciary	Female	Delay	Complainant alleged that there was delay in hearing and determination of *Webuye SPMCC No. 2 of 2019*.	File closed.
397.	Beatrice Njeri Obegi CAJ/KSM/P.E/040/466/23-AO	Judiciary	Female	Outside Mandate (Land Dispute)	A complaint arising out of ownership dispute over land parcel 13908 that has escalated both civil and criminal cases before court.	File closed.
398.	SIMON KURIA MUNGA CAJ/NHRR/JUD/001/6/23	Judiciary	Male	Outside mandate	The complainant alleged that he was involved in an accident in the year 2008. He filed a case to be compensated by Britam insurance, but the file went missing in the court registry and he has not been compensated. The complainant was referred to judiciary ombudsman for investigations and resolution.	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
399.	Mongare Bw'okongo Associates & Advocates CAJ/JUD/001/2581/23-AO	Judiciary	Organisation	Outside Mandate	A complaint alleging encroachment of riparian land on plot West/Mugirango/Siamani 5818 by Peter Bogonko T/A Pebo Retail Petrol Station which matter has been subject of numerous court cases.	File closed.
400.	Sylvester Odhiambo Ogutu CAJ/JUD/001/2529/23-SK	Judiciary	Male	Unfair Treatment	An allegation that a Chief Magistrate *(name withheld)* presiding over the complainant's case at Busia Law Courts conducted the case in a manner that was unfair to the Complainant.	File Closed: Complaint referred to the Judicial Service Commission for resolution
401.	Tom Vicky Otieno CAJ/KSM/PE/040/464/23-AO	Judiciary	Male	Outside Mandate (Land Dispute)	A complaint over land dispute with regard to land parcel Kanyamkago/Katieno/133 which is subject of multiple law suits before court wherein the complainant is yet to exhaust the judicial remedies available to him.	File closed.
402.	Nelly Akinyi Nyamunga CAJ/KSM/JUD/001/574/23-AO	Judiciary	Female	Inefficiency	A complaint against Ndiwa law courts on allegations of missing file and court ruling. Complainant confirmed that file had been traced and ruling sent vide email on 2/3/2023.	File closed
County Government of Turkana						
403.	Bernard Epakan Kebo CAJ/CG/TURKANA/126/13/23-SCK	County Government of Turkana	Male	Unresponsive Official Conduct	The complainant alleged that the Clerk of Turkana County Assembly, failed to respond to a query for payment of his dues, from work that he had done for the County Assembly.	Closed-Others

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
Public Officer						
404.	Anonymous CAJ/PO/047/601/23-V.O.K	Public Officer	Unclear	Unfair official conduct	Complainants alleged that the Respondent, who was a Human Resource Management Director at the Ministry of Environment, unfairly refused to effect promotion of officers despite approval by PSC.	File closed.
405.	Anonymous CAJ/PO/047/608/23-V.O.K	Public Officer	Unclear	Unfair official conduct	Complainant alleged harassment of staff of National Oil Corporation by the Internal Audit & Risk Manager. Complaint was referred to the CEO, NOC for resolution.	File closed.
406.	Jane Wanjiru Karondo HUD/EMBU/PO/047/62/23-SK	Public Officer	Female	Unfair Treatment	Complainant alleged that the DCIO for Kerugoya was harassing and intimidating her so that she can give up on pursuing a matter she reported regarding her lost motor vehicle.	File merged with 015/200/23
407.	NJORUA COMMUNITY CAJ/PO/047/2/23-EM	Public Officer	Organisation	Outside mandate	The complainants alleged that their area assistant chief misappropriated community resources for personal use. The complainant was referred to EACC for resolution	File closed, referred to EACC ON 9th May 2023
408.	Jane Wanjiru Karondo HUD/EMBU/PO/027/62/23-SK	Public Officer	Female	Oppressive official Conduct	Complainant alleged that the Police were being used by her former husband to frustrate her and force her to give up on her property rights to their matrimonial properties following divorce with her husband.	File merged with 015/200/23

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
Water Resource Authority						
409.	James Mboci Njehu CAJ/WRA/009/328/23-V.O.K	Water Resource Authority	Male	Unfair treatment	Complainant alleged that the Respondent was harassing his family by demanding that they obtain a permit for abstracting water from a borehole. He was advised to comply or seek legal advice on other legal remedies which may be available to him.	File closed.
NHIF						
410.	Anderson Mwito CAJ/NHIF/012/618/23-V.O.K	National Hospital Insurance Fund	Male	Unresponsive official conduct	Complainant alleged that the Respondent declined to authorize KUTRRH to perform "MRI Lumbar Sacral Scan" yet it offered "MRI CT Scan" on its website. Complainant was advised to exercise his right of appeal as by law provided.	File closed.
Ministry of Interior and National Administration						
411.	Jacklack Abuga CAJ/M.INT/062/1427/23-V.O.K	Ministry of Interior and National Administration	Male	Unlawful official conduct	Complainant alleged that the sub-chief, Riooga Sublocation, Nyamira County, tampered with the results of an election of members of Mosobeti Dispensary Committee.	File closed.
412.	Betty Jemaiyo Rotich CAJ/KSM/MOICNG/062/175/23-AO	Ministry of Interior & National Administration	Female	Unresponsive official conduct	A complaint against chief, Mugen Location, on allegations of failure to issue letter of beneficiary in the etstae of Thomas Kiptarus Nyongi. Contention was over ownership of land parcel Nandi/Serem/92 belonging to Kipkesio Arap Nyongi who allegedly	File closed.

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					registered it in his son's name in trust for other siblings. The chief can only issue the said letter to the beneficiaries of Thomas Kiptarus Nyongi. In the absence of an agreement between parties, they may have to move court for determination of ownership. Complainant advised accordingly.	
413.	Resiato Ene HUD/KAJ/M.INT/062/245/23-SK	Ministry of Interior & National Administration	Female	Unfair Treatment	A complaint of inefficiency at the Chief's Office in Narok town location. Complainant alleged that she visited the Chief's Office to apply for a National Identity Card but it was not open until 10.00 am.	FILE Closed: Complaint was referred to the Ministry of Interior and was acted upon
414.	Evaline Obiero CAJ/KSM/MOICNG/062/167/23-WT	Ministry of interior & National Administration	Female	Outside mandate (land dispute)	Complaint alleging failure by the Chief of Kolwa West Location in Kisumu County to intervene and help the complainant stop her eviction from the land she resided in by the Prisons Department in 2022. That she expected the Chief to speak for her since he knew she had occupied the land for the longest time possible. Complainant advised that the Chief had no mandate to intervene on land disputes. She was advised to pursue the case in court, *Kisumu ELC No. 102 of 2021* since the community had sued the Prisons Department over the evictions and the complainant was a party.	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
415.	Zachary Onyango Ogalo CAJ/KSM/P.E/040/460/23-AO	Ministry of Interior & National Administration	Male	Outside mandate (civil dispute)	A complaint against the assistant chief Kakmie Sub location on allegations of failure to intervene in the family's dispute over distribution of deceased persons assets. Complainant advised that since the matter is a civil dispute over distribution of deceased's properties, they should initiate succession cause for appropriate orders.	File closed.
416.	Jane Kemuma Matunda CAJ/KSM/MOICNG/062/170/23 - AO	Ministry of Interior & National Administration	Female	Unlawful official conduct	A complaint against the assistant chief Bomabacho Sub Location, Nyamira Sub County on allegations of unlawfully evicting the complainant from her matrimonial home and destruction of her property including crops. Complainant failed to respond to request for better particulars, a violation of regulation 12(2) of CAJ Regulations.	File closed
417.	Benard Ombasa Sobera HUD/KSI/MOICNG/062/58/23-AO	Ministry of Interior & National Administration	Male	Unresponsive official conduct	A complaint against the Chief Nyakembene location alleging failure and or refusal to issue letter of introduction in the estate of Sobera Paul Okeri. Upon follow-up it was established that the complainant misrepresented facts and left out other beneficiaries in the said estate. Complaint was rejected for being frivolous and made in bad faith. S. 34 (b) of CAJ Act .	File closed.

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
418.	Jeremiah Machuki Kibwese HUD/KSI/MOICNG/062/59/23-AO	Ministry of Interior & National Administration	Male	Unresponsive official conduct	A complaint against the Chief, Kenyerere location, alleging that the complainant was denied access to his parcel of land Nyaribari Chache/Nyanturago/947 and the trees therein. Upon follow-up it was established that the complainant misrepresented facts. The matter was dispensed with under HUD/KSI/MOICNG/062/28/17-AO. Complainant advised to undertake succession in the first instance and therefore obtain locus standi over the land in question. Complaint is frivolous and made in bad faith. S. 34 (b) of CAJ Act .	File closed.
419.	Daniel Obaga Nyangau HUD/KSI/MOINCG/062/60/23-AO	Ministry of Interior & National Administration	Male	unresponsive official conduct	A complaint against the Chief Nyamagesa Location on allegations of failure to issue the complainant with a letter of introduction to pursue succession. Upon further clarification, it appears that the complainant sought a letter of introduction in the case of his brother who is alive. The intention was to transfer a land parcel belonging to the said brother. Complainant advised to pursue transfer of land with the consent of the registered and bonafide owner and lodge a caution at the lands registry.	File closed.

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
420.	Daniel Obaga Nyangau HUD/KSI/MOINCG/062/60/23-AO	Ministry of Interior & National Administration	Male	unresponsive official conduct	A complaint against the Chief Nyamagesa Location on allegations of failure to issue the complainant with a letter of introduction to pursue succession. Upon further clarification, it appears that the complainant sought a letter of introduction in the case of his brother who is alive. The intention was to transfer a land parcel belonging to the said brother. Complainant advised to pursue transfer of land with the consent of the registered and bonafide owner and lodge a caution at the lands registry.	File closed.
421.	Mohamed Abdi Woche CAJ/IMM/003/385/23-EF	Ministry of Interior and National Administration (Directorate of Immigration)	Male	Delay	The Complainant alleged that he applied for a passport on 3rd September 2022 and paid the sum of Ksh. 6050 but there had been no progress in processing his application as his biometrics were yet to be taken. He was advised to attend his biometrics appointment and update the Commission.	Inquiry ongoing.
422.	Ouma Erick CAJ/KSM/MOICNG/062/172/23-WT	Ministry of Interior and National Administration	Male	Abuse of Power	Complaint against the Chief of East Kamagak Location in Homabay County for allegedly issuing contradictory beneficiary letters for the purpose of succession in the estate of Ezekiel Pete Ouma. That the said letters led to issuance of grant of letters of	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					administration. The said grant of letters of administration were later revoked in *Kisii High court, Cause No. 404 of 2008* and the parties directed to file a fresh application for confirmation of grant. Upon review of the documents provided by the complainant, it was noted that Mr. Edward Ojwang, the Chief who had signed a contradictory beneficiary letter had since died and it would not be appropriate to raise the issue with the current chief, Mr. Didmas Opinya who was not there when the letter was issued.	
423.	Mukuru Society Peoples Association CAJ/M.IGC/062/1423/23	Ministry of Interior	Organisation	Inefficiency	The Complainant alleged that the chief at Mukuru kwa Njenga is not rendering services in accordance with their expectations. They were asked for clearer details on their Complaint	Inquiry ongoing
424.	Carolyne Aluoch Anyango CAJ/KSM/MOICNG/062/169/23-WT	Ministry of Interior & National Administration	Female	Abuse of power	Complaint alleging that the Assistant Chief of East Kotieno Sub-Location in Kombewa Sub-County of Kisumu County acted in a partisan manner in a land and burial dispute, thus polarizing the parties.	File closed
Ministry of Lands, Public Works, Housing and Urban Development						
425.	Kabatia & Co. Advocates for Samedy Trading Co. Limited CAJ/M.LAN/022/2362/23-V.O.K	Ministry of Lands, Public Works, Housing and Urban Development	Organisation	Unlawful official conduct	Complainant alleged that the Director of Surveys unlawfully cancelled sub-divisions on land parcel number 4144, Lower Kabete, belonging to its client and gazetted the old title for conversion and	File closed.

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					further issued it with a new number, Nairobi Block 199/129.	
426.	ANN WANGECI MAINGI CAJ/NHRR/M.LAN/022/23/23	Ministry of Lands, Housing And Urban Development	Female	Outside mandate	The complainant alleged that her land was occupied by a stranger and she sought to evict him. The complainant was referred to Nyahururu police station for further investigations and assistance	File closed
427.	Brian Phillip Ochieng CAJ/KSM/M.LAN/022/456/23-AO	Ministry of Lands, Public Works , Housing and Urban Development	Male	Outside mandate (land dispute)	A complaint on allegations of a dispute over ownership of land- East Gem/ Nyamninia/2282. The sum of Khs. 200,000 was paid to the vendor with a balance of Khs. 75,000 to be paid upon transfer of title and actual issuance of Title deed. Immediately upon payment, the complainant went ahead to construct on the said land. However, a third party has since presented herself claiming ownership and purporting to have the Title Deed to the stated land. The vendor, who is still alive denies transferring the land to the third party. The issue has been reported to DCI for investigations. Complainant advised to follow-up with DCI and consider a civil suit to address the threat of eviction from the third party and determination of ownership.	File closed
428.	Madga Tillar CAJ/KSM/M.LAN/022/460/23-AO	Ministry of Lands, Public Works , Housing and	Female	Corruption	A complaint against Siaya Lands Office on allegations of failure to issue receipts for payments made at the lands registry. Particular reference to processing of	File closed.

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
		Urban Development			documents in LR Central Alego/Nyalgunga/2379 wherein the said documents have been processed and issued to the complainant. Complaint was specific to the cited land parcel and no evidence of payment was provided to aid in any investigation.	
Public Service Commission						
429.	Timothy Mukalo Mmata CAJ/PSC/016/201/23-V.O.K	Public Service Commission	Male	Unfair official conduct	Complainant wrote to the Respondent seeking fairness in his appeal against a decision to terminate his employment.	File closed.
430.	Dancan Onyango Ojiem CAJ/PSC/016/204/23-SK	Public Service Commission	Male	Inefficiency	A request by the complainant who is a Senior Clerical Officer at the Office of the Deputy President to have staff capacity of his Department boosted by deployment of additional staff members	FIle Closed; Matter referred to the Public Service Commission for resolution
Gatuura Secondary School						
431.	Fredrick Muiruri CAJ/M.EDU/013/2422/23-V.O.K	Gatuura Secondary School	Male	Unfair official conduct	Complainant alleged that he was appointed by the Respondent to be teaching at night from October 2022 but was not paid his salary from November 2022.	File closed.
State Department for Immigration and Citizen Services						
432.	Odhiambo Owiti Paul CAJ/M.IMM/003/391/23-V.O.K	State Department for Immigration and Citizen Services	Male	Delay	Complainant alleged that the Respondent delayed in processing his application for a passport.	File closed.

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
Nzoia Water Services Company Limited						
433.	Joyce Mmbone Engosi HUD/KAK/M.WAT/009/5/23 -AO	Nzoia Water Services Company Limited	Female	Unlawful official conduct	A complaint alleging that the management of NZOWASCO have been deducting monies from employees and not remitting to respective beneficiary institutions including LAPTRUST, LAPFUND and Financial Institutions. The Commission has taken cognizance of the fact that the issues raised are under investigation by EACC. Accordingly, the mandate of the Commission is limited by virtue of S. 30(h) of the CAJ Act .	File closed.
434.	Erick Nasokho Sichambo HUD/KAK/M.WAT/009/6/23 -AO	Nzoia Water Services Company Limited	Male	Unlawful official conduct	A complaint alleging that the management of NZOWASCO have been deducting monies from employees and not remitting to respective beneficiary institutions including LAPTRUST, LAPFUND and Financial Institutions. The Commission has taken cognizance of the fact that the issues raised are under investigation by EACC. Accordingly, the mandate of the Commission is limited by virtue of S. 30(h) of the CAJ Act .	File closed.
Ministry of Education						
435.	Abel Moranga Ondieki HUD/KSI/M.EDU/013/8/23-WT	Ministry of Education	Male	Outside mandate (Employment dispute)	Complainant alleged failure by Boatangare Friends Secondary School to pay his salary for the period April 2020 to January 2021. The teacher worked in the	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					School as a Gate Watchman, an employee of the Board till January 2021 when his services were terminated. He filed the matter at Ogembo Law Courts case number 11 of 2021. Complainant was advised that his complaint is inadmissible since the matter is pending before a court of law.	
436.	Faith Akala CAJ/KSM/M.EDU/013/386/23-WT	Ministry of Education	Female	Administrative Injustice	Complaint alleged failure by Eregi Girls High School to settle her employment dues for the month of December 2022 and January 2023. The complainant requested to provide further particulars of the complaint, but he failed to provide the same making it difficult to determine the appropriate intervention.	File closed
437.	Chege Kago CAJ/MTT/013/2397/23-SK	Ministry of Education	Male	Unlawful Official Conduct	An allegation that the Principals of Nyeri National Polytechnic and Michuki TTI had overstayed their tenure in Office even after attaining the mandatory retirement age of 60 years.	File closed based on a satisfactory response
National Police Service						
438.	James Owino CAJ/KSM/NPS/015/662/23-WT	National Police Service	Male	Unresponsive official conduct	Complainant alleged failure by Kiboswa Police Post in Kisumu County to act on his report of seizure and damage to property (sewing machine) which he reported vide OB No. 05/12/06/2023. He also alleged failure by the Police Post to issue him with a P3 form to take to the Hospital after he was assaulted by a	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					known person – OB no. 08/ 06/27/2023. During screening, it was discovered that the complainant had reported the same complaint to the Independent Policing Oversight Authority.	
439.	ELISHA KIPRUTO CAJ/NHRR/POL/015/42/23	National Police Service	Male	Outside mandate	The complainant alleged that he reported a land fraud case around 2017/2018. The case has never progressed and no one has ever been arrested. The complaint was referred to the DCI Nyahururu for resolution.	File closed
440.	JOSEPH KAROKI MACHARIA CAJ/NHRR/POL/015/43/23	National Police Service	Male	Outside mandate	The complainant alleged that they lost their family land through a fraud and forgery of documents and they were suspecting their elder brother to be involved. They reported the case to police and they wanted the new title canceled. The complainant was advised that only the Court can cancel title deeds and he was referred to the Legal Aid Center in Nakuru for pro bono legal services.	File closed
441.	MARY WANGECHI MWANIKI CAJ/NHRR/POL/015/43/23	National Police Service	Female	Unresponsive official conduct	Complainant alleged that her house was burnt down by a person well known to her. She reported the case to the police vide OB no. 07/10/25/2022 but the police have never acted on the case nor made any arrests. The complaint was referred to IPOA	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
442.	JOSEPH GITUIKI NDIRANGU CAJ/NHRR/POL/015/46/23	National Police Service	Male	Outside mandate	The complainant alleged that he was threatened by a person suspected to be a police officer at Salama Police station. The complainant also indicated that he was afraid of reporting the matter to the police for fear of victimization. The complaint was referred to IPOA for investigation.	File closed
443.	Abel P. Chumba CAJ/POL/015/4206/23-V.O.K	National Police Service	Male	Unlawful official conduct	The Complainant alleged that he was arrested and harassed by drunk police officers. He was advised to report to the police and to the Independent Policing Oversight Authority.	Inquiry ongoing
444.	MURIITHI WILLIAM CAJ/NHRR/POL/015/39/23-EM	National Police Service	Male	Outside mandate	Complainant alleged that he was threatened by a police officer from Mairo Inya Police station. The complaint was referred to IPOA.	File closed, Referred to IPOA on 20/01/23
445.	WAHOME WAMBUI JACINTA CAJ/NHRR/POL/015/40/23-EM	National Police Service	Male	Outside Mandate	The complainant alleged that her motor bike was stolen and two suspects arrested in connection with the theft. However only one suspect was charged in court. The complainant was seeking our intervention to have the other suspect charged. The complainant was advised that the ODPP has the mandate to decide the suspects charged in court. The complainant was referred to the ODPPs office for further advise.	File closed referred to ODPP on 20/01/23
446.	M'Atharu M'Atharu CAJ/POL/015/4252/23-SK	National Police Service	Male	Abuse of Power	A complaint alleging abuse of power by the Police at Kabachi Police post in	File Closed;

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					Mutuati Sub-County, Meru County. A similar complaint was lodged and inquiry initiated under file Ref: *CAJ/NPS/015/4251/23* Files merged.	
447.	M.J. Migele Advocates for Margarita Gati Dede and Another CAJ/KSM/NPS/015/663/23-WT	National Police Service	Male	Abuse of Power	The complainant alleged that on 16/3/2023 at around 7 am, the Police officers from Mbita Police Station in Homabay County visited their client's home, Margarita Gati Dede & Hellen Asa Dede and arrested them. That no explanation for the arrests was given. That while at the Station, the complainants' fingerprints were taken, but no charges were preferred against the complainants. That the Police continued to harass and intimidate the complainants. Having brought the same complaint to the attention of the Independent Policing Oversight Authority, the complainant was advised to allow IPOA to handle the matter.	File closed
448.	Edwin Oluoch T/A M.A Okumu Advocates CAJ/KSM/POL/015/655/23-AO	National Police Service	Male	Unresponsive Official Conduct	A complaint against an Investigating Officer at Obunga Police Station on allegation of failure to issue a complainant with a filled P3 form to enable him pursue civil cause in a case of assault. OB No. 38/16/11/22.	File closed.

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					However, upon follow up at the police station, there was no such entry in the OB. Letter dated 27/5/2023 from Complainant's Counsel alleging misconduct on the part of the police officer in a matter where she did not have jurisdiction. File reviewed and referred to IPOA for redress.	
449.	Samwel Oguta CAJ/KSM/POL/015/653/23-WT	National Police Service	Male	Oppressive official conduct	Complaint alleging unfair treatment and harassment by police officers attached to Uriri Police Station in Migori County. The complainant alleged that he had been harassed by the officers after he sued one of them in *Migori Magistrates Court Civil case No. 16 of 2018* for harvesting his cane. That because of the civil proceedings in court, the officers from the station had continued to arrest him and detain him at the station without charging him. Complaint referred to the Independent Policing Oversight Authority for action.	File closed
450.	Wanjiru Karondo Jane HUD/EMBU/NPS/015/200/23-SK	National Police Service	Female	Unresponsive Official Conduct	A complaint alleging inaction by the Police at Kerugoya Police Station in regards to complaints reported under *OB Numbers 22/15/2/2018 and 30/25/7/2017*. The complainant was apprehensive that Police were refusing	File Closed; Complaint referred to Internal Affairs Unit for resolution

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					to act on the complaints because the suspect was a senior lawyer.	
451.	Lincoln Mwaura Wanyugi CAJ/POL/015/4215/23-SK	National Police Service	Male	Unfair Treatment	The Complainant alleged that he was beaten by persons known to him on allegation that he had stolen scrap metal and put in police custody yet he was innocent.	File Closed; Complaint referred to Internal Affairs Unit for resolution
452.	Kipkenda & Co. Advocates for Teresia Wanjiku CAJ/NPS/015/4213/23-SK	National Police Service	Organisation	Unlawful official conduct	The complainant alleged unlawful conduct by the Police for failing to enforce a court order in favour of their client and instead taking sides with the party against whom the court order was issued	File Closed; Complaint referred to the Internal Affairs Unit for resolution
453.	Nzamba Kitonga Adv. LLP for Pauline Ngomi M. CAJ/NPS/015/4211/23-SK	National Police Service	Organisation	Unresponsive Official Conduct	A complaint alleging failure by the Police at Industrial Area Police Station to arrest suspects who entered and occupied the premises of the complainant's client in contravention of a court order issued in *Milimani ELC Case No.102 of 2020.*	File Closed; Complaint referred to Internal Affairs Unit and copied to the Inspector General of Police for resolution
454.	David Kilesi HUD/KAJ/POL/015/191/2023-SK	National Police Service	Male	Oppressive Official Conduct	A complaint alleging abuse of power by Police Officers attached to Olchorro Police Post for harassing residents by demanding a bribe of Kshs. 20,000 for minor offences and stopping them from cultivating their lands.	File Closed: Complaint referred to the Internal Affairs Unit for resolution

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
455.	GITONGA NDEGWA JOHN CAJ/NHRR/M.LAN/022/15/23-EM	National Police Service	Male	Outside Mandate	The complainant alleged that police officers at Ngarua police station assaulted him and his grandmother. The complainant was referred to IPOA Nyeri for investigations and resolution	File closed referred to IPOA on 16/01/23
Private Entity						
456.	Philip Otieno Ogonji CAJ/KSM/PE/040/463/23-AO	Private Entity	Male	Unresponsive official conduct	A complaint against M/S Odhiambo Ouma & Company Advocates on allegations of failure to settle decretal sum in *Kisumu ELRC No. 64 of 2020.* Matter addressed to the right institution, Advocates Complaints Commission.	File closed.
457.	PAUL NJIHIA CAJ/NHRR/PE/040/33/23	Private entity	Male	Outside mandate	The complainant alleges that he was working at Top butchery in Nyahururu town but was not paid a sum of 6,500. The complainant was referred to the Labour office for resolution.	File closed
458.	Barasa Nyongesa Mamati CAJ/KSM/PE/040/461/23-WT	Private entity	Male	Outside mandate (civil dispute)	The Complainant requested for the intervention of the Commission to represent him in *Bungoma Civil Suit No. 400 of 2019* wherein he was a party to the suit. He was advised that the Commission does not offer legal representation and was advised to seek legal representation from the National Legal Aid Service.	File Closed
459.	Phares Omondi Okech CAJ/KSM/P.E/040/466/23-AO	Private Entity	Male	Outside mandate (Civil Dispute)	A complaint alleging illegal transfer of land parcel Kisumu/Nyalenda "B" 455 and dispute over ownership. Complainant advised to move the	File closed.

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					Environment and Land Court for determination of ownership and/or any other appropriate orders	
Teachers Service Commission						
460.	Paul Odhiambo Owiti CAJ/KSM/M.EDU/013/381/23-AO	Teachers Service Commission	Male	Administrative injustice	A complaint on allegation of failure on the part of TSC to transfer the complainant from his current station despite serving for a period over 10 years contrary to the transfer policy of the Commission. Complainant requested to provide better particulars and subsequent reminder issued. Complainant failed to respond to communication in violation of regulation 12(2) of CAJ Regulations.	File closed.
461.	Joseph Mageto CAJ/KSM/TSC/013/390/23-AO	Teachers Service Commission	Male	Administrative injustice	A complaint alleging that following long absence as a result of medical condition, the complainant was subjected to disciplinary process and excess deduction of salary on account of overpayment. Upon conclusion of the disciplinary process, complainant was advised of his right of appeal within 90 days, which right he did not exercise. He was further advised on the issue of deductions to address Human Resources with a view to restructure the payments.	File closed.

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
462.	Kennedy Otieno Ajuang CAJ/KSM/TSC/013/393/23-AO	Teachers Service Commission	Male	Discourtesy	A complaint against the head teacher, Okanja Primary School, on allegations of Discourtesy. However, upon review, the issue at hand revolves around the loss of KCPE certificate for one Brian Ochieng wherein the school issued a letter addressed to KNEC for purposes of issuance of copy of the said certificate. Further it came to light that the complainant and the head teacher were friends and are neighbours but have since fallen out hence underlying disputes between them. Matter is frivolous, vexatious and complaint made in bad faith. File closed in line with s.34 (b) CAJ Act	File closed.
Ministry of Agriculture and Livestock Development						
463.	Joshua Otieno MakOnyango CAJ/KSM/M.AGRI/014/79/23 -AO	Ministry of Agriculture and Livestock Development	Male	Unresponsive official conduct	A complaint alleging nonpayment of retirement benefits following dismissal from service on 18/2/2004. Complainant went on study leave without approval hence the termination and did not attempt to clear with the employer and process benefits if any. Complainant advised to clear with employer and initiate claim for benefits in the first instance.	File closed.

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
Ministry of Labour and Social Protection						
464.	Robert Apiyo CAJ/KSM/M.LAB/017/155/23-AO	Ministry of Labour and Social Protection	Male	Unresponsive official conduct	A complaint alleging failure on the part of the county labor officer Kakamega to resolve a case of unfair labour practices against an employer, Parbat Siyani Construction Limited. Response dated 20/3/2023 from Labour Officer to the effect that the complaint had been exhausted. Complainant at liberty to lodge a formal dispute with the Chief Industrial Relations Officer to appoint a Conciliator. Complaint closed under s.34 (a) and (b) of the CAJ Act.	File closed.
County Government of Kiambu						
465.	Public Procurement Regulatory Authority CAJ/CG/KIAMBU/072/92/23-SK	County Government of Kiambu	Organisation	Delay	Public Procurement Regulatory Authority copied CAJ in their correspondence to the County Government of Kiambu regarding delayed payment to M/S Hydon Enterprises for goods supplied and failure to respond to the PPRA letters	File Closed: County Government of Kiambu responded and committed to settle the claim
NSSF						
466.	Peter Kimanthi CAJ/NHIF/012/615/2023-SK	National Social Security Fund	Male	Inefficiency	Complainant alleged inefficiency at NHIF Chuka Branch due to poor service delivery at the Branch Office with discourteous staff who were not ready to serve citizens	File Closed; Complaint referred to NSSF for resolution

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
County Government of Nairobi						
467.	Anonymous vs County Government of Nairobi CAJ/CG/NRB/060/378/23-SK	County Government of Nairobi	Unclear	Unfair Treatment	Complaint against Nairobi County Public Service Board alleging unfair and irregular shortlisting of candidates to various posts within the County Public Service. In particular, the complainants allege an illegality in the ongoing recruitment process as the persons shortlisted for the various posts did not meet the criteria set out in the advertisement	File Closed: complaint referred to the Public Service Commission pursuant to section 77 of County Government Act
468.	Mathii Siku CAJ/CG/NRB/060/375/23-SK	Nairobi City County Government	Female	Unresponsive Official Conduct	An allegation that Nairobi City County Government failed to take action and stop an illegal construction by the complainant's neighbour which had resulted in structural damage to the complainant's House No.P6 in Kahawa West Estate in Court P. The construction was being developed on the adjacent plot No.CPT AS 369.	File closed
Kenya Agricultural and Livestock Research Organisation						
469.	Concerned Staff of KALRO CAJ/KALRO/014/405/2023-SK	Kenya Agricultural and Livestock Research Organisation	Group	Unfair Treatment	A complaint alleging unfair labour practices in KALRO in regards to staff promotion, remuneration and recruitment. Commission had handled and dispensed with a similar complaint under File Ref: *CAJ/KALRO/014/380/22*	File closed

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
SACCO Societies Regulatory Authority						
470.	Juddy Nyambura Karanja CAJ/SASRA/025/184/23-SK	SACCO Societies Regulatory Authority	Female	Outside mandate (civil dispute)	The complainant alleged accounting irregularities and fraudulent transactions within Maisha Bora Sacco. Complaint was malicious as the Ministry of Cooperatives Development and SASRA had responded to the complainant's concerns	File closed
NEMA						
471.	Harun Kivuti Nyaga HUD/EMBU/NEMA/038/27/23-SK	National Environment Management Authority	Male	Unresponsive Official Conduct	A complaint alleging failure by NEMA to stop environmental pollution emanating from operation of Eagle 1 Concrete Machinery Limited quarry in Nguruka village in Embu County	Closed - File merged with 038/13/23
472.	Lydia Wanjira HUD/EMBU/NEMA/038/26/23-SK	National Environment Management Authority	Female	Unresponsive Official Conduct	A complaint alleging failure by NEMA to stop environmental pollution emanating from operation of Eagle 1 Concrete Machinery Limited quarry in Nguruka village in Embu County	Closed - File merged with 038/13/23
473.	Angirine Mukami HUD/EMBU/NEMA/038/28/23-SK	National Environment Management Authority	Female	Unresponsive Official Conduct	A complaint alleging failure by NEMA to stop environmental pollution resulting from the operation of quarries licensed to Eagle I Concrete Machinery Limited at Nguraka Village in Embu County	File Merged with 038/13/23
Ministry of Cooperatives Development						
474.	Benard Ndungu Mbugua CAJ/M.COOP/025/185/23-SK	Ministry of Cooperatives Development	Male	Unlawful official Conduct	A complaint alleging unlawful conduct by the Directors of Gatatha Farmers Cooperative Society Co.Ltd	File Closed; Complaint referred to the Ministry of Cooperatives

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
						Development for resolution
Kenya Power and Lighting Co. Limited						
475.	Ismael Abdullahi Shabura CAJ/KPLC/021/630/23-SK	Kenya Power and Lighting Co. Limited	Male	Unfair Treatment	Complainant alleged unfair treatment by Kenya Power for retiring him on medical ground when he fell sick.	File Closed: complainant opted for court process
The County Government of Laikipia						
476.	MUNGA MURIITHI BENSON CAJ/NHRR/CG LAIKIPIA/104/3/23-EM	The County Government of Laikipia	Male	Outside Mandate	The complainants and other residents of Siberia Maina Village allege that there has been mass grabbing of public utilities in the area. The matter was referred to EACC for investigations and resolution.	File closed Referred to EACC
REFERRED						
National Police Service						
477.	Ngugi Gathu & Co. Advocates CAJ/NPS/015/4248/23-V.O.K	National Police Service	Organisation	Unlawful official conduct	Complainant alleged that its client, Faith Wambui Muthoni, was arrested and her motor vehicle registration number KCV 796C impounded but the same cannot be traced.	Referred to IAU for resolution
478.	Salome Kendi Kimathi CAJ/ISI/POL/015/186/23 - KWK	National Police Service	Female	Unfair official conduct	The Complainant alleges that she reported a matter at Tutua Police Station. That without justifiable reason the investigating officer charged the accused person only with assault and omitted charges on theft. She further alleges that the stolen property under the custody of Tutua Police Station.	Complaint was referred to ODPP.

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
479.	Roman Kangethe Nyambura CAJ/POL/015/4209/2023-FN	National Police Service	Male	Unresponsive official conduct	A complaint that the Deputy County Commissioner Ithanga/Kakuzi Sub-county Miss Angela Makau issued threats to the complainant in a security meeting held on Saturday 3rd December 2022 at Ngelelya market in Ithanga. The complaint was later lodged with the police	Complainant referred to IPOA
480.	John Gitonga Njoroge HUD/NYE/POL/015/199/23-FN	National Police Service	Male	Unresponsive Official Conduct	A complaint that a report made to Kanyagia Police Post OB No. 5/12/2/2023 has not been acted upon to date	Complainant referred to IAU
481.	FIDA Kenya for Charity Riziki CAJ/POL/O15/4240/23- FN	National Police Service	Organisation	Delay	A complaint that the complainant was allegedly defiled on 16/04/2023 and the matter reported to Villa Police Station via OB NO. 61/17/04/23. The perpetrator is yet to be arrested despite investigations having begun.	Complainant was referred to Internal Affairs Unit.
482.	Murimi Murango CAJ/POL/015/4199/23-JMM	National Police Service	Organisation	Delay	The complainant alleges that he made a report to Lari Police Station on an issue of trespass on 19th October 2022.	The matter was referred to the Police Inspector General and the file closed.
483.	Douglas Barnaba CAJ/NPS/016/4245/23-JMM	National Police Service	Male	Unresponsive official conduct	The Complainant alleges that he was assaulted on 9th January 2023 by people well known to him. He made a report on the same day to Ochotororo Police Post in Kisii County. He has been making several follow ups for apprehension of	Matter referred to the Internal Affairs Unit and file closed.

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					the culprits but the police at the station are yet to effect any arrests.	
484.	David Muriithi M'buuri CAJ/DCI/015/4186/23	National Police Service	Male	Delay	A complaint that there has been delay in a prosecuting a criminal matter reported by the complainant to the DCI (no further details)	Complainant referred to IPOA
485.	Hannah Wambui Kariuki CAJ/POL/O15/4190/23-EF	National Police Service (Kanyaruri Police Station)	Female	Abuse of power	The complainant alleged that he reported a case of assault at the Kanyaruri Police Station and provided witness statements and other forms of accompanying evidence, but no action was taken to prosecute the suspects. On inquiry, the Sub-County Police Commander stated that the file was forwarded to the Office of the Director of Public Prosecution and the said office found that the evidence was insufficient to support a charge. The complainant was advised to seek a review of the decision at the Office of the Director of Public Prosecution and update the Commission on the outcome.	Referred to the Office of the Director of Public Prosecutions
486.	Timothy Iyadi Sakaya CAJ/NPS/015/4271/23-FN	National Police Service	Male	Unresponsive Official conduct	A complaint that the DCI has been unresponsive to a complaint made vide OB no. 30/17/06/23 regarding alleged fraud by a person known to him using his bank account	Complainant referred to IAU for assistance
487.	Caroline Achieng Ogutu	National Police Service	Female	Unlawful Official Conduct	A complaint against OCS Buruburu Police Station. The complainant alleges that there is an ongoing dispute wither	Referred

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
	CAJ/NPS/015/4176/2023-SAK				landlord culminating in order from the Rent Restriction Tribunal enabling the complainant retrieve her property. However, the OCS has failed to effect the order or the order for arrest for the landlord.	
488.	Andrew Okoth CAJ/POL/015/4192/23-EF	National Police Service (Athi River Police Station)	Male	Abuse of power	The complainant alleged that police officers at the Athi River Police Station arbitrarily broke into his home to arrest him. He alleged that there was no basis for the arrest and that the officers were acting at the behest of his landlord. The complaint was referred to the Independent Policing Oversight Authority and the complainant was advised.	Referred to the Independent Policing Oversight Authority
County Government of Mombasa						
489.	Bernard Omondi CAJ/MSA/CG/MSA/068/153/2023-KC	Male	County Government of Mombasa	Inefficiency	The Complainant alleged unlawful e-clamping of his M/V Reg. No. KDG 935F by Mombasa County askaris on 16.5.2023 supposedly for causing obstruction which he denies as he had parked his car at residential area. He claimed that efforts to follow up with the relevant department had borne no fruit occasioning him inconvenience as he could not use his car since the e-system indicated he had an outstanding penalty of Kshs. 5,000. Matter referred to	Referred to the County Ombudsman Mombasa.

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					the County Government for redress through internal channels	
State Department for Immigration and Citizen Services						
490.	Priscar Kalume CAJ/MSA/M.IMM/003/119 /2023-EM	Female	State Department for Immigration and Citizen Services	Discourtesy	The Complainant alleged that on 12.01.2023 she sought services at the Immigration office, Mombasa but was treated very rudely by one of the officers manning the front office section. Matter referred to the management, Immigration office for redress through internal channels.	Referred to the managemen, Immigration office.
National Treasury						
491.	Oyie Joberg CAJ/M.FIN/000/1531/23	National Treasury	Unclear	Unlawful Official Conduct	The complainant alleged that the CEO, equalization fund was illegally recruited and is in office illegally.	Matter Referred to Public Service Commission
Judiciary						
492.	Kaburu Peter CAJ/JUD/001/2551/23-SCK	Judiciary	Male	Unlawful Official Conduct	The complainant alleged that his court case - *MAUA CMCR NO. 2682 of 2014*- was withdrawn by the court. That he was to be refunded Kshs. 50,000 which was used to bail him out. However, the file went missing.	Referred To Judiciary Ombudsman for resolution
493.	Kathunkumi Kithinji CAJ/JUD/001/2590/23-FN	Judiciary	Male	Administrative injustice	A complaint that there has been irregular transfer of *High Court Case HCC E295 of 2021* to Milimani Commercial Chief Magistrate Court	Complainant referred to Judiciary Ombudsman
494.	Johnson & Partners Advocates CAJ/JUD/2526/23-JMM	Office of the Judiciary Ombudsman	Male	Delay	The complainant alleges that they filed a matter on 2nd March 2022 being MCC/E8960/21, Paul Maki Tonkei v	The matter was referred to Judiciary

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					Commuter Train Shuttle Transport Company where they appear for the Plaintiff. The Court allowed them to prosecute the same after it had been dismissed. They have tried to prosecute the same but the file has been missing despite several attempts.	Ombudsperson for resolution and the file closed.
495.	Nganga Thengi Simon CAJ/JUD/001/2567/23-SCK	Judiciary	Male	Delay	The complainant alleged that after conviction on a defilement charge at Githunguri Law Court vide case *no. 1232 of 2009*, he was sentenced to life imprisonment. He alleged that his appeal was dismissed on 12/11/2014.He further made an appeal at High Court in Nairobi in which he had not received any response. He had not been provided with appeal number nor given a hearing date. He further alleged that he had not been provided with Court proceedings.	Referred to Office of the Judiciary Ombudsman for resolution
496.	CR Advocates LLP CAJ/JUD/001/2570/23-EF	Judiciary	Organisation	Delay	The complainant alleged that a judge, Hon P.C Biwott, failed to deliver a ruling in *OgemboELC Case No. E025 of 2022* within the stipulated period and failed to provide reasons for the delay as required by law. The Commission noted that the matter was under active inquiry by the Judiciary Ombudsman. The complainant was advised to follow up with the said office.	Referred to Office of the Judiciary Ombudsman for resolution

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
497.	Wycliffe Tembo Mwangome CAJ/JUD/001/1519/2023-FN	Judiciary	Male	Abuse of Power	A complaint against a Malindi judicial officer regarding alleged lack of impartiality, integrity, accountability, subversion of justice & abuse of office.	Complainant advised to pursue the matter with JSC to its logical conclusion
498.	Momanyi Mokaya Patrick CAJ/JUD/001/2572/23-SCK	Judiciary	Male	Delay	The complainant alleged that he was convicted and sentenced to death for the offence of murder. That the judgment was issued on 24/6/2018 after which he lodged an appeal within 14 days but to date he has not been provided with an appeal number nor given a hearing date	Referred to Office of the Judiciary Ombudsman for resolution
499.	KAMANDE WACHORI JAMES CAJ/JUD/001/2578/23-SCK	Judiciary	Male	Delay	The Complainant alleged that he was convicted and sentenced on 26/2/2014. That he lodged an appeal within 14 days and to date he has not been provided with an Appeal Number or a hearing date.	Referred to Office of the Judiciary Ombudsman for resolution
500.	Bakari Mutua Patrick CAJ/JUD/001/2579/23-SCK	Judiciary	Male	Delay	The complainant alleged that after conviction and sentencing in case no *HC CR 95 of 2014* at Nyeri High Court on 6/6/2019, he filed an Appeal to the COA in Nyeri within 14 days but had not been provided with an Appeal number nor given a hearing date.	Referred to Office of the Judiciary Ombudsman for resolution
501.	Njoroge Nganga David	Judiciary	Male	Delay	The complainant alleged delay by the Court of Appeal in Nairobi in issuing an Appeal number and a hearing date	Referred to Office of the Judiciary

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
	CAJ/JUD/001/2580/23-SCK				which he filed within 14 days after sentencing in his case number *HCCR 74 of 2018* on 31/8/2018	Ombudsman for resolution
502.	Kavita Ngalu CAJ/JUD/001/2575/23-SCK	Judiciary	Male	Delay	The complainant made allegations of Delay by the Court of Appeal in Nairobi in Issuing an Appeal number and a hearing date for him in case number *HCCR 15 of 2012* in Garissa where he was convicted and sentenced on 20/12/2018	Referred to Office of the Judiciary Ombudsman for resolution
503.	Wangari Kamau Regina CAJ/JUD/001/2587/23	Judiciary	Male	Delay	The complainant alleged delay of their case which was filed at Murang'a law courts. She claims that it has been 9 years since the case was filed and a judgement has not been done yet hence delaying her and the siblings to proceed with school.	Referred to Office of the Judiciary Ombudsman for resolution
504.	Irungu Kang'ata & Co. Advocates for Lucy Mweru Njoroge CAJ/JUD/001/2533/23-V.O.K	Judiciary	Organisation	Unfair official conduct	Complainant alleged that the Court delivered a judgment in its absence in *Milimani CMCC No. 8841 of 2018* and had not availed a copy of the same to them. The firm was advised to pursue the matter with the office of the Judiciary Ombudsman.	Referred.
505.	Jane Wanjiru Karondo HUD/EMBU/JUD/001/198/2023-EF	The Judiciary	Female	Outside mandate (Civil dispute)	The complainant alleged unfairness in the handling of ELC 131/19, ELC 54/2018 and Children case 20/19 at the Kerugoya Law Courts. The dispute was referred to the Judiciary Ombudsman for resolution.	Referred to the Judiciary Ombudsman

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
506.	James Wanjiru CAJ/JUD/001/2574/23-EF	Judiciary	Male	Inefficiency	The complainant alleged delay in the reimbursement of his cash bail, following his acquittal. He alleged that he had submitted the original bail receipt and duly filled the relevant forms, but there was no action.	Referred to the Judiciary Ombudsman.
507.	Calvince Owiro CAJ/JUD/001/2538/23-JMM	Judiciary	Male	Delay	The complainant alleges that he was the accused person being Criminal Case Nos. 227 of 2017, 262 of 2017 and 292 of 2019 in Migori Lower Courts. He was convicted in all the 3 criminal matters to serve a cumulative sentence of 108 years. He appealed against both the convictions and sentences in Migori High Court but no court date has been issued to ever since.	The matter was referred to Judiciary Ombudsman
508.	Stephen Njau Wanjohi HUD/EMBU/JUD/001/195/2023-FN	Judiciary	Male	Unresponsive official conduct	A complaint that there has not been a hearing of a land matter in Embu Law Courts regarding the complainant's land dispute Land Parcel Gaturi/Weru 1034	Complainant referred to Judiciary Ombudsperson
509.	Mukaramoja James CAJ/JUD/001/2592/23-FN	Judiciary	Male	Outside Mandate	A complaint that the Court File of Succession Cause No. 411 of 1996 is missing	Complainant referred to Judiciary Ombudsperson
510.	Benjamin Shichenge Alubisia	Judiciary	Male	Delay	A complaint regarding delay in the judiciary. The complainant avers that that the Judiciary has delayed issuing a court date for an appeal lodged by his	Referred

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
	CAJ/JUD/001/2584/2023-SAK				former employers after he was awarded compensation by the court for unfair termination.	
ODPP						
511.	Mwenje And Karanja Advocates CAJ/ODPP/027/297/23-SCK	Office of the Director of Public Prosecution	Organisation	Manifest Injustice	The complainants wrote a letter addressed to the ODPP requesting to review prosecution of a case against its client but the ODPP did not respond.	Referred to Office of the Director Public Prosecution
512.	Kithi & Co. Advocates for Jons Mogeni Abuga CAJ/ODPP/027/296/23-V.O.K	Office of the Director of Public Prosecutions	Organisation	Outside mandate	Complainant alleged unfairness in the manner in which charges against an accused person were withdrawn in *Malindi HCCR No. E005 of 2023*. Complainant was advised to report to ODPP.	referred
513.	Gitonga Mureithi and Company Advocates for Alice Njeri Muchugi CAJ/ODPP/027/293/23-EF	Office of the Director of Public Prosecutions	Organisation	Unlawful official conduct	The complainant alleged unfairness and irregularity in the withdrawal of Thika Criminal Case No. E3499 of 2022 Republic v Christopher Mathea Mukirai, and the failure to arrest the co-accused persons. The complainant was advised to request for a review of the decision by a Superior Authority within the Office of the Director of Public Prosecutions, and to update the Commission on the outcome.	Referred to Office of the Director of Public Prosecutions
514.	Nzioki Mbiuva CAJ/ODPP/027/290/23-JMM	Office of the Director of Public Prosecutions	Male	Delay	The Complainant alleges that he was the Complainant in Makueni Law Courts, Criminal Case No. 570/2018. The case resulted to Criminal Appeal No. 65/2021	Matter was referred to Office of the Director of

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					at the Court of Appeal, Nairobi. The matter has never proceeded to date.	Public Prosecutions.
Public Officer						
515.	Wambui Kariuki CAJ/JSC/001/2591/23-V.O.K	Public Officer	Male	Unlawful official conduct	Complainant alleged that a staff of the Judicial Service Commission used his information to solicit for a bribe from him.	Referred to JSC for resolution
516.	Dennis Kibaara Kwenga HUD/GPO/PO/047/56/2023-FN	Public Officer	Male	Abuse of power	A complaint that the respondent (a human resource officer in Kiambu County Government) has misused his authority as a public officer to the detriment of the staff at Kiambu County Assembly.	Complainant referred to the Kiambu County Public Service Board.
517.	George Nyakundi CAJ/PO/047/605/23- FN	Public Officer	Male	Outside Mandate	A complaint that the complainant's wife was sexually harassed by a medical doctor while seeking medical treatment.	Complainant was advised to report to the nearest police station since the complaint was a criminal matter. Additionally, he was advised to report to the Kenya Medical Practitioners and Dentist Council.
518.	Music Copyright Society of Kenya CAJ/P. O/047/589/2023-FN	Public Officer	Organisation	Abuse of power	A complaint that Mr Edward Sigei, the Executive Director of Kenya Copyright Board (KECOBO) has caused injustice and has abused his power. This is in	Complainant was advised to exhaust available

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					regards to decisions made and administrative actions taken or failed to be taken in his capacity as the Executive Director of KECOBO.	avenues of redress/remedy first
519.	James Parmuat CAJ/PO/047/618/23-EF	Public Officer – Kenyatta International Conference Centre	Male	Unlawful official conduct	The complainant alleged abuse of power and corruption by the acting Chief Executive Officer of the Kenyatta International Conference Centre. He also alleged that the appointment of the said officer in acting capacity was irregular. The issues of corruption were referred to the Ethics and Anti-Corruption Commission, whereas the issue of appointment of the Acting Chief Executive Officer was referred to the State Corporations Advisory Committee for an advisory opinion.	Referred to the Ethics and Anti-Corruption Commission
520.	Enoch Ogeto China HUD/GPO/PO/047/60/23-EF	Public Officer - Clinical Officers Council	Male	Unlawful official conduct	The complainant alleged that an officer at the Clinical Officers Council, named Ibrahim Wako Boru, had engaged in abuse of office by applying public resources on personal and family needs. The complainant worked with the said public officer as a driver employed by the Council, during which time his services and the public vehicle assigned to him were applied for private benefit. The Commission referred the matter to the Ethics and Anti-Corruption Commission.	Referred.

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
521.	ANONYMOUS CAJ/P. O/047/611/23- FN	Public Officer	Unclear	Abuse of power	A complaint that a member of staff of KIE, a financial institution, was operating a shylock business within the company which was a violation of the company's policies.	Complainant advised to raise the issue with the Human Resource Department of KIE.
Teachers Service Commission						
522.	Teachers Service Commission Staff CAJ/PO/047/595/23-EF	Chief Executive Officer – Teachers Service Commission	Group	Unlawful official conduct	The complainants alleged that the Chief Executive Officer of the Teachers Service Commission had engaged in various acts of maladministration. The complainants raised issues of widespread unfair conduct, abuse of power, and oppressive official conduct while handling the affairs of numerous teachers whose identities were not disclosed. The Commission noted that the matter had already been raised with the National Assembly through the Speaker and the Parliamentary Committee on Education, and as such the Clerk of the National Assembly was advised to follow it up.	Referred to the Clerk of the National Assembly
Office of the Public Trustee						
523.	Grace Anne Nduta CAJ/PT/001/2529/23-EF	Office of the Public Trustee	Female	Unfair official conduct	The complainant alleged that the Deputy County Commissioner – Ngong Office had unfairly delayed and misinformed her with regards to the administration of her late mother's Estate.	Referred to the Office of the Public Trustee

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					Upon inquiry, the Commission established that the value of the Estate was beyond the Deputy County Commissioner's delegated mandate and that the administration of the estate was to be undertaken by the Public Trustee. The complainant was advised to follow it up with the Public Trustee, whose office they had already contacted, and to update the Commission on the outcome.	
Ministry of Interior and National Administration						
524.	Hogla Kwekwe Baya CAJ/M.IGC/062/1428/23-EF	Ministry of Interior and National Administration	Female	Abuse of power	The complainant alleged that the area Chief had unreasonably refused to issue her with a letter to enable her to access her late husband's terminal benefits. She further informed the Commission that the Chief was no longer serving and that there was a new Chief. She was advised to seek the services of the new Chief and update the Commission on the outcome.	Referred
Ministry of Health						
525.	Kinyua Muriithi CAJ/M.HEA/012/610/23-EF	Ministry of Health (Pharmacy and Poisons Board)	Male	Abuse of power	The complainant alleged that an Inspection Officer employed by the Pharmacy and Poisons Board was receiving bribes from pharmacies during inspections.	Referred to the Ethics and Anti-Corruption Commission

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
526.	Itoni Jean CAJ/M.HEA/012/626/23-FN	Ministry of Health	Female	Inefficiency	A complaint that the malaria pilot program vaccinating children should be stopped since it allegedly makes children severely malnourished and in extreme cases causing paralysis and brain damage.	Complainant referred to respondent
Ministry of Investments, Trade and Industry						
527.	Anonymous CAJ/KIRDI/020/145/23-EF	Ministry of Investments, Trade and Industry (Kenya Industrial Research and Development Institute)	Unclear	Outside mandate	The complainant alleged that a public officer working at the Kenya Industrial Research and Development Institute, named Teresia Njuguna, was perpetrating corruption in procurement processes. The Commission referred the matter to the Ethics and Anti-Corruption Commission.	Referred to the Ethics and Anti-Corruption Commission
Kenya Human Rights Commission						
528.	Aloice Opiyo Onyango CAJ/KHRC/083/10/33-JMM	Kenya Human Rights Commission	Male	Delay	The complainant alleges that he instated a complaint with the Kenya Human Rights Commission and has received no feedback. We have reviewed this matter and noted that the complaint was private in nature. Please note that we do not have mandate over matters which are private in nature.	The matter is closed.
Sports, Arts & Social Development Fund						
529.	Concerned Citizens (Kiptum)	Sports, Arts & Social	Organisation	Administrative injustice	A complaint that there is maladministration at the Sports, Arts and	Matter referred to Public Service Commission

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
	CAJ/M.SPO/031/110/23-FN	Development Fund			Social Development Fund (SASDF) pertaining employees of the said fund.	
Ministry of Transport and Communications						
530.	George Ndungu Kariuki CAJ/M.TRA/004/536/23-FN	Ministry of Transport and Communications	Male	Delay	A complaint that the respondent failed to pay the complainant's salary and pension after dismissing him from work in 1981.	Complaint referred to Public Service Commission.
Taita Taveta University						
531.	Square Trade Limited CAJ/T. T UNI/013/2451/23-FN	Taita Taveta University	Organization	Delay	A complaint that the respondent was supplied with posters and frames by the complainant in May 2011 but the respondent failed to comply with the terms that payment would be made within 60 days. The respondent was unresponsive when reminded to make payment and had no projected payment plan.	Complainant referred to Public Procurement Regulatory Authority.
HELB						
532.	David Herbling CAJ/HELB/013/2436/2023-FN	Higher Education and Loans Board	Male	Unlawful Official Conduct	A complaint that HELB as a lending institution has not implemented the duplum rule enunciated in the High Court Petition No. E002 OF 2021- Anne J. Mugure & 2 others v Higher Education Loans Board.	Complainant referred to HELB.
Kenya Agricultural & Livestock Research Organisation						
533.	Erick Mainya Omanwa CAJ/KALRO/014/403/23-FN	Kenya Agricultural & Livestock Research Organisation	Male	Manifest Injustice	A complaint that the 2022 recruitment of research scientist II(KALRO/RES/SCE/II) at Kenya Agricultural & Livestock Research Organisation was marred with irregularities and fraud.	Complainant referred to Public Service Commission

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
Private Entity						
534.	Samuel Muiruri Njuguna CAJ/PE/040/2696/23- FN	Private Entity (Daraja Capital Limited)	Male	Outside Mandate	A complaint that the respondents deceived the complainant in a loan acquisition where his land title deed was used as a security LARI/KIRENGA/1953	Complainant referred to Central Bank of Kenya.
535.	Boniface Gitari for Kathera Coffee Farmers Society CAJ/ISI/REF/001/23 - KWK	Private Entity	Male	Outside mandate	The Complainant alleges that on 5th January 2023, he wrote to the Respondent seeking to be furnished with information pertaining minutes of AGM meeting for the year 2019, list of society officials, list of members who voted in the current society officials, copy of the Society's Constitution and By-Laws, tenders and tendering committee, but the Respondent failed to provide the sought information.	The complaint was referred to State Department for Co-operatives – Ministry of Co-operatives and SMSEs.
536.	Jemimah Kendi CAJ/ISI/REF/001/23 - KWK	Private Entity	Female	Outside mandate	The Complainant alleges that she was married to Mr. Paul Nzuki who is a prison's officer between 2013 and 2017. They were blessed with two children whom the Respondent has failed to provide for.	The complaint was referred to the State Department for Social Protection – Children's Office, Isiolo Office.
KENHA						
537.	A.O Aminga & Co. Advocates For Jeremiah Mutavi Simba	KENHA	Male	Unfair treatment	A complaint that the complainant was harassed by KENHA officers on diverse dates between 1st October 2021- 1st September 2022) and arrested on	Complainant advised to follow up with the respondent

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
	CAJ/KENHA/006/221/23-FN				unsubstantiated grounds which interfered with his job operations.	
County Government of Kiambu						
538.	Nahashon Njuguna Kiania CAJ/CG/KIAMBU/072/95/23- FN	County Government of Kiambu	Male	Unfair Treatment	A complaint that the complainant was unfairly treated in 2019 after he raised dissatisfaction over several corruptions related issues within the County Government. This made him lose an opportunity to be promoted & destroyed his reputation as a public officer.	Complainant advised to appeal to Public Service Commission
Ministry of Energy						
539.	George Wanjala Masinde CAJ/ M.ENE/021/632/23-FN	Ministry of Energy	Male	Unfair Treatment	A complaint that at the point of transfer of the complainant, from the Ministry of Energy to Rural Electrification and Renewable Energy Corporation (REREC) his job group was unfairly graded.	Complainant referred to Public Service Commission.
National Land Commission						
540.	Jacob Kinyua CAJ/ISI/M.LAN/022/090/23 - KWK	National Land Commission	Male	Administrative Injustice	The Complainant alleges that in 1962, Taita Location Community donated 120 acres of land to government for community social amenities such schools, hospitals and markets. There were constructions but the remaining land was utilized by private individuals. They have on several occasions followed up the matter with the National Land Commission to no avail.	Complainant requested to furnish the Commission with further particulars so as to enable us conduct a proper inquiry into the matter.

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
Ministry of Lands, Housing and Urban Development						
541.	Golicha Hassan CAJ/ISI/M.LAN/022/089/23 - KWK	Ministry of Lands, Housing and Urban Development	Male	Unresponsive official conduct	The Complainant alleges that he has been involved in a long-standing land dispute with Mr Samuel, Mr. Kathamburi and Mr. Nyaga. He reported the matter to the office of the County Commissioner Isiolo County. Vide a letter dated 8th February 2023, the County Commissioner requested the Chief Officer, Office of Lands, Physical Planning and Urban Development to correct any possible anomalities in the registration and allotment of the said parcel of land.	The matter was referred to Alternative Dispute Resolution Committee for Arbitration.
Isiolo County Government						
542.	Ali Hassan Godha CAJ/ISI/REF/001/23 - KWK	Isiolo County Government	Male	Unresponsive official conduct	The Complainant alleges that he has been paying land rates for Plots No. 352A and 352B to the Defunct County Council of Isiolo from 1959 to 1992. Since then, he has never been shown or settled on the stated plots despite continuously seeking surveyor's intervention.	The complaint was referred to County Physical Planner – Isiolo County Mr. Kimutai Cheruiyot.
Private Entity						
543.	Stella Mutuku CAJ/PE/040/2697/23-V.O.K	Private Entity	Female	Criminal	Complainant alleged that the Respondent, Green Spot Garden in Ruiru, blocked a public road thereby denying members of the public access to it.	Inquiry ongoing
544.	Kuungana Kujenga Kenya (KKK)	Private entity	Organisation	Outside Mandate	The Complainant alleged that they had petition regarding Kenya's 2022 elections	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
	CAJ/PE/0400/2709/23- FN				aftermath. They were advised to supply clearer details on their complaint.	
545.	Anonymous CAJ/PE/040/2727/23-V.O.K	Private Entity	Unclear	Outside mandate	The Complainant alleged that the Chief Among'ura location failed to act on his complaint regarding fraud.	Pending closure
546.	Njoki Njuguna Hilda CAJ/T.P. S/040/2715/23-SCK	Private Entity	Female	OUtside Mandate	The Complaint alleged that Teleposta Pension scheme had failed to pay dependents pension benefits to the Complainants. She was referred to the Retirement Benefits Authority	Inquiry ongoing
ONGOING						
Ministry Of Interior And Coordination Of National Government						
547.	GITONGA NGOTHO JOSEPH CAJ/NHRR/M.IG.C/62/8/23-EM	Ministry Of Interior And Coordination Of National Government	Male		The complainant alleges that the area chief Githiga unilaterally adjusted his land boundary without his authority.	Inquiry ongoing
548.	Leonard M. Makani CAJ/M.IGC/062/1424/23-EMN	Ministry of Interior and National Administration	Male	Unfair Official Conduct	The Complainant alleged that the Chief Kipkwen Sub location was interfering with his deceased father's property. He was advised to provide further details and claim supporting documents.	Inquiry Ongoing
549.	Mulandi Kisabit Association for Charles Mutinda CAJ/M.IGC/062/1430/2023-SAK	Ministry of Interior and National Administration	Organisation	Manifest Injustice	The Complainant alleged that the Area Chief Kyangwithya East Location, Kitui County forcefully entered into the house of Charles Mutinda under unsubstantiated allegations that he was hiding the child of Ms. Stella Mbuvi.	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
550.	Munaver Gulamali CAJ/IMM/003/397/2023-SAK	Ministry of Interior and Coordination of National Government	Male	Unresponsive Official Conduct	The Complainant alleged that he applied to regain his Kenyan citizenship having renounced the same in 2015 but that he is yet to receive an official response to the application since 2015.	Inquiry ongoing
551.	IBRAHIM KURU IBRAHIM CAJ/NHRR/M.INT/062/15/2023-EMK	Ministry Of Interior And Coordination Of National Government	Male	Unresponsive official conduct	The complainant alleges that the chief Losogwa has refused to issue an introduction letter to enable her obtain a national identification card.	Inquiry ongoing
552.	Ashioya Mogire & Nkatha Advocates CAJ/M.IGC/062/1443/23-SCK	Ministry Of Interior and National Administration	Organisation	Unfair Treatment	The Complainant alleged that their client is a licensed firearm holder whose license had been withdrawn. He appealed against decision by the Firearm Licensing board to revoke the same but that his appeal had not been heard.	Inquiry ongoing
553.	LOSOGWA FARMERS' COOPERATIVE SOCIETY CAJ/NYHRR/PO/047/05/23-EM	Ministry Of Interior And Coordination Of National Government	Society	Abuse of Power	The complainant alleges that the area chief Losogwa has constructed his office on their land without giving them any compensation.	Inquiry ongoing
554.	Peter Maruti CAJ/ELD/M.IGC/062/132/23-EK	Ministry of Interior and National Administration	Male	Abuse of power	The Complainant alleged that Lorna Misiko- Assistant Chief Kapkoi Sisal Sub Location, Trans Nzoia County has unlawfully used her power in determining a land boundary dispute for land plots number 312 and 313 in Kapkoi sisal Sub Location.	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
555.	Kipture Location Residents CAJ/ELD/M.IGC/062/133/23-FL	Ministry of Interior and National Administration	Organisation	Unresponsive Official Conduct	The Complainant alleged that the Nandi County Commissioner has delayed to address their complaint on abuse of power against the Chief Kipture Location, Nandi County which they had lodged through a petition dated 18/4/2023	Inquiry Ongoing
556.	Munene Botshello CAJ/NPS/015/4238/23-JMM	Ministry of Interior and Coordination of National Government	Male	Inaction	The Complainant alleged that he is a resident of Ngoma Tupu locality in Theta Ward in Juja Constituency and that there is brewing of poisonous and illegal brew and peddling of drugs specifically bhang within the said locality which is being perpetuated by the area headman and the police. That he has raised the issue with the local administration but no action has been taken to bring an end to the said vice.	Inquiry ongoing.
557.	WAHOME KARUIRU JAMES CAJ/NHRR/M.IG.C/62/12/23-EM	Ministry Of Interior And Coordination Of National Government	Male	Abuse of power	The complainant alleges that the area chief Siron without any colour of right came to his land and removed beacons that had been placed by a surveyor.	Inquiry ongoing
558.	Leonard Mwaniki Chindano HUD/EMBU/M.IGC/062/252/23-V.O.K	Ministry of Interior and National Administration	Male	Delay	The Complainant alleged that the Respondent delayed in processing his claim for registration as an elderly person entitled to receive funds for social security.	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
559.	LODOKETA NABOLI MARY CAJ/NHRR/M.IG.C/62/14/23-EM	Ministry Of Interior And Coordination Of National Government	Male	Inaction	The complainant alleges the chief has refused to issue an introduction letter to enable her family undertake her mother's succession.	Inquiry ongoing
560.	Dr. Bruce McKandie CAJ/M.IGC/062/1448/23-V.O.K	Ministry of Interior and National Administration	Male	Unresponsive official conduct	The Complainant alleged that the Chief, Makongeni Location in Rongai sub-county, Nakuru, declined to issue him an introduction letter in respect of his late mother's estate.	Inquiry ongoing
561.	Benedict Mtoto Mwabiu CAJ/M.IGC/062/1447/2023-SAK	Ministry of Interior and National Administration	Male	Unfair Official Treatment	The complainant alleged that he is the General Manager of Universal Mineral Explorers who made an application to Kishshe Ranching Cooperative to carry out mining activities which was issued on 10th January 2022. Further, the County also issued a single business permit to allow them to mine in the area. Finally, they sought the landowners consent form which must be signed by the Area Chief but were advised that the Deputy County Commissioner gave instructions not to sign the consent without any reasons therein.	Inquiry ongoing
562.	EMUNY ACHUKA DANIEL CAJ/NHRR/M.EDU/013/12/23-EM	Ministry Of Interior And Coordination Of National Government	Male	Maladministration	The complainant alleges that he was transferred to Samburu Technical and vocational college but the principal has refused him a chance to report to his new station.	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
563.	Esther Njuguna Waithira CAJ/ROP/003/394/23-SCK	Ministry Of Interior and Coordination of National Government	female	Delay	The Complainant alleged that she lost her national Identity card and Birth certificate and applied for their replacement but that the same have not been issued.	Inquiry ongoing
564.	Wafuka Kisaka Samuel CAJ/M.INT/062/1449/23-SCK	Ministry Of Interior and Coordination of National Government	Male	Oppressive Official Conduct	The Complainant alleged that he is in Custody at the Kamiti Maximum Prison and that the officers at the documentation office intentionally denied the inmates at the prison access to their letters, especially from the Commission on Administrative Justice and the Judiciary.	Inquiry ongoing
565.	Anonymous CAJ/HUD/MAKUENI/M.IGC/062/255/2023-SAK	Ministry of Interior and National Administration	Unclear	Discourtesy	The Complainant alleged that she went to the Chief's Office together with her brother to seek help regarding a succession/inheritance matter, and to their surprise they were chased away by the Chief. She was requested for her claim supporting documents.	Anonymous CAJ/HUD/MAKUENI/M.IGC/062/255/2023-SAK
566.	Anderson Gitonga CAJ/M.INT/062/1422/23-EF	Ministry of Interior and National Administration	Male	Abuse of power	The Complainant alleged that his family was involved in a protracted conflict regarding the use and occupation of their ancestral land, but following traditional conflict resolution mechanisms the matter was amicably settled. He further alleged that a new Assistant County Commissioner, Mr. Antony Gatonye, had overturned the	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					decision under the influence from his elder brother, thus reigniting the conflict. The Commission initiated an inquiry.	
567.	Kiende Hellen m'Mbogori HUD/ISI/M.IGC/062/008/23 - KWK	Ministry of Interior and Coordination of National Government	Female	Abuse of Power	The Complainant alleged that the Chief of Gachagua has been intermeddling into affairs of their family land which has led to underutilization of the said land.	Inquiry ongoing
568.	Family of the late Ezekiel Manyala Okungu CAJ/KSM/MOICNG/062/173/23-WT	Ministry of Interior Coordination of National Government	Organisation	Abuse of power	A complaint against the Chief of Asao Location within Nyakach Sub-County of Kisumu County on allegations of abuse of power. That the Chief allegedly used his office to intimidate the Complainants by verbally issuing threats and incitement over a matter where the Chief issued letters to facilitate succession in the estate of the late Ezekiel Manyala. The Complainants feel the Chief used his office to cause division in their family. Vide letter dated 3rd May 2023, the Complainant brought the matter to the attention of Nyakach Deputy County Commissioner and copied the Commission.	Inquiry Ongoing
569.	Joseph Kering CAJ/ELD/AG/001/155/23-MC/EK	Ministry of Interior and coordination of National Government	Male	Delay	A complaint on allegations of delay by the Uasin Gishu County Land Registrar to address a land boundary dispute and ownership complaint that he lodged for land parcel number Pioneer/ Ngeria Block 1 (EATEC) 12654.	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
570.	Sunday Kemunto Kipkulei HUD/NKR/M.IMM/003/14/23-FL	Ministry of Interior and National Administration	Female	Unresponsive Official Conduct	A complaint on allegations of failure by the National Registration Bureau to issue him with an identification card for the past four years after applying for the replacement of the same in 2018 despite her numerous follow up.	Inquiry Ongoing
571.	Owen Collen Kivuti HUD/ISI/M.IGC/062/007/23 KWK	Ministry of Interior and Coordination of National Government	Male	Abuse of Power	The complainant alleged that the Assistant chief of Rwarene Sub-location forced him to withdraw a case he had filed in court or that he will be killed. He reported to DCI Nkubu who referred him to DCI and ODPP Imenti Sub-County but the matter was not resolved.	Inquiry ongoing
572.	Madola Self Help Group CAJ/MINT/062/1460/23-FN	Ministry of Interior and National Administration	Organisation	Unresponsive Official Conduct	The Complainant alleged that the Chief or Mabatini Location in Mathare has failed to respond to the complainant's letter dated 16th February 2023	Inquiry ongoing
573.	Rodney Rono CAJ/ELD/M.IGC/62/29/23-FL	Ministry of Interior & National Administration	Male	Abuse of power	The Complainant alleged that the Deputy County Commissioner Koibatek Sub County, Baringo County has failed to address their complaint on allegations of abuse of power against the Chief Torongo Location	Inquiry ongoing
574.	Symon Kipsaita Chelimo CAJ/ELD/M.IMM/003/17/23-EK	Ministry of Interior and National Administration	Male	Delay	The Complainant alleged delay by the State Department of Immigration and Citizen Services to issue him with a passport which he applied for on 27/10/2022.	Inquiry Ongoing
575.	Gilbert K. Koech	Ministry of Interior and	Male	Delay	The Complainant alleged delay by the Directorate of Criminal Investigations	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
	CAJ/ELD/POL/015/189/23-FL	coordination of National Government			Eldoret Police Station to conclude investigations on a cybercrime offence reported in December 2022 and return of his mobile phone confiscated for purposes of investigations.	
576.	Emily Jepkogei Koech CAJ/ELD/M.IGC/062/136/23- FL	Ministry of Interior and coordination of National Government	Female	Unresponsive Official Conduct	The Complainant alleged Unresponsive Official Conduct by the Chief Sergoit Location in preparing the required chief's letter for purposes of commencing succession proceedings in court. The Complainant alleges that whereas she is the beneficiary of the estate of the late Kipkoech Arap Chepkwony, the said chief has declined to prepare a letter to enable them lodge succession proceedings in court.	Inquiry Ongoing
577.	Domnic Okeyo Alela and Joseph Ogembo Ogare CAJ/KSM/MOICNG/062/177/23-AO	Ministry of Interior & National Administration	Male	Abuse of power	A complaint against the Chief Central Kabuoch Location on allegations of corruption, fraud and abuse of office/power in land dispute cases over multiple land parcels including Homabay/ Kawere Konyango Karading/2870	Inquiry ongoing
578.	Residents of Simba Hills Farm CAJ/ELD/OM/040/VOL 2-EK	Ministry of Interior and National Administration	Organisation	Abuse of Power	The Complainant alleged that the County Commissioner Uasin Gishu County and Deputy County Commissioner Moiben Sub County have failed to address their complaint regarding a land ownership dispute which is pending at the Kisumu Court of	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					Appeal following a stay order issued in Eldoret Court of Appeal Civil Appeal (Application) number 70 of 2020.	
579.	Binsom Chebor Cherewa Charles HUD/NKR/POL/015/61/23-EK	Ministry of Interior and coordination of National Government	Male	Unresponsive Official Conduct	A complaint on allegations of failure by Directorate of Kuresoi Sub County Directorate of Criminal Investigations, Nakuru County to update him on the outcome of investigations to a complaint on forcible entry into his land parcel number Nakuru/Olenguruone/ Kiptagich (Extension)/298 complaint that he reported at the station. (No OB number provided)	Inquiry Ongoing
580.	Gati Matiko Ngoko CAJ/KSM/MOICNG/062/171/23-AO	Ministry of Interior & National Administration	Male	Abuse of power	A complaint alleging abuse of power on the part of the Chief Nyamagagana Location Kuria by facilitating fraudulent acquisition of land belonging to the Complainant's late father and Colluding with an uncle to purportedly facilitate sale of Land Parcel Bugumbe/ Masaba/164	Inquiry ongoing
581.	Millicent Anyango Agutu CAJ/KSM/MOICNG/062/174/23-AO	Ministry of Interior & National Administration	Female	Oppressive official conduct	A complaint against the assistant chief Malanga Sub Location , Gem Yala on allegations of misconduct and abuse of office in inciting violence and supervising destruction of Complainants property in a case of alleged boundary dispute over parcel number North Gem/ Malanga /1838	Inquiry is ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
582.	Batson Mudashi Adingo CAJ/KSM/MOICNG/062/176/23-AO	Ministry of Interior & National Administration	Male	Unresponsive Official Conduct	A complaint against the chief Senede location on allegations of failure on the part of the chief to issue him with a letter to facilitate the surveyor and land registrar to visit site in establishment and determination of boundary in relation to land parcel Tiriki/ Senende/34.	Inquiry ongoing
583.	Omollo Charles CAJ/M.IGC/062/2022-SK	Ministry of Interior & National Administration	Male	Abuse of Power	The Complainant alleged that the Complainant's Assistant Chief had forcibly invaded his land and built a home on his land for which he claimed to be the *bona fide* owner.	Inquiry Ongoing
584.	Husni Bwanashukuru Siraj HUD/KWL/M.ICG/062/10/2023	Ministry of Interior & National Administration	Male	Unlawful Official Conduct	Complainant alleges that Langobaya Area Chief in Kilifi County together with other elders close to him sold a parcel of land belonging to his wife at Baolala village in Kilifi County in 2002. The Complainant was advised to get the parcel number to enable the Commission follow up.	Inquiry Ongoing
585.	Lumatete Muchai & Co. Advocates CAJ/MSA/M.ICG/062/343/2023-KC	Ministry Of Interior & National Administration	Organisation	Delay	The Complainant alleged that the Chief, Matsangoni location, Kilifi County had 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
586.	Omar M. Mwamgula	Ministry Of Interior &	Male	Delay	The Complainant alleged delay by the Assistant County Commissioner,	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
	CAJ/MSA/M.ICG/062/341/2023-KC	National Administration			Mtongwe to resolve a boundary dispute between himself and Mwanahamisi Ali Hau over land parcel nos LR Bububu Settlement Scheme No. 5. He claimed that the dispute had not been resolved since January 2023 despite reporting to the ACC's office.	
587.	Nicodemus Mwayele Ndudi CAJ/MSA/M.ICG/062/340/2023-EM	Ministry Of Interior & National Administration	Male	Unfair treatment	The Complainant alleged harassment, intimidation and unfair treatment by his supervisor Mr. Geoffrey Waini, the Assistant County Commissioner Malindi Division. He alleged that the ACC issued threats & belittled him in front of fellow assistant chiefs.	Inquiry ongoing
588.	Catherine Kazungu & Another CAJ/MSA/M.ICG/062/339/2023-KC	Ministry Of Interior & National Administration	Female	Delay	The Complainant alleged delay at the Deputy County Commissioner Office, Diani Ganze Sub County within Kilifi County in addressing a land dispute reported in June 2022	Inquiry ongoing
589.	Mohamed Abdalla Mwavumbani CAJ/MSA/M.ICG/062/334/2021-EM	Ministry Of Interior &National Administration	Male	Delay	The Complainant alleged delay at the Deputy County Commissioner Office, Diani Division, Msambweni Sub County within Kwale County in resolving a land dispute reported to his office in October 2021.	Inquiry ongoing
590.	Florence Mutuku CAJ/MSA/M.ICG/062/332/2023-EM	Ministry Of Interior &National Administration	Female	Abuse of Power	The Complainant alleged abuse of office by the Chief Birikani Location, Mombasa County on grounds that he did not have integrity, competence and suitability to hold public office as he had been taking	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					sides in solving matters affecting the area to an extent of defending law offenders.	
591.	Emmanuel Mutua Mdhami CAJ/MSA/M.ICG/062/331/2023-EM	Ministry of Interior &National Administration	Male	Unresponsive Official Conduct	The Complainant alleged that his brother namely Elphus Mulo Mwadundu, an employee of Kenya Prisons Service stationed at Kisii Main Prison was dismissed from service in October 2020 after being accused of deserting duty by his employer. Upon receiving a notice to show cause why his brother should not be dismissed, he wrote a letter to the Public Service Commission and the Commissioner of prisons dated 27th October 2020 but there was no response. The Complainant alleged further that his brother had been mentally unwell since 2011 and by the time he was being dismissed, the condition had become worse and he could not defend himself.	Inquiry ongoing
592.	CAJ for Tim Opiyo CAJ/OM/7/215/2023-IK	Ministry of Interior	Male	Abuse of Power	A complaint of allegations appearing in various sections of the media regarding use of power for personal gains	Inquiry ongoing.
593.	Ismail Hassan Abdi CAJ/GSA/M.IG.C/062/001/23-AH	Ministry of Interion and Coordination of National Government	Male	Delay	The Complainant alleged that he is 26 years of age and had applied for a national identity card twice without success. He was contacted to provide supporting documents.	Inquiry Ongoing
594.	Bashir Abdikadir IBRAHIMCAJ/GSA/M.IG.C/062/002/23-AH	Ministry of Interior and Coordination	Male	Abuse of Power	The Complainant alleged that the chief of Sabuli Location has interfered in a land dispute and has sided with the other	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
		of National Government			person by forcefully determining the ownership of the said parcel of land.	
595.	Mulongo Daniel CAJ/M.INT/062/1459/23-SK	Ministry of Interior &National Administration	Male	Unresponsive Official Conduct	A complaint alleging failure by national administration in Mabatini ward in Nairobi to act on a matter of insecurity reported by the Complainant and other members of Madola Self-Help Group	Inquiry Ongoing
596.	Anonymous vs Ministry of Interior HUD/KAJ/M.IGC/062/253/23-SK	Ministry of Interior & National Administration	Unclear	Inefficiency	A complaint alleging failure by the national administration to take action in regards to a lawless situation in Kajiado town where bars operate outside statutory hours.	Inquiry Ongoing
597.	Salome Yanga Apiyo CAJ/M.IGC/062/1452/23-SK	Ministry of Interior &National Administration	Female	Abuse of Power	A complaint alleging abuse of power by the County Commissioner for Homabay for refusal to resolve the Complainant's case and threatening her son with dire consequences if they do not withdraw the complaint	Inquiry Ongoing
598.	Health Wealth Foundation-Dennis Ruto Kapchok CAJ/M.IGC/062/1445/23-SK	Ministry of Interior	Organisation	Unfair Official Conduct	A complaint alleging irregularities in the recruitment of Assistant Chief for Chesupet Sub-Location in Lelan Location, Pokot South Sub-County for shortchanging the most qualified candidates.	Inquiry ongoing
599.	Osman R. Mohamed CAJ/M.IGC/062/1443/23-SK	Ministry of Interior	Male	Oppressive Official Conduct	The Complainant alleged that the recruitment of a Chief for Kutulo sub-location, Tarbaj Sub-County of Wajir County was marred by irregularities. It was alleged that a prominent politician	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					was sponsoring an unpopular candidate to take over the position.	
600.	Stephen Kariuki Kamithiru HUD/EMBU/M.IGC/062/251/23-SK	Ministry of Interior & National Administration	Male	Unresponsive Official Conduct	A complaint alleging failure by an Assistant Chief to give a letter of proof of residence for the Complainant to facilitate processing of a death certificate	Inquiry Ongoing
601.	Mary Njeri Nyokabi HUD/NYERI/M.INT/062/243/23-SK	Ministry of Interior & National Administration	Female	Abuse of Power	The Complainant alleged that the Chief of Mahiga Location in Nyeri County was meddling in her family affairs and that in one instance he excluded some *bona fide* beneficiaries in his introduction letter in a succession cause.	Inquiry Ongoing
Ministry Of Lands, Housing And Urban Development						
602.	MWANGI GATERI GIDEON CAJ/NHRR/M.LAN/022/24/23-EM	Ministry Of Lands, Housing And Urban Development	Male	Maladministration	The Complainant alleges that the land office unilaterally changed the number of his land from Nyandarua/Sk/6800 to Nyandarua/SK/14962. The land is now registered in the name of a new entity known as Syka Limited unknown to the complainant.	Inquiry ongoing
603.	Bernard Sitienei HUD/NKR/M.LAN/022/53/23-FL	Ministry of Lands, Public Works, Housing and Physical Planning	Male	Unresponsive official conduct	The Complainant alleged that the Kericho County Lands Office has failed to address a boundary dispute complaint that they had lodged for land parcel number Kericho/Londiani/Jouurbet-Kedowa B11C (Mudie) 18	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
604.	Plister Atieno Onyango CAJ/KSM/M.LAN/022/459/22-AO	Ministry of Lands, Public Works , Housing and Urban Development	Female	Unresponsive Official Conduct	A complaint against the District Land Registrar Nyando on allegations of failure to determine a boundary dispute lodged in the year 2017 over land parcel Kisumu/Kamagaga/3987 and further demanding for payment despite payment being made in the year 2017 and receipt issued. Response by Registrar to the effect that the offices were burnt down hence they are unable to undertake their duties . awaiting gazettement of reconstruction.	Inquiry ongoing
605.	Joseph Muriuki CAJ/M.LAN/022/2380/23-JMM	Ministry of Lands and Physical Planning	Male	Delay	The Complainant alleged that he requested the Meru County surveyor to visit his property to resolve a boundary dispute without success. He was advised to supply clear details on his complaints.	Inquiry ongoing
606.	Joseph Muriuki CAJ/M.LAN/022/2380/23-JMM	Ministry of Lands and Physical Planning	Male	Delay	The Complainant alleged that he requested the Meru County surveyor to visit his property to resolve a boundary dispute without success. He was advised to supply clear details on his complaints.	Inquiry ongoing
607.	PETER MAKAU CAJ/M.LAN/022/2355/23	Ministry of Lands	Male	Unresponsiveness	The Complainant alleged that he applied for Registration of transfer of title No. Mitaboni/Mutituni/2623, Mitaboni/ Mutituni/ 2624 and Machakos/ Mua Hills/1032 on 26th October, 2018 but the same failed to materialize.	WInquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
608.	Onduso Osoro Samson HUD/NKR/M.LAN/022/55/23-FL	Ministry of Lands, Housing and Physical Planning	Male	Unresponsive Official Conduct	The Complainant alleged that the Nakuru Lands registrar has failed to issue an official search for land parcel Nakuru Municipality Block24/527 which he applied for on 17/11/2022.	Inquiry Ongoing
609.	Odhiambo Onyalo Edwin CAJ/M.LAN/022/2386/23-V.O.K	Ministry of Lands, Public Works, Housing and Urban Development	Male	Unresponsive official conduct	The Complainant alleged that he applied for verification of his property, Apartment number A33, on parcel number NAIROB/BLOCK93/1432 but had not received a positive response from the Respondent.	Inquiry ongoing
610.	John Sokoto CAJ/M.LAN/2345/2023-JMM	Ministry of Lands	Company	Delay	The Complainant alleged that he is the registered owner of as Ngong/Ngong/Block2/817-821.He has been trying to obtain searches of the said properties but the same cannot be issued on allegations that the said properties are under investigations by the National Land Commission and the Office of the Director of Public Prosecutions.The said issue was reported to the Chief Land Registrar and despite the said meeting, the issue has never been resolved.	Inquiry ongoing
611.	Omao Omosa & Co., Advocates CAJ/M.LAN/022/2347/23-JMM	Ministry of Lands	Organisation	Delay	The Complainant alleged that he applied for the registration of transfer of title No. IR 67065 on behalf of their client but the same failed to materialize. Subsequently, they made another application for registration of the said	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					transfer on 21st June 2022 but the same is still pending.	
612.	Bonnie Oduor CAJ/M.LAN/022/2342/23-JMM	Ministry of Lands	Male	Delay	The Complainant alleged that he has been seeking services from the Siaya Lands Registry without success. he was requested for clearer particulars.	Inquiry ongoing
613.	Olive Jepkurui on behalf of Esther Sang CAJ/ELD/M.LAN/022/99/23-EK	Ministry of Lands, Public Works & Urban Development	Female	Delay	The Complainant alleged delay by the Nandi County Land surveyor in conducting survey and establishing boundaries on land disputed by the Complainant's mother and her brother-in-law. (Particulars of the land parcel not provided)	Inquiry Ongoing
614.	Okumu, Miyawa &Wamwara Advocates LL.P CAJ/M.LAN/022/2357/23-EMN	Ministry of Lands, Public Works, Housing and Urban Development	Organisation	Unfairness	The Complainant alleged that the Nairobi Land Registrar was withholding TITLES NAIROBI/NAIROBI BLOCK 205/122, 25/224, 205/225, 205/111, 205/123, 205/122 & 205/122. He was advised to supply the Commission with clearer particulars on his complaint.	Inquiry Ongoing
615.	Joseph Muyeso CAJ/ELD/ATI/M.LAN/022/93/23-FL	Ministry of Lands, Public Works, Housing and Physical Planning	Male	Unresponsive Official Conduct	A complaint on allegations that the Ministry of Lands has failed to correct information on the encumbrance section to his title deed for land parcel number Uasin Gishu/Illula Scheme/126 to indicate that the same has no charge as he had cleared the charge to the property.	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
616.	Nyandarua Mawingu Salient 38 (residents) CAJ/M.LAN/022/2360/23-V.O.K	Ministry of Lands, Public Works, Housing and Urban Development	Group	Unresponsive official conduct	The Complainants alleged that they have not received certificates of titles for parcels of land which they were allotted after being displaced from Naivasha during the post-election violence of 2007.	Inquiry ongoing
617.	Anonymous CAJ/M.LAN/022/2344/23-V.O.K	Ministry of Lands, Public Works, Housing and Urban Development	Unclear	Inefficiency	The Complainant alleged poor service delivery at Makueni Land Registry.	Inquiry ongoing
618.	Gichuki Karuga Advocates CAJ/M/LAN/022/2363/23	Ministry of Lands and Physical Planning	Organisation	Unresponsive Official Conduct	The Complainant alleged that they applied for registration of Land reference Number Nairobi/lock 134/1270 on 19th November, 2019 which has not been done. They said that despite several follow up, they application has not been responded to.	Inquiry Ongoing
619.	Johanes Asuna Ogada CAJ/KSM/M.LAN/022/464/23-AO	Ministry of Lands	Male	Unresponsive Official Conduct	A complaint against the land registrar Kisumu on allegations of failure to comply with court orders issued in a suit at Winam ELC No. 102/2018 to cancel existing title in Kisumu/ Korando/4156 and issue the same to the Complainant.	Inquiry ongoing
620.	KIMUNYU MWANGI STEPHEN CAJ/NHRR/M.LAN/022/25/23-EM	Ministry Of Lands	Male	Inaction	The Claimant alleges that the land office forged his title and added a co-owner who is a stranger to the complainant. He further alleges that the Land registrar has	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					refused to correct his ID number on his title deed despite making an application for rectification.	
621.	KAMAU WAMBUI JANE AND NGUYO NDIRITU CAJ/NHRR/M.LAN/022/27/23-EM	Ministry Of Lands	Female	Unresponsive official conduct	The Claimant alleges that they reported a boundary dispute to the Land Registrar Nyandarua which remains unresolved since 2016.	Inquiry ongoing
622.	Lntungai Community CAJ/M.LAN/022/2387/23-EF	Ministry of Lands, Public Works, Housing and Urban Development	Group	Unlawful official conduct	The Complainants alleged that the process of land adjudication in Ngaremara Ward in Isiolo County was irregular and marred with corruption, as land had been allocated to several individuals who did not belong to the community. These individuals included Civil Servants, Members of Parliament and other prominent individuals who were not in the register prepared during the initial adjudication process. The Complainants alleged that they had inhabited the land for generations, dating back to 1936. The Commission noted that the complaint had been addressed to the National Land Commission and copied to the CAJ. The complainants were advised to update the Commission.	Pending action by the complainants.
623.	Elias Njoroge Kamau CAJ/M.LAN/022/2374/23-RA	Nakuru District Land Registrar (Public Officer)	Male	Unresponsive Official Conduct	The Complainant alleged that on 6th February 2015, he lodged a complaint with the Respondent's office regarding alleged fraudulent transfer of his land	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					namely, KIAMBOGO/KIAMBOGO/BLOCK 2/14401 to one Henry Mwaura Chege and his several follow ups have not solicited any response or action in the matter.	
624.	KIBE JULIUS CAJ/NHRR/POL/015/32/22 -EM	Ministry Of Lands, Housing And Urban Development	Male	Inaction	The complainant alleges that Subukia Day Secondary took possession of his parcel of land and has refused to pay him the agreed compensation.	Inquiry ongoing
625.	Joel Waweru Ndungu HUD/NKR/M.LAN/022/59/23-EK	Ministry of Lands, Public Works, Housing and Urban Development	Male	Unresponsive Official Conduct	A complaint on allegations that the Nakuru County Lands Office have failed to issue him with title deed to land parcel number Nakuru/ Kivulini/119 despite his numerous follow ups.	Inquiry Ongoing
626.	Josephine Ntakira CAJ/ISI/ATIM.LAN/022/010 /23 - KWK	Ministry of Lands, Housing and Urban Development	Female	Unresponsive Official conduct	The Complainant alleged that she has on several occasions sought to be furnished with information pertaining to measurements and size of land Registration Number NKUENE/NGONYI/121 but the Respondent has failed to do so.	Inquiry ongoing
627.	GITHINJI NJERI IRENE CAJ/NHRR/M.LAN/022/28/23-EM	Ministry Of Lands	Female	Unresponsive Official Conduct	The Complainant alleges that the land registrar has refused to resolve a long-standing boundary dispute between the complainant and her neighbor.	Inquiry ongoing
628.	Oscar Omondi HUD/NYERI/M.HOU/028/7	Ministry of Lands, Public Works,	Male	Delay	The complainant alleged that the State Department for Housing and Urban Development continued to recover	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
		Housing and Urban Development			house rent from his salary even though he vacated the government house in July 2021.	
629.	Mulekyo and Company Advocates on behalf of Stephen Kamau Kirima CAJ/M.LAN/022/2366/23-EF	Ministry of Lands, Public Works, Housing and Urban Development (Nairobi Lands Registry)	Male	Inefficiency	The Complainant alleged that the Nairobi Lands Registry declined to register a decree obtained by him in Nairobi ELC No. 1458 canceling a fraudulently obtained certificate of lease. That the Lands office declined the registration on the grounds that records for title No. NAIROBI BLOCK 37/75 were not available. The Commission noted that the Complainant had raised the complaint with the Chief Lands Registrar and advised him to follow up and update the Commission on the outcome.	Inquiry ongoing
630.	Otieno Odera Johnson T/A Adera & Kenyatta AdvocatesCAJ/KSM/M.LAN/022/462/23-AO	Ministry of Lands	Male	Unresponsive Offcial Conduct	A complaint against the County Surveyor, Migori County on allegations of failure to issue survey maps for land parcels Kanyamkago/Kawere 1/3905 and South Sakwa/Kogelo/486 despite payment of requisite fees.	Inquiry ongoing
631.	KAMUNYA WANJIRA PERIS CAJ/NHRR/M.LAN/022/28/23-EM	Ministry of Lands	Male	Maladministration	The complainant alleges she placed a restriction on her land at Murichu Ranch. However, despite existence of the caution, her land was transferred and a new title deed issued.	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
632.	NJERI WAMITHI ADVOCATE CAJ/NHRR/M.LAN/022/33/23-EM	Ministry of Lands	Female	Unresponsive official conduct	The complainant alleges that she reported a matter of double allotment to the directorate of criminal investigation. The DCI wrote to the Land adjudication and settlement officer to provide crucial documents in the investigation but the settlement officer has been unresponsive.	Inquiry ongoing
633.	Japheth Nyakenyanya CAJ/M.LAN/022/2379/23-SCK	Ministry Of Lands, Housing and Urban Development	Male	Unfair Treatment	The Complainant alleged that he is a police officer and that the Director of Housing Kiambu county had threatened to evict him from a government house without notice despite paying the rent of the subject house for nine months.	Inquiry ongoing
634.	Daniel Yegon for Samuel Yegon CAJ/M.LAN/022/2358/23-EF	Ministry of Lands, Public Works, Housing and Urban Development	Male	Delay	The Complainant alleged that he filed documents at the Ministry of Land at Nairobi for processing of a lease over 10 years ago, but the lease had not been signed to date. The complainant was asked to provide supporting documents.	Inquiry ongoing
635.	Hassan Adan CAJ/ISI/M.LAN/022/091/23 - KWK	Ministry of Lands, Housing and Urban Development	Male	Unresponsive Official Conduct	The Complainant alleges that he reported a matter of delayed survey on his land but the Respondent has failed to resolve the matter.	Inquiry ongoing
636.	GICHIRA STEPHEN CAJ/NHRR/M.LAN.022/35/23-EM	Ministry of Lands	Male	Delay	The complainant alleges that the National Land commission acquired his land compulsorily and they have refused to compensate him.	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
637.	Joseph Wamkoya Wambola CAJ/KSM/M.LAN/022/458/23-AO	Ministry of Lands, Public Works , Housing and Urban Development	Male	Unresponsive Official Conduct	A complaint alleging failure on the part of the land registrar to attend to boundary dispute between the Complainants parcel Kisumu/ Kanyawegi/872 and Kisumu/ Kanyawegi/871 despite payment of requisite fees.	Inquiry ongoing
638.	EtoroLtungai Residents CAJ/ISI/ATI/M.LAN/022/003/23 - KWK	Ministry of Lands, Housing and Urban Development	Group	Access to Information	The Complainant alleged corruption in irregular land adjudication has resulted in illegal allocation of public land to individuals to civil servants, MPs and other prominent individuals from Isiolo County who were neither in the register nor present during the initial adjudication process.	Inquiry ongoing
639.	Joseph Abuodha CAJ/M.LAN/022/2395/23-EMN	Ministry of Lands, Public Works, Housing and Urban Development	Male	Delay	The Complainant alleged that on 2nd July, 1988, he obtained a letter of allotment from the Nairobi County Council in respect of Land parcel number LR. No. 11531/14 measuring 12.499 hectares for a period of 99 years for which he has been paying rent. He said that on 15th February, 2019, he was informed by the Nairobi City County that 399 titles of his sub-divided titles had been processed, signed and sealed as title deeds which were to be released by the District Land Registrar through the National Titling Centre to him and that he discovered that the said titles were not	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					genuine and that they were not in the register.	
640.	Waweru Kihara & Co. Advocates CAJ/M.LAN/022/2385/23-V.O.K	Ministry of Lands, Public Works, Housing and Urban Development	Organisation	Unlawful official conduct	The Complainant alleged that land reference number 13166(I.R. 27109) was illegally subdivided into three portions.	Inquiry ongoing
641.	Pauline Ngimat CAJ/M.LAN/022/2382/23-JMM	Ministry of Lands and Physical Planning	Female	Inaction	The Complainant alleged that some people grabbed land belonging to the public within their locality. She was advised to supply clearer details on his complaint.	Inquiry ongoing
642.	James Kyenze CAJ/M/LAN/022/2369/23-EMN	Ministry of Lands, Public Works, Housing and Urban Development	Male	Delay	The Complainant alleged that he bought land from a settlement scheme and that his title deed as issued had errors on its face. He returned it for rectification at the Makueni Land Registry and that he has been following up on the same since 2015 in vain.	Inquiry Ongoing
643.	JK Felix & Smith & Co. Advocates CAJ/MSA/M.LAN/022/333/2023-EM	Ministry Of Lands & Physical Planning	Organisation	Unresponsive Official Conduct	The Complainant, on behalf of client-Sebastien Muthuri Edward alleged unresponsiveness by Land Registrar, Tana River County to rectify an anomaly on his title deed for land parcel no. Tana River/Witu/445 which was wrongly captured as Tana River/Witu/455 during the adjudication exercise and title issued. Despite follow up at the Land Adjudication & Settlement Office, Tana	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					River and Chief Land Registrar who by a letter dated 22.6.22 advised the LR, Hola to rectify the error, the issue had not yet been addressed.	
644.	Said R. Mwamudzo CAJ/MSA/M.LAN/022/328/ 2023-EM	Ministry Of Lands & Physical Planning	Male	Delay	The Complainant alleged that he was allocated plot No. 312 in Diani Settlement Scheme but one, Hish Buno Korane had caused the registration of the Plot in his name through fraudulent means & collusion with land officials at Kwale lands office.	Inquiry ongoing
645.	James Wambua Njoroge CAJ/MSA/M.LAN/022/329/ 2023-EM	Ministry Of Lands & Physical Planning	Male	Delay	The Complainant alleged that the District Land Registrar- Kitui had unlawfully placed a caveat on his land parcel no. Kyanwithya/Kaveta 2118. He made an application in December 2022 seeking the removal of the caveat but outcome yet to be issued.	Inquiry ongoing
646.	Christine Jumwa CAJ/MSA/M.LAN/022/326/ 2023-KC	Ministry Of Lands & Physical Planning	Female	Delay	The Complainant alleged delay at Kilifi lands office to process a title deed on Plot No. 109 Kawala 'B' Adjudication section in Kaloleni, Kilifi County. This followed a land dispute between her family and Samuel Kivumbo's family which was heard before the Land Adjudication and Kaloleni law courts vide Civil Case No. 21 of 2006 and all decided in their favour.	Inquiry ongoing
647.	Sammy Ngure Muthinji	Ministry of Lands	Male	Delay	A complaint alleging delay by the Ministry of Lands in processing a title	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
	CAJ/M.LAN/022/2396/23-SK	&Physical Planning			deed for the Complainant's land Thika parcel Number Thika Municipality Block 36/932.	
648.	Joseph Makau Kimolo CAJ/M.LAN/2377/23-SK	Ministry of Lands &Physical Planning	Male	Inefficiency	The Complainant alleged dissatisfaction with the finding of the DLASO for Makueni-Ndiani area for ruling that his parcel of land belongs to his immediate neghbour under case Number No.417 of 2020 pitting plot numbers 2325 and 2320 situate in Kilungu Sub-County Maukeuni County	Inquiry Ongoing
649.	Moses Wamalwa Mukhamari CAJ/M.LAN/022/2378/23-SK	Ministry of Lands &Physical Planning	Male	Abuse of Power	A complaint alleging abuse of power by the Bungoma Land Registrar for refusing to reconstruct a new Green Card for the Complainant's land after the lost green card was duly gazetted	Inquiry Ongoing
650.	Richard Mutua Maeke CAJ/M.LAN/022/2376/23-SK	Ministry of Lands &Physical Planning	Male	Delay	A complaint alleging delay in processing of the Complainant's application for a Certificate of Official Search lodged at the Machakos Land Registry	Inquiry Ongoing
651.	Edward Opondo CAJ/M.LAN/022/2368/23-SK	Ministry of Lands	Male	Unlawful Official Conduct	A complaint alleging failure by the Land Registrar in Kitale District Land Registry to effect transmission of title in favour of the Complainant following a demise of his mother. The Complainant stated that despite filing all the necessary documentation from the court, the Registrar refused to offer the service and referred him back to the court.	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
652.	Nancy Muthoni Njiru HUD/EMBU/M.LAN/022/269/23-SK	Ministry of Lands & Physical Planning	Female	Delay	A complaint alleging delay by the Embu Lands Office to issue the Complainant's mother with a title deed for land parcel No. Kagaani/Kanja/905	Inquiry Ongoing
653.	Julius Muli Kamuli CAJ/M.LAN/022/2367/23-SK	Ministry of Lands & Physical Planning	Male	Unfair Treatment	The Complainant alleged that the Director of Slum Upgrading Department issued him with a letter dated 14th April 2023 demanding that he vacates GOK House No.32 within Canaan Estate in Kibra which was owned by his late wife.	Inquiry Ongoing
654.	Gusii Governance Watch CAJ/M.LAN/022/2353/23-SK	Ministry of Lands &Physical Planning	Organisation	Unlawful Official Conduct	The Complainant alleged maladministration by the Kisii Land Registrar*(name withheld)* for engaging in cartelism and acts of corruption in regard to land transactions at the Registry.	Inquiry Ongoing
655.	Rose Njeri Mwangi HUD/NERI/M.LAN/022/268/23-SK	Ministry of Lands & Physical Planning	Female	Delay	A complaint of delay by the Nyeri Land Registrar and Surveyor to resolve a longstanding boundary dispute pitting the Complainant and her immediate neighbour regarding her land *Title Number Nyeri/Watuka*/1148 and Nyeri/Watuka/1147situate in Gatarakwa Location.	Inquiry Ongoing
656.	Njoroge Mwangi CAJ/M.LAN/022/2346/23-SK	Ministry of Lands & Physical Planning	Male	Abuse of Power	The Complainant alleged that the County Surveyor for Kajiado County effected an illegal sub-division and sale of plot no.1307/Business-Noonkopir T.Centre in Kajiado	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
657.	Mumeita Moyiare Kutatoi HUD/KAJ/M.LAN/022/265/23-SK	Ministry of Lands & Physical Planning	Male	Unresponsive Official Conduct	A complaint alleging failure by the Kajiado County Surveyor for failing to conduct survey to facilitate resolution of a boundary dispute between the Complainant and his neighbour, land Title Number KJD/PURKO/366	Inquiry Ongoing
658.	E.N. Waithira & Co Advocates CAJ/ M.LAN/022/2375/223-EMN	Ministry of Lands, Public Works, Housing and Urban Development	Organisation	Unresponsive Official Conduct	The Complainant alleged that the director of Survey had failed to address their application for survey of Land Parcel No. MARIAKANI/MITANGONI Trust Land. They were advised to update the Commission on the developments herein. The complaint is addressed to the Respondent and copied to this Commission.	Inquiry Ongoing
659.	Kennedy Odero CAJ/M.LAN/022/2392/23-EMN	Ministry of Lands, Public Works, Housing and Urban Development	Male	Unlawful Official Conduct	The Complainant alleged that the Migori Land registrar had unlawfully transferred their parcel of land No.Suna East/Manyatta/204. The matter is subject of litigation in Migori Cr. No. 661 of 2023. They were advised to update the Complainants on the developments	Inquiry Ongoing
The Public Trustee						
660.	NDIRANGU WAIRIMU MARY CAJ/NHRR/POL/015/21/23-EM	The Public Trustee	Female	Unresponsive Official Conduct	The complainant alleges that the public trustee has refused to pay her compensation following the death of her husband.	Inquiry ongoing
661.	Clinton Kiarie CAJ/PT/001/2539/23-JMM	Public Trustee	Male	Unfairness	The Complainant alleged that he is one of the beneficiaries of the estate of the late Anne Lydia Vitisia, who was an	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					employee of the Ministry of Agriculture. She said that at the time of her death, all her beneficiaries were adults. He said that a letter dated 28th August 2013 referenced APN/PC0000243613 was sent to the Pensions Department and to the Public Trustee, Kakamega. The beneficiaries submitted all the required documents between 2017 and 2018 and made several follow ups only to be informed that the cheques of KShs 1,161,586 was issued to one beneficiary without their knowledge or consent.	
662.	Samuel Karenju Gocho CAJ/PT/001/2550/23-EF	Office of the Public Trustee	Male	Unresponsive official Conduct	The Complainant alleged that the Ministry of Agriculture and the Public Trustee had failed to pay benefits owing to his father. The complainant was advised to check the status of the claimed payment with the Office of the Public Trustee and update the Commission. He was requested to update the Commission.	Inquiry ongoing
Kenya Urban Roads Authority						
663.	GICHOHI CHARLES CAJ/NHRR/M.ROA/006//1 /23-EMEM	Kenya Urban Roads Authority	Male	Inaction	The Complainant alleges that the Kenya Urban Road authority excavated and dumped soil in front of his house blocking the entrance. He has made several complaints but no action has been taken.	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
664.	Eng. G V Braganza CAJ/KURA/006/222/23-EMN	Kenya Urban Roads Authority (KURA)	Male	Incompetence	The Complainant alleged that the Respondent was undertaking repair and maintenance works along Rapta road but that the contractor had not put proper warning signage in place and did not provide for pedestrians walks which endangered the life of road users.	Inquiry Ongoing
665.	Beatrice Kanazia Ukiru CAJ/KURA/006/219/2022-SK	Kenya Urban Roads Authority(KURA)	Female	Delay	The Complainant alleged delay by KURA Western Region to compensate her for destruction of her property, a car wash during the construction of Lunyerere-Kigama Road.	Inquiry Ongoing
666.	Stephen Irungu Chege CAJ/KURA/006/225/23-EMN	Kenya Urban Roads Authority (KURA)	Male	Unresponsive Official Conduct	The Complainant alleged that he is a regular user of eastern by-pass and that the said road has no zebra crossing and speed bumps making it extremely dangerous for pedestrians to cross the road particularly in the evenings. He said that several people have lost their lives as a result of being hit by motorists as they cross the said road and that he has raised the issue with the Respondent severally but that the Respondent had failed to address his complaint.	Inquiry Ongoing
667.	Hilary Kariuki CAJ/KURA/006/234/23-V.O.K	Kenya Urban Roads Authority	Male	Outside mandate	The Complainant alleged that he approached the Respondent to compensate him for the damage to his motor vehicle following a road traffic accident along James Gichuru road. He	Pending closure

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					was advised that the complaint falls outside the Commission's mandate.	
Public Officer						
668.	WANGARI MUMBI CAROLINA CAJ/NHRR/POL/047/3/23-EM	Public Officer	Female	Abuse of Power	The complainant alleges that she was assaulted by the Principal of Nyandarua High School. She has reported the matter to Rurii police station who refused to take any action. She also alleged that her salary had been delayed and no administrative action had been taken against the principal by TSC. The matter was referred to TSC and IPOA for investigation.	Inquiry ongoing
669.	KANYUNGU MAINA DAVID CAJ/NHRR/PO/047/6/23-EM	Public Officer	Male	Delay	The complainant alleges that the official received has refuse to compensate him following a road accident.	Inquiry ongoing
670.	Elizabeth Atieno Oriango CAJ/PO/047/594/23-EMN	The Chief Embakasi (Public Officer)	Female	Unfair Official Conduct	The Complainant alleged that the Respondent had issued orders whose effect is that they interfered with administration of the family property. She stated that she had called the chief who told her that she didn't issue the said orders. She was advised to request a letter to that effect the chief	Inquiry Ongoing
671.	Anonymous HUD/PO/047/55/23-EMN	The Principal Baraka Oontoiyie Girls Secondary School (Public Officer)	Female	Unfair Treatment	The Complainant alleged that the Respondent was discourteous and negligent in that she spoke rudely to parents and students and that a student had died at the school on grounds of her negligence.	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
672.	Joseph Muchai Nyanjui	Public Officer	Male	Unlawful Official Conduct	The Complainant alleged that he was robbed and went to Kamukunji Police Station to report the same. He said that he found that the police officer he was reporting the robbery to was one of the robbers that attacked him. He was referred to Independent Policing Oversight Authority	Inquiry ongoing
673.	Alex Mutemi CAJ/PO/047/604/23-EMN	Public Officer	Male	Abuse of Power	The Complainant alleged that he is a trader within Mwingi Central Market and that he had differences with a fellow trader which led to criminal charges being preferred against the said trader. He said that the Respondent using his powers as the Municipal Manager Mwingi Central Sub County banned him from trading in Mwingi and took over his stall until he withdraws the charges against his fellow trader.	Inquiry Ongoing
674.	Garissa Advocacy Organasation CAJ/GSA/PO/017/001/23-AH	Public Officer	Male	Abuse of Power	The Complainant alleged that one MS. Ayan who is the Lagdera Sub-county Social Development officer has been involved in office corruption, bribery and nepotism.	Inquiry ongoing
675.	Anonymous vs Public Officers CAJ/POS/047/596/23-SK	Public Officers(Nyandarua County)	Unclear	Unlawful Official Conduct	A complaint of misconduct by Speaker of Nyandarua County, an internal Board Member and the Deputy Clerk for being involved in conduct raising conflict of interest, misappropriation of Assembly resources and absenteeism from duty	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
676.	Patrick Kathurima Njiru CAJ/PO/047/614/23-EMN	Public Officer	Male	Unfair Official Conduct	The Complainant alleged that a judicial Officer had been bribed. He was advised to supply his claim supporting documents. The complaint is addressed to the Ethics and Anti-Corruption Commission and copied this Commission among others.	Inquiry Ongoing
677.	Mary Nasha Leiyian CAJ/PO/047/591/32-EF	Public Officer - Kenya Prisons Service	Female	Unlawful official conduct	The Complainant alleged that she suffered persistent sexual harassment, intimidation and threats from her immediate superior who also sought to punish her for resisting his sexual advances. She further alleged that she was transferred from the Voi Prison (without notice) to the Shimo La Tewa Medium Prison, a few days after she sought resolution from the Commissioner of General Prisons. She alleged that no action was taken against Mr Ondijo.	Inquiry ongoing
678.	ANONYMOUS PARENTS OF KARAGOINI PRIMARY SCHOOL CAJ/NHRR/PO/047/04/23-EM	Public officer	Anonymous	Abuse of power	The complainant alleged that the headteacher Karagoini Primary School has been demanding excessive money from students and using abusive language against the students.	Inquiry ongoing
679.	Muchoki Kirobia Kithindi HUD/EMBU/M.INT/062/294/23-RA	Assistant Chief Itangi and Chief South Ngarima	Male	Unlawful Official Conduct	The Complainant alleged that he is the owner of a parcel of land No.MWEA/MIUU/LR 13963/4393 having	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					bought it from one Mr. John Thiaka Karani on 9th March 2011.He has 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 does not belong to the Complainant.Both the Chief and the Ass. Chief have connived to grab the land from him which has frustrated his efforts to sell or farm on the land.He therefore lodged complaints with the DCI in Mwea and Kerugoya without avail.	
680.	David Kitonga CAJ/PO/047/617/23-EF	Public Officer	Male	Discourtesy	The Complainant alleged that he was insulted by the Officer in Charge of Shimo la Tewa Women Prison on a phone call, when he called to air his grievances on the said office. The complainant was advised to first exhaust internal complaints mechanisms and update the Commission on the outcome.	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
681.	Ryan Muinde Munzi CAJ/PO/047/604/23-EMN	Municipal Manager Mwingi Sub-County(Alex Mutemi)- Public Officer	Male	Abuse of Power	The Complainant alleged that he is a trader in Mwingi Central along the Mwingi -Garissa Highway where he owns a stall that was legally allocated to him. He had a personal dispute with his neighbour which he reported to the police leading to the institution of criminal charges against the said neighbour and that the Respondent intimidated him into withdrawing the case failure to which he will ensure that the Complainant closes his business in Mwingi.	Inquiry Ongoing
682.	Malei Ene HUD/KAJIADO/PO/047/58 /23-EMN	Deputy County Commissioner , Kajiado Central (Public Officer)	Female	Abuse of Office	The Complainant alleged that they were in the process of getting title deeds in respect to their land but that the process was stopped by the Deputy County Commissioner and has allegedly told them to give certain acres to someone to have said title processed. She was advised to supply her claim supporting documents.	Inquiry Ongoing
683.	Gilgil Community (John Mwangi) CAJ/PO/047/600/23-V.O.K	Public Officer	Group	Unlawful official conduct	The Complainant alleged several instances of unlawful actions against the Respondent.	Inquiry ongoing
684.	Grace Wairimu Gichuhi HUD/NYE/PO/047/61/23-FN	Public Officer	Female	Unfair Treatment	The Complainant alleged that the Assistant Chief, Nairutia, Nyeri) unfairly treated the complainant in a dispute between the complainant and the husband. The complainant's son	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					allegedly disrespected the Sub-chief which occasioned her sending the complainant away from the vicinity where the dispute was being solved.	
The County Government of Nyandarua						
685.	GAKENGE KINYUA MATTHEW CAJ/NHRR/CH. NYANDARUA/01/4/23-EM	The County Government of Nyandarua	Male	Unlawful official conduct	The complainant alleges that he is a registered engineering technologist in the field of Civil Engineering. He alleges that he is authorized in law to design and structure building. However, the county has been illegally rejecting all the applications he makes on the basis of that he is not registered by the engineering board of Kenya.	Inquiry ongoing
Ministry Of Energy						
686.	MUONI NASHON CAJ/NHRR/M.ENE/021/3/23-EM	Ministry Of Energy	Male	Unresponsive official conduct	The complainant alleges that he has been receiving excessive and arbitrary charges from KPLC. He alleges that despite raising the complaint many times, it has never been resolved.	Inquiry ongoing
687.	James Orero Mayore CAJ/ELD/M.ENE/021/24/23-EK	Ministry of Energy & Petroleum	Male	Unresponsive Official Conduct	A complaint on allegations that Kenya Power Company, Kitale Office, Trans Nzoia County has failed to address his complaint on anomaly in his electricity supply account leading to erroneous bills	Inquiry Ongoing
688.	Margaret Wanjiku Kamau CAJ/ELD/KPLC/021/25/23-EK	Ministry of Energy & Petroleum	Female	Administrative Injustice	A complaint on allegations of Administrative Injustice by the Kenya Power Company on their unfair decision transferring her electricity account number 31335961 to account number	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					119915296 which had been allocated to her without her consent or application and had accumulated bill of Kshs.318,680 which she has been ordered to settle.	
The County Government of Laikipia						
689.	GAKENGE KINYUA MATTHEW CAJ/NHRR/CH. NYANDARUA/01/4/23-EM	The County Government of Laikipia	Male	Unlawful official conduct	The complainant alleges that he is a registered engineering technologist in the field of Civil Engineering. He alleges that he is authorized in law to design and structure building. However, the county has been rejecting all the applications he makes on the basis of that he is not registered by the engineering board of Kenya.	Inquiry ongoing
The National Police Service						
690.	MBUTHIA CECILIA CAJ/NHRR/M.EDU/013/13/ 23-EM	The National Police Service	Male	Delay	The complainant alleges that she was defrauded Kshs. 145,000.00 and reported the matter to the DCI Nairobi Area. However, the fraudster has never been arrested despite her whereabouts being known.	Inquiry ongoing
691.	Muriithi Nchebere David CAJ/NPS/015/4219/23-EF	National Police Service	Male	Unresponsive official conduct	The Complainant alleged that he reported a case of stealing vide OB Number 07/14/01/2023 and that the police officers arrested the suspect and later released one of them on the basis that he was a mad person and unfit to stand trial, without subjecting him to a medical examination. The 2nd accused	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					later jumped bail and the police had failed to arrest him.	
692.	Anthony Muchangi CAJ/NPS/015/4179/23-JMM	National Police Service	Male	Inaction	The Complainant alleged that his daughter was defiled on 22nd October 2022 and he reported the same at Karatina Police station. The suspect was arrested on 8th October 2022 and released on 9th October 2022 on Police bail. The accused failed to appear in court when required to but the police have failed to arrest him and arraign him in court.	Inquiry ongoing
693.	Sindoro Macharia Mbau CAJ/NPS/015/4267/23-RA	National Police Service	Male	Unresponsive Official Conduct	The Complainant alleged that he made a report of assault OB No. 08/29/05/2023 at Golf Course Police Post and no action has been taken. Matter referred to Independent Policing Oversight Authority.	Inquiry Ongoing
694.	Abdijabar Hassan CAJ/ISI/POL/015/189/23 - KWK	National Police Service	Male	Inaction	The Complainant alleged that he reported malicious damage and theft at Isiolo Police Station but the OCS has failed to arrest the accused person.	Inquiry ongoing
695.	Musa Rajab Birech CAJ/ELD/POL/015/180/23-FL	National Police Service	Male	Unresponsive official conduct	The Complainant alleged that the OCS Kabiyet Police Station, Nandi County has failed to update him on the progress/ outcome of investigations to an assault case that he reported vide OB Number 05/27/6/2022	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
696.	FIDA Kenya for Caroline M. Kithuka CAJ/NPS/015/4239/23-EF	National Police Service (Kasarani Police Station)	Female	Unresponsive official conduct	The Complainant alleged that she reported a case of assault at the Kasarani Police Station vide OB No. 93/19/03/2023, and that the police arrested the suspect and later unreasonably released him without taking further action. She sought the arrest and prosecution of the perpetrator.	Inquiry ongoing
697.	Okwach & Co. Advocates for Alice Jambi Mutura CAJ/POL/015/4221/23-V.O.K	National Police Service	Organisation	Unfair official conduct	The Complainant alleged that officers from Juja police station have been harassing its client at her home in Gwa Kairo.	Inquiry ongoing
698.	Kimanzi Isaac CAJ/NPS/015/4270/23-SCK	National Police Service	Male	Delay	The Complainant alleged that he reported a case to Mitamisi police station in Kitui where the suspect - Kyalo Kimanzi was arrested on 30th April 2023 but was allegedly released on a cash bail. The suspect has not been arraigned in court.	Inquiry ongoing
699.	Wilson Kigen CAJ/POL/015/4201/23-V.O.K	National Police Service	Male	Unlawful official conduct	The Complainant alleged that the Respondent's 'Promotion Board II and III 2020' committed various unlawful activities during the exercise which was meant to promote officers of various job groups.	Inquiry ongoing
700.	E. Kinyanjui Advocates for Salford Investments CAJ/DCI/015/4283/23	National Police Service	Organisation	Abuse Of Power	The Complainant alleged that the police had harassed and intimidated their client by confiscating their property in their premises without being told reasons for arrest.	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
701.	Abuga William CAJ/NPS/015/4244/23-SCK	National Police Service	Male	Unfair Treatment	The Complainant alleged wrongful and unfair dismissal of 2 officers APC Morris Ndirangu and APC Samuel Karanja by the NPS on account of trumped-up charges, false accusations and shadowy investigations. He said that they appealed the decision but have not received a response on the same.	Inquiry ongoing
702.	Salome Njoki Kibuchi CAJ/POL/015/4205/23-EF	National Police Service	Female	Unresponsive official conduct	The Complainant alleged that she reported a case of assault at Karandi Police Post. She sought treatment and was issued with a P3 form which was duly filled but that no arrests has been made.	Inquiry ongoing
703.	Guandaru Thuita $ Co.Adv. For Rose Nyambura CAJ/POL/015/4275/2023-SCK	National Police Service	Organisation	Unlawful Official Conduct	The Complainant alleged unlawful interference of their client's bar and harassment by the police despite their client having valid license to do such business	Inquiry ongoing
704.	Ikua Partners and Co. Advocates CAJ/NPS/015/4263/23-SCK	National Police Service	Organisation	Unlawful Official Conduct	The Complainant alleged that officer in charge of crime Directorate of Criminal Investigations Mlolongo Police Station Mr. Samuel Onyango Otieno unlawfully detained him and others and further failed to act over a land dispute, despite the complainant following up.	Inquiry ongoing
705.	Naomi Wanjiru Njoroge CAJ/NPS/015/4268/23-SCK	National Police Service	Female	Delay	The complainant alleged that she was assaulted by a person well known to her, and that she reported the matter at Buruburu Police Station, however nothing	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					was done, and the perpetrator was not arrested and charged.	
706.	John Ruwendo Chandi HUD/EMBU/NPS/015/20423 -SCK	National Police Service	Male	Unlawful Official Conduct	The Complainant alleged police arrested him on trumped up charges and solicited for bribes and eventually with no charges preferred.	Inquiry ongoing
707.	Vanecathy Ongeri Kerubo CAJ/NPS/015/4265/23-SCK	National Police Service	Female	Inaction	The Complainant alleged that she reported a case of theft to the Industrial Police Station. The Complainant followed up with no success and the police were yet to take up the matter since 2021.	Inquiry ongoing
708.	Muthoki Mutunga & 2 others CAJ/POL/015/4187/23-V.O.K	National Police Service	Male	Unfair official conduct	The Complainants alleged several instances of historical land injustices within Makueni County, Kibwezi West Sub County, Ngumo Location, Kai 'B' Settlement scheme and Kai 'A' adjudication section.	Inquiry ongoing
709.	Federation of Women Lawyers for Irene Kendi M. CAJ/POL/015/4195/23-V.O.K	National Police Service	Organisation	Delay	The Complainant alleged that there was delay in processing of a complaint which she made to Gatuanyaga Patrol Base vide OB No. 06/16/12/22.	Inquiry ongoing
710.	Tonny Soya Muok CAJ/POL/015/4189/23-V.O.K	National Police Service	Male	Unresponsive official conduct	The Complainant alleged that there is delay in processing of a report which he made to Shelly Beach Police Station vide OB No. 44/22/9/22.	Inquiry ongoing
711.	Fatuma Farah Ahmed CAJ/NPS/015/4254/23-V.O.K	National Police Service	Female	Unfair official conduct	The Complainant alleged that the DCIO Starehe neglected his duty by failing to investigate her report on assault against her. Complaint was addressed to IPOA.	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
712.	Enos Ingati Atoli CAJ/POL/015/4269/23-V.O.K	National Police Service	Male	Unfair official conduct	The Complainant alleged that he was harassed by police officers from Mulukhoro station.	Inquiry ongoing
713.	George Yegon CAJ/DCI/015/4262/23-V.O.K	National Police Service (Directorate of Criminal Investigations)	Male	Unfair official conduct	The Complainant alleged that he was erroneously arrested when he was 20 years old but when he applied for a certificate of good conduct, 20 years later, the offense of being in possession of fake currency still appeared in his certificate.	Inquiry ongoing
714.	Thelma Mweni CAJ/DCI/015/4200/23-EF	National Police Service (Directorate of Criminal Investigations)	Female	Unresponsive official conduct	The Complainant alleged that she lodged a complaint on Cyberbullying with the respondent who assigned an officer to process the same but that attempts to get feedback and update from the assigned officer are futile. The complaint was referred to the Internal Affairs Unit.	Inquiry ongoing
715.	Charity Gakii Isaac CAJ/ISI/POL/015/187/23 - KWK	National Police Service	Female	Inaction	The Complainant alleges that she reported a matter of malicious damage at Maili Saba Police Station wherein her brother had destroyed her crops. The brother was arrested but released under unclear circumstances.	Inquiry ongoing.
716.	Safia Dolo CAJ/ISI/POL/015/185/23 - KWK	National Police Service	Female	Inaction	The Complainant alleged that she is a member of Warembo na G for G, a self-help group which was rocked by internal wrangles prompting them to seek intervention from Ms Habiba Hassan, but that the CHief took sides. They reported	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					the matter to the Isiolo Police Station vide OB No. 45/12/03/2023 but that the police failed to take action.	
717.	Zephaniah Khisa on behalf of Esther Wekesa CAJ/ELD/POL/015/184/23-EK	National Police Service	Male	Unresponsive Official Conduct	The Complainant alleged that the OCS Kachibora Police Station, Uasin Gishu County have failed to update her on the outcome of investigations to an assault case that was occasioned to her by the area Chief which she reported vide OB Number 18/09/03/2023	Inquiry Ongoing
718.	Ibrahim Amusirwa Makumba CAJ/NPS/015/4196/2023-EF	National Police Service (Internal Affairs Unit)	Male	Delay	The Complainant alleged that someone had been employed in the National Police Service using his identification Number and name. He said that he had raised the same complaint with the Internal Affairs Unit and the response was delayed. The Commission noted that shortly before he lodged the complaint, the Internal Affairs Unit had visited the complainant's home in pursuit of the matter hence the same is active before the Internal Affairs Limited. He was advised to await the Internal Affairs Unit's decision.	Inquiry ongoing.
719.	Florence Ngina Kimeu CAJ/NPS/015/4188/23-EF	National Police Service	Female	Unfairness	The complainant alleged that officers based at the Directorate of Criminal Investigations at Matuu Police Station had maliciously arrested her on allegations of land fraud and forced her	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
		(Matuu Police Station)			to surrender the original title deeds of two parcels of land belonging to her and her son.	
720.	John Nginya Ndungu and Another CAJ/DCI/015/4199/23 – EF	National Police Service	Male and Female	Delay	The Complainants alleged that they lodged a report of fraud with the Directorate of Criminal Investigations at Nairobi and no action was taken to arrest the perpetrators. They alleged that the persons who sold land to them faked a transfer and the land reverted to them. Upon inquiry, the Commission was informed that the police officers completed the investigations and forwarded the file to the Office of the Director of Public Prosecutions with recommendations to prosecute, and that the latter recommended civil action by the complainants instead. In light of this, the Commission referred the matter to the Office of the Director of Public Prosecutions to review the file.	Inquiry ongoing
721.	Tonny Katana Kyalo CAJ/NPS/015/4183/23-EF	National Police Service	Male	Inefficiency	The Complainant alleged that he lodged a complaint with the Internal Affairs Unit against Officers in Kitui, regarding various instances of harassment and malicious prosecution against him. The complaint alleged inefficiency in the way the complaint was handled.	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					He was advised to await the outcome of the respondent's investigations and update the Commission.	
722.	Rahma Galgalo CAJ/ISI/POL/015/184/23 - KWK	National Police Service	Female	Unresponsive Official Conduct	The Complainant alleged that she is the legal owner of a land Plot Number 426 within the said area. Her neighbor, one Mr. Yunis who is a Prison Officer trespassed on her land by creating a path without her consent. When she asked the said officer, he assaulted her. She reported the matter at the Isiolo Police Station vide OB Number 55/08/11/22 but that the police have failed to investigate the matter.	Inquiry ongoing
723.	Gordon N. Kanyi CAJ/NPS/015/4180/2023-SAK	National Police Service	Male	Delay	The Complainant alleged that he reported a matter regarding arson at Joska Police Station on 15/10/2020 when a suspect was seen by the complainant setting fire to his grass of about five acres. The complainant alleges that the matter was taken to small claims court and the judgment was unfair and he was ordered to pay Kshs. 53,600 as costs of suit to the Respondent and was also denied the chance to appeal.	Inquiry ongoing
724.	Salima Aslam CAJ/POL/015/4208/2023-EF	National Police Service (Kasarani Police Station)	Female	Delay	The Complainant alleged that she reported a case to the Kasarani Police station and that the suspect was released on cash bail. She said that the accused was planning to relocate to	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					Australia but that the police had delayed to cause him to be charged in court.	
725.	Omollo Rotich Barasa and Co advocates for Eugene Wanjala CAJ/POL/015/4214/2023	National Police Service	Organisation	Unresponsive Official Conduct	The Complainant alleged that they lodged on behalf of a minor who was allegedly assaulted by his teacher which resulted in the minor being permanently disabled on the left eye. Despite reporting the matter to the police, no arrest has been made or the assailant charged.	Inquiry ongoing
726.	Peter Ransom CAJ/NPS/015/4266/2023-SAK	National Police Service	Male	Unfair Treatment	The Complainant alleged that on 12th June 2013, complainant was stopped by an officer for alleged obstruction of traffic, where she took her license and insisted the complainant go to the police station. At the police station, she filled out a notice to appear in court and gave it to the complainant. The officer insisted that she be dropped back, and took the form, wrote her number on the top and existed the vehicle with the notice to appear in court	Inquiry ongoing
727.	Shabaan Associates LLP CAJ/NPS/015/4253/23-EF	National Police Service (Pangani Police station)	Organisation	Abuse of power	The complainant alleged that their client Mohamud was treated unfairly by the Officer Commanding Station at the Pangani Police station, following false accusations of assaulting his stepdaughter. That he was detained in custody and the police extorted money	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					from him in the guise of police bond, without taking him to court for plea taking. The Commission noted that the same complaint had been lodged with the Office of the Director of Public Prosecutions, whereby the complainants sought for a review of the police file. They were advised to allow that process to run its course and update the Commission on the outcome.	
728.	Joint Ndabibi Farmers CAJ/NPS/015/4247/23-EF	National Police Service	Group	Abuse of power	The Complainants alleged malicious damage to their crops and property, and plans to intimidate and harass them so as to discourage them from airing their grievances to authorities. The Commission asked for additional information on the matter and supporting documents.	Inquiry ongoing
729.	Joyce Natecho Simiyu CAJ/KSM/POL/015/659/23 -WT	National Police Service	Female	Unresponsive Official Conduct	A complaint against Kabras Police Station on allegations of inaction by the police to investigate and charge an individual accused of defiling a 17 years old girl which was reported vide OB NO.42/10/03/23. She alleged that her complaint was withdrawn from the police station and no further action was taken against the accused persons.	Inquiry ongoing
730.	Sindoro Macharia Mbau CAJ/NPS/015/4267/23-RA	National Police Service	Male	Unresponsive Official Conduct	The Complainant alleged that he made a report of assault OB No. 08/29/05/2023	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					at Golf Course Police Post and no action has been taken.	
731.	Harrison Kuria Kamau CAJ/DCI/015/4255/23-JMM	National Police Service	Male	Inaction	The Complainant alleged that his car was stolen at Kambiti in Murang'a County and reported the matter at Kenol Police Station and captured in as OB No. 04/18/02/2023. The said vehicle was subsequently recovered and taken to Kenol DCI Office. However, the motor vehicle disappeared from the police station and recovered later on in custody of his neighbors who are well known to him. He requested the DCI Officer, Corporal Maina of Kenol, to arrest the suspects and recover the motor vehicle but to his surprise the officer became hostile and took sides with the suspects.	Inquiry ongoing
732.	David Murithi Nchebere CAJ/M.IGC/062/1450/23-EF	National Police Service (Kiendere Police Post)	Male	Unresponsive official conduct	The Complainant alleged that he reported death threats at the Kiendere Police Post vide OB No. 06/08/05/2023 and no action was taken to investigate and arrest the perpetrators. The complainant was advised to first escalate the matter to the Officer Commanding Station or the Officer Commanding Police Division, and update the Commission on the outcome.	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
733.	Ngari Mbanda HUD/EMBU/NPS/015/208/23-JMM	National Police Service	Male	Inaction	The Complainant alleged that he has always complained of sand harvesting in his land but Ishiara Police Station has delayed to conduct investigations of the case.He was requested for further details on his complaint.	Inquiry ongoing
734.	Yahya Ahmed CAJ/ISI/ATI/015/001/23	National Police Service	Male	Delay	The Complainant alleged that he was assaulted and the matter was reported to the Isiolo Police Station vide OB No. 07/12/02/2023. The accused was arrested and released on cash bail but that he has never been charged.	Inquiry ongoing
735.	Shabaan Associates LLP CAJ/NPS/4264/23-FN	National Police Service	Organisation	Unfair treatment	The Complainant alleged mistreatment, unfair arrest and wrongful dismissal of his client one PC Abdighani Omar Gure the complainant's client. He was dismissed from service on 19th March 2010.	Inquiry ongoing
736.	Sebastian Muthuuri Ikunga HUD/EMBU/NPS/015/207/23-JMM	National Police Service	Male	Inaction	The Complainant alleged that his daughter was fatally injured in a road accident. He filed suit for damages in Embu CMCR No. 114/ 2018 but that he was unable to proceed as the Investigations officer was transferred before charging the driver and that attempts to do so.	Inquiry ongoing
737.	Nkatha Charity CAJ/NPS/015/4184/23-EMN	National Police Service	Female	Unresponsive Official Conduct	The Complainant alleged that she erroneously sent money (Kshs. 20,200) to a wrong number belonging to Nicholas Kimasa Ikanda. She called Safaricom's customer care but that unfortunately,	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					the recipient had already withdrawn the money. She then reported the matter to Meru Police Station vide OB NO. 77/13/07/22. The police using their tracking devise, the police tracked and found the Suspect's physical location and that since then and despite several follow ups, no arrests have been made.	
738.	Morrine Wanjiku CAJ/POL/015/4175/23-FN	National Police Service	Female	Abuse of Power	The Complainant alleged that the OCS of Itabua Police Station in Embu County abused his power by charging her with a criminal offence she did not commit in a bid to pressure her to drop a matter she had reported of an alleged attempted rape case reported OB No. 35/18/2022	Inquiry ongoing
739.	BP. Stephen Kalunyu CAJ/ISL/POL/015/181/2023 –KWK	The National Police Service	Male	Delay	The Complainant alleged that he had reported a murder case to Muthara Police Station Vide OB No. 05/30/04/2022 but that the police had failed to arrest and charge the suspect.	Inquiry ongoing
740.	Mutuma Gichuru & Associates Advocates CAJ/ISI/POL/001/23 –KWK	National Police Service	Organisation	Delay	The Complainant alleged failure by the Isiolo police station to prosecute and charge a suspect by the name Mr. Mohamed Abdikadir who assaulted their client Mr. Yahya Ahmed. That the assault was reported vide OB Number 0B No. 07/12/02/2023, witness statements taken and relevant evidence adduced but	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					despite this, the Respondent failed to take the appropriate action.	
741.	Said Abdi CAJ/ISI/POL/015/190/23 - KWK	National Police Service	Male	Inaction	The Complainant alleged that his crops were damaged by individuals well known to him and that he reported the matter to the Isiolo Agricultural Office who visited the land but failed to take further action.	Inquiry ongoing
742.	Leonard Leacky Omondi CAJ/ISI/POL/015/191/23 - KWK	National Police Service	Male	Manifest Injustice	The Complainant alleged that his brother was attacked by some individuals at his Mpesa shop in Bumala. He reported the matter at Bumala Police Station vide OB NO. 19/06/02/2023 and officers were assigned but that the same has not been investigated.	Inquiry ongoing
743.	Swaleh Abdi CAJ/ISI/POL/015/192/23 - KWK	National Police Service	Male	Inaction	The Complainant alleged that he reported a matter of bitten by dog vide OB Number 96/05/04/2023 at the Isiolo Police Station. The owner of the dog requested the officer handling the case to allow the matter to be mediated upon. The owner of the dog refused to compensate him prompting him to follow up the matter with the investigating officer but to no avail.	Inquiry ongoing.
744.	Abdallah Mui CAJ/ISI/POL/015/194/23 - KWK	National Police Service	Male	Manifest injustice	The Complainant alleged that he reported a matter to the Komu Police Station but that the police refused to register his matter.	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
745.	Wairimu Jane Mathenge HUD/NKR/POL/015/59/23-FL	National Police Service	Female	Unresponsive official conduct	The Complainant alleged that the OCS Gilgil Police Station, Nakuru County has failed to update her on the progress of her complaint on obtaining money by false pretense that she had reported at the station on 16/7/2020 (No OB Number provided)	Inquiry ongoing
746.	Josephine Kananu CAJ/ISI/POL/015/193/23 - KWK	National Police Service	Female	Inaction	The Complainant alleged that she was defrauded by a person known to her and reported the matter to the Isiolo DCI Office vide OB Number 33/18/4/2023. A suspect was arrested, interrogated and consented to settle hence the suspect was released but that the same has not been done.	Inquiry ongoing
747.	James Abeli CAJ/ELD/POL/015/182/23-EK	National Police Service	Male	Unresponsive Official Conduct	The Complainant alleged that officers attached to Seregea Police Post, Kakamega County have failed to undertake investigations into his complaint on robbery that he reported at the station (OB Number not provided).	Inquiry Ongoing
748.	James Talam CAJ/ELD/POL/015/183/23-EK	National Police Service	Male	Unresponsive Official Conduct	The Complainant alleged that Cheptiret Police Station, Nandi County has failed to address his complaint on assault that he reported at the station vide OB Number 5/11/2/2021.	Inquiry Ongoing
749.	Edwin Maseme Mirito HUD/KSI/POL/015/111/23-WT	National Police Service	Male	Unresponsive Official Conduct	A complaint alleging failure by Rioma Police Station in Kisii County to investigate OB NO. 13/13/12/2022 and	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					bring the suspects to justice. That this was after his life was threatened by one Vincent Nyabiya.	
750.	George Kiplagat Yegon CAJ/ELD/ATI/015/1/23- EK	National Police Service	Male	Unresponsive Official Conduct	A complaint on allegations that the National Police Service have failed to correct information in his Certificate of Good Conduct after his exoneration on the charge of possession of fake currency.	Inquiry Ongoing
751.	Rodgers Abuto Osala CAJ/KSM/POL/015/658/23 -WT	National Police Service	Male	Unresponsive Official Conduct	A complaint alleging failure by Ahero Police Station to record the Complainant's statements and his witnesses' statements on a case of threats against the Complainant reported vide OB Number 32/15/4/2023.	Inquiry ongoing
752.	Tom Odhiambo Oketch CAJ/KSM/POL/015/660/23 -WT	National Police Service	Male	Abuse of power	The Complainant alleged that the Police at Oyugis Police Station in Homabay County were trying to force him to settle damages arising from a road accident that occurred on 2/12/2022 by threatening him with a criminal case which they do not seem keen to pursue in Court. The Complainant alleged that the cash bail he paid kept on being extended to provide the Complainant time to get money so as he can pay the owner of the motor vehicle whose car was involved in the said accident. The cash bail was issued on 13/5/2023 and the Complainant to attend Court on	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					18/5/2023. The cash bail was extended to 13/6/2023, but no action taken to prosecute the matter. The Complainant requested the Police to take the case to court instead of making him report to the station frequently, but they were adamant.	
753.	Mercy Apondi Obiero CAJ/POL/015/4182/23-EMN	National Police Service	Female	Delay	The Complainant alleged that on 17th November, 2022 and while on her way to school, her daughter was attacked and defiled by a man in a Toyota Probox. She said that while investigating the incident, the police came across a CCTV footage which disclosed the motor vehicle number plate. She made follow up, she was informed that the police had since traced and found the vehicle which belonged to a security firm but had not arrested the driver as he was said to have travelled upcountry and that no arrests have been made to date and the suspect has not been prosecuted.	Inquiry Ongoing
754.	Jael Aketch Onyango CAJ/KSM/NPS /015/652/23-AO	National Police Service	Female	Unresponsive Official Conduct	A complaint alleging failure on the part of OCS Sega and Ukwala Police stations to investigate cases of missing child OB. No19/13/01/2023 and threat to life case OB No. 10/17/01/2023 respectively.	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
755.	Julius I. Makamu CAJ/KSM/POL/015/661/23 -WT	National Police Service	Male	Unresponsive Official Conduct	A complaint alleging failure by Police-Kambiri Police Post in Shinyalu Sub-County to investigate criminal cases reported vide OB Numbers 8/5/6/23, 9/9/6/23, 04/9/6/23 and 10/6/23.	Inquiry ongoing
756.	Beatrice Jabeya Ombeva CAJ/KSM/NPS/015/656/23-AO	National Police Service	Female	Unresponsive Official Conduct	A complaint alleging inaction in a case of assault, robbery and destruction of property.	Inquiry Ongoing
757.	Mogire Momanyi Lawrence HUD/NKR/POL/015/60/23-EK	National Police Service	Male	Delay	The Complainant alleged delay by the Nyagacho Police Station, Kericho County to update him on the progress of an assault and rape case that he reported at the station vide OB Number 11/08/04/23	Inquiry Ongoing
758.	Nkantha CharityCAJ/NPS/015/414/ 23-EMN	National Police Service	Female	Delay	The Complainant alleged that she erroneously sent money to a wrong number and reported the same to Meru Police Station under vide OB NO. 77/13/07/22. The police used their tracking devises, the police tracked and found the Suspect's physical location but have since then and despite several follow ups, no arrests have been made.	Inquiry Ongoing
759.	Brian Jobita CAJ/POL/015/4260/23-EMN	National Police Service	Male	Oppressive official Conduct	The Complainant alleged that Police officers in Nyalenda are illegally arresting people on Fridays and collecting bribes for their release. He was advised to update the Commission on the developments herein. The complaint is	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					addressed to the Respondent and copied to this Commission.	
760.	Amos Mutinda Mwamati CAJ/MSA/POL/015/501/2023-EM	National Police Service (NPS)	Male	Delay	The Complainant alleged delay at Kenya Ferry Police Station, Mombasa to conclude investigations and take action against Kenya Ferry Security officers for insulting him at the ferry.	Inquiry ongoing
761.	Florence Mutuku & Others CAJ/MSA/POL/015/500/2023-KC	National Police Service (NPS)	Female	Delay	The Complainant alleged delay at Mikindani police station to conclude investigations into incidents of threats to life reported vide OB No.s 30/4/1/2023 and 31/4/1/2023. She indicated that the suspect was arrested, released on police bail but had never been arraigned in court to date.	Inquiry ongoing
762.	Joyce Sanita CAJ/MSA/POL/015/495/2023-KC	National Police Service (NPS)	Female	Delay	The Complainant alleged delay at Diani police station to conclude investigations into a case of obtaining money by false pretense reported vide OB NO.72/27/03/2023	Inquiry ongoing
763.	Swaleh Ali Muslih CAJ/MSA/POL/015/494/2023-KC	National Police Service (NPS)	Male	Delay	The Complainant alleged delay at Mokowe police station to conclude investigations into an assault incident reported vide OB No. 17/14/12/2022. He claimed that no arrests had been made to date.	Inquiry ongoing
764.	Samuel Mutua Munyalo CAJ/MSA/POL/015/493/2023-KC	National Police Service (NPS)	Male	Delay	The Complainant alleged delay at DCI to process and issue a Certificate of Good Conduct he applied for vide Application Ref: PCC-AKT7JV27 and paid the	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					requisite charges. He stated that he urgently needed the Certificate for employment purposes.	
765.	Kennedy O. Kung'a CAJ/MSA/POL/015/492/2023-EM	National Police Service (NPS)	Male	Delay	The Complainant alleged police delay and/or inaction in an incident reported at Nyali Police Station vide OB NO. 21/20/7/2018. The Complainant indicated that despite statement recording, no action had been taken against the suspect.	Inquiry ongoing
766.	Bill S. Mkono CAJ/MSA/POL/015/491/2023-KC	National Police Service (NPS)	Male	Inefficiency	The Complainant alleged delay at DCI Headquarters to rectify an anomaly on the Police Clearance Certificate which indicated he had an outstanding court case yet the matter had concluded in 2020.	Inquiry ongoing
767.	Christopher Kitili CAJ/MSA/POL/015/489/2023-KC	National Police Service (NPS)	Male	Delay	The Complainant alleged delay and/or inaction in an incident reported at Nyali Police Station vide OB No. 20/28/7/2022. The Complainant indicated that despite availing witnesses for statement recording, there had been no action taken against the suspect.	Inquiry ongoing
768.	David Maghanga CAJ/MSA/POL/015/490/2023-KC	National Police Service (NPS)	Male	Delay	The Complainant alleged police delay and/or inaction in an incident reported at Jomvu Police Station vide OB No. 14/9/3/2021. The Complainant indicated that despite availing witnesses for statement recording, there had been no action taken against the suspect.	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
769.	Lavender Onyango CAJ/MSA/POL/015/487/2023-KC	National Police Service (NPS)	Female	Delay	The Complainant alleged delay to conclude police investigations into an incident of sexual assault reported at Diani Police Station vide OB NO. 67/28/11/022.	Inquiry ongoing
770.	Florence Mutuku CAJ/MSA/POL/015/488/2023-KC	National Police Service (NPS)	Female	Delay	The Complainant alleged police delay and/or inaction in an incident reported at Mikindani Police Station vide OB NO. 30/4/1/2023 & 31/4/1/2023. The Complainant indicated that despite availing witnesses for statement recording, there had been no action taken against the suspect.	Inquiry ongoing
771.	Abdi Jimal CAJ/GSA/NPS/015/001/23-AH	National Police Service	Male	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	Inquiry Ongoing
772.	Samson Machasio Twanga HUD/GPO/DCI/015/193/23 - FN	National Police Service	Male	Unresponsive Official Conduct	The Complainant alleged that the Respondent (DCI) failed, without justifiable cause, to make arrests and conduct investigations on a criminal activity reported to them Inquiry No. 13 of 2021	Inquiry ongoing
773.	Kulmiye Mohamed CAJ/GSA/NPS/015/002/23-AH	National Police Service	Male	Unfair Treatment	The Complainant alleged that he visited Iftin police station for a service and was astonished to realize that the officers at the station were conversing in their mother tongue. He says he felt	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					discriminated by the office he went to seek for service. He also alleges that he was asked to pay a bribe for the service.	
774.	Anonymous vs AG CAJ/NPS/015/4272/23-SK	National Police Service	Unclear	Unlawful Official Conduct	A complaint alleging unlawful conduct and unfair treatment of Police Inspectors by Police Promotional Boards. It was alleged that the constitution of the Boards was highly interfered with by the County Police Commanders who overlooked qualified and long serving police inspectors in favour of their cronies.	Inquiry Ongoing
775.	Teresia Wambui Njiru HUD/EMU/POL/015/197/23 -SK	National Police Service	Female	Delay	An allegation of delay by Police officers at Kianyaga Police Station to conduct investigation on the Complainant's complaint of illegal sale of her father's land.	Inquiry Ongoing
776.	Anonymous vs NPS CAJ/NPS/015/4251/23-SK	National Police Service	Unclear	Abuse of Power	A complaint alleging abuse of power by Police Officers attached at Kabachi police post in Mutuati Sub-County, Meru County. The Officer in Charge was alleged to interfere with criminal cases pending in court, appropriating exhibits and detaining suspects in cells beyond the constitutional limit	Inquiry Ongoing
777.	Daniel Odhiambo CAJ/NPS/015/4250/23-SK	National Police Service	Male	Unresponsive Official Conduct	A complaint alleging refusal by the police at Usenge police station in Siaya County to arrest the Chief of West Yimbo Location for assaulting the Complainant	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					when he appeared before the Chief to resolve a family dispute.	
Ministry Of Education						
778.	KARANJA THITU ELIZABETH CAJ/NHRR/M.EDU/13/15/23-EM	Ministry Of Education	Female	Delay	The complainant is a retired teacher. She alleges that the TSC has delayed in calculating her pension and forwarding to Treasury for payment.	Inquiry ongoing
779.	Joseph Chemiron CAJ/ELD/M.EDU/013/119/23-EK	Ministry of Education	Male	Delay	The Complainant alleged that the Board of Management (BOM) Kipsangui Boys High School, Uasin Gishu County has delayed to settle dues owed to him following his early retirement from service as a security guard.	Inquiry Ongoing
780.	Risper Keino CAJ/ELD/M.EDU/013/118/23-FL	Ministry of Education	Female	Delay	The Complainant alleged that the Board of Management (BOM) Kipsangui Boys High School, Uasin Gishu County has delayed to settle dues owed to her following her early retirement from service as a school nurse.	Inquiry Ongoing
781.	Ibrahim Songol CAJ/ELD/M.EDU/013/114/23-FL	Ministry of Education	Male	Delay	The Complainant alleged that the Board of Management (BOM) Kipsangui Boys High School, Uasin Gishu County has delayed to settle dues owed to him following his early retirement from service.	Inquiry Ongoing
782.	Abigael Chepkemoi Meywo CAJ/ELD/M.EDU/013/117/23-EK	Ministry of Education	Female	Unresponsive Official Conduct	The Complainant alleged that Higher Educations Loans Board (HELB) has failed to address her complaint on unlawful deductions to recover a loan of Kshs.69,000 with interest thereto which	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					was allegedly allocated to her while she was pursuing a Bachelor of Education Science Option Degree at the Moi university Chepkoilel Campus (now University of Eldoret) despite the money having been returned to HELB by Moi University.	
783.	Rebecca Chepchumba CAJ/ELD/M.EDU/013/119/23-EK	Ministry of Education	Female	Unresponsive Official Conduct	The Complainant alleged that the Board of Management (BOM) Kipsangui Boys High School, Uasin Gishu County has delayed to settle dues owed to him following her early retirement from service as a herd's lady	Inquiry Ongoing
784.	Julius Kipchumba Samoei CAJ/ELD/M.EDU/013/120/23-EK	Ministry of Education	Male	Unresponsive Official Conduct	The Complainant alleged that the Board of Management (BOM) Kipsangui Boys High School, Uasin Gishu County has delayed to settle dues owed to him following his early retirement from service as a cleaner.	Inquiry Ongoing
785.	Seth Mushila and Mark Ashiono Mushila CAJ/KSM/M.EDU/013/394/23-AO	Ministry of Education	Male	Manifest Injustice	A complaint against the Board of Management Shavirotsi Primary School, Kakamega County on allegations of encroaching into the Complainant's parcels of land, inciting the community against the Complainants, denying the Complainants access to their land including fencing of the access road. Which matter has been subject of court proceedings in Kakamega CMCC No. 66	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					of 2011 and Kakamega ELC Case No. 15 of 2019 where in both instances the Court found in favor of the Complainants. The Complainants were attacked on 5/5/2023 that sustained injuries and destruction of property which was reported at Shinyalu Police Station for investigations, OB Numbers 06/06/05/23, 07/06/05/23, 08/06/05/23, 09/06/05/23. Matter has been referred to the Principal Secretary, State Department for Basic Education for purposes of investigation in light of their mandate and functions. The complaint has also been brought to the attention of the Kakamega County Commissioner for purposes of adhering to Article 40 and the OCS Shinyalu Police Station for follow-up on the cases reported at the Police Station.	
786.	Harun Grimshaw Omondi CAJ/M.EDU/013/2459/2023-FN	Ministry of Education	Male	Delay	The Complainant alleged that A complaint that former B.O.M teachers of Essaba Secondary School were not paid their December 2022 and January 2023 salaries by the principal despite several attempts of raising the issue.	Inquiry ongoing
787.	MAACS HUMAN RIGHTS ADVOCACY CAJ/KSM/M.EDU/013/396/23-AO	Ministry of Education	Organisation	Manifest injustice	A complaint on allegations of cover up in several cases of defilement at Gul Primary School, Muhoroni Sub County. Upon follow up with TSC, it was	Inquiry is ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					communicated that the accused was subjected to TSC disciplinary process and service terminated. Follow up with the police on whether alternative charges if any have been preferred since the minors were never subjected to medical examination at the time of the incident.	
788.	Anonymous CAJ/NGALASEC.SC/013/2444/2023-EF	Ministry of Education (Ngala Secondary School)	Male	Abuse of power	The Complainant alleged that the principal of Ngala Secondary School presented herself as a deaf person although she is not, and that she used her registered status as a person with disability to benefit from tax exemptions and a guide allowance. The Complainant further alleged that the principal abuses her power by allowing relatives to access and use the school dormitory and that she is often absent and doesn't take up school duties.	Inquiry ongoing
789.	Eliud Matindi CAJ/M.EDU/013/2418/2023-EF	Ministry of Education	Male	Unfair treatment	The Complainant alleged that several Secondary Schools had violated the human rights and dignity of their students by forcing them to shave their hair as a precondition for admission to school. The complainant was advised to lodge the complaint with the Ministry of Education and update the Commission on the status within 60 days. After the lapse of the said period the complainant reported that he had lodged the	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					complaint with the Ministry and that no action had been taken.	
790.	Teresa Atieno Aketch CAJ/M.EDU/013/2458/23-V.O.K	Ministry of Education	Female	Unfair official conduct	The Complainant alleged that her employment was unfairly terminated by Kokuro Secondary School.	Inquiry ongoing
791.	Alvin Mwangi CAJ/M.EDU/013/2475/23-V.O.K	Ministry of Education	Male	Unfair official conduct	The Complainant alleged that Ollessos technical training institute offers Health Records and Information Technology course but the same is not recognized by the Association of Medical Records Officers Kenya.	Inquiry ongoing
792.	Moses Otieno CAJ/M.EDU/103/2454/2023-SAK	Ministry for Education	Male	Delay	The Complainant alleged that his daughter sat for her Kenya Primary School Education Assessment (KPSEA) examinations in November 2023 and to date she is yet to revive her results due to improper online transfer from her former school to the school she sat the assessment.	Moses Otieno CAJ/M.EDU/103/2454/2023-SAK
793.	Alexander Njeru CAJ/M.EDU/013/2456/2023-SAK	Ministry for Education	Male	Unlawful Official Conduct	The Complaint alleged that the Principal Mwangaza Secondary School illegally enriched herself and allocated development projects using close relatives. Further, the school has been mismanaged as well as the mean-scores dropping since she took over as principal.	Alexander Njeru CAJ/M.EDU/013/2456/2023-SAK
794.	Rodgers Kimwetich Bett CAJ/ELD/M.EDU/013/110/23-FL	Ministry of Education	Male	Oppressive official conduct	The Complainant alleged that the Elgeyo County Director of Education declined to address his complaint on	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					withholding of his KCSE Certificate by St. Patricks High School for unpaid school fees contrary to the government policy on the same.	
795.	Colleta Nelima Mwagwe CAJ/M.EDU/013/2464/23-V.O.K	Ministry of Education	Female	Unfair official conduct	The Complainant alleged that the management of Chavakali High School was extorting money from parents.	Inquiry ongoing
796.	Espedita Muthoni Njuguna for Emmanuel M. Njiru CAJ/M.EDU/013/2489/23-SCK	Ministry Of Education, Science and Technology	Female	Unfair Treatment	The Complainant alleged that her son who was studying a Diploma Course in Purchasing and supplies at Kenya Institute of Management and a PWD has not been granted an opportunity to graduate due to allegation by the Institute that he had missed some CATs for module III. He projects that KIM should not cancel the entire Module II exams since Emmanuel was learning on a disability platform.	Inquiry ongoing
797.	MUHORO MACHARIA EMMANUEL CAJ/M.EDU/13/16/23-EM	The Ministry of Education	Male	Maladministration	The Complainant alleges that the administration of the school has refused to clear students running for the upcoming elections.	Inquiry ongoing
798.	Daniel Wandera CAJ/ELD/M.EDU/013/125/23-FL	Ministry of Education	Male	Delay	A complaint on allegation of delay by the Principal Secretary State Department for Technical, vocational Education and Training (TVET) to update him on the outcome of his complaint on unfair treatment in his promotion as Principal TVET Trainer from Job Group "P" to "R".	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
799.	Alex Muthomi Mate CAJ/M.EDU/013/2394/2023-EF	Ministry of Education (Kalukuni Secondary School)	Male	Abuse of power	The Complainant alleged that the Principal and the Deputy Principal of Kalukuni Secondary School had unlawfully demanded extra money from parents, which money was unaccounted for. The complainant, a teacher at Kalukuni, further alleged that the Principal and the Deputy Principal harassed and victimized him for his unwillingness to participate in the collection of extra cash payments from parents.	Inquiry ongoing
800.	Allan Ogudo CAJ/M.EDU/013/2472/23-EF	Ministry of Education	Male	Unlawful conduct	The Complainant alleged that 9 non-teaching staff and 14 teachers employed by the Board of Management had not received their salary since January 2023, and that the school Principal did not bother to look into the issue. He also alleged that the principal facilitated his relatives to receive lucrative tender awards at the school. The Commission noted that he had already raised the matter with the Ministry of Education barely few days before, and thus asked him to update the Commission on the outcome.	Inquiry ongoing
801.	David Lochom Ichuman CAJ/ELD/M.EDU/013/113/23-FL	Ministry of Education	Male	Unfair Treatment	The Complainant alleged that the Board of Management (BOM) Kipsangui Boys High School, Uasin Gishu County has initiated disciplinary proceedings against	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					him following his decision declining to take up his deployment to the catering department from the security department.	
802.	MAACS HUMAN RIGHTS ADVOCACY CAJ/KSM/M.EDU/013/396/23-AO	Ministry of Education	Organisation	Manifest injustice	A complaint on allegations of cover up in several cases of defilement at Gul Primary School, Muhoroni Sub County. Upon follow up with TSC, it was communicated that the accused was subjected to TSC disciplinary process and service terminated. Follow up with the police on whether alternative charges if any have been preferred since the minors were never subjected to medical examination at the time of the incident.	Inquiry is ongoing
803.	Naftali Nyakora Mangerere HUD/KSI/M.EDU/013/88/23-WT	Ministry of Education	Male	Incompetence	The Complainant alleged that he was engaged as a part time lecturer at Kisii University from 2015 up to 2021. However, his salary for the years 2020 and 2021 were not paid for the reasons that his file was missing thus hindering processing of his dues.	Inquiry ongoing
804.	Richard Wafula CAJ/KSM/M.EDU/013/399/23-WT	Ministry of Education	Male	Improper official conduct	The Complainant alleged that the short listing exercise of TVET Trainers conducted at Kisumu National Polytechnic by Bumbe Technical Training Institute on 23rd June 2023 was impacted with irregularities and corruption. He alleged that the selection panel was compromised and the process was not	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					fair and based on merit. The Complainant wrote to the Principal Secretary State Department of TVET requesting for the process to be cancelled and investigations initiated with regard to the allegations raised. Complainant advised to allow time for the Principal Secretary to address the matter and if not assisted the Commission will intervene.	
805.	Elimeleck Amisi Jomo CAJ/KSM/KUCCPS/013/398/23-WT	Ministry of Education	Male	Manifest Injustice	The complainant alleged failure by Kenya Universities Central Placement Service (KUCCPS) to place the Complainant to a university even though the Complainant attained all the relevant qualifications. KUCCPS alleged that the course was unavailable yet it was available on the portal.	Inquiry ongoing
806.	Esther Bor CAJ/ELD/M.EDU/116/23-FL	Ministry of Education	Female	Delay	The Complainant alleged that the Board of Management (BOM) Kipsangui Boys High School, Uasin Gishu County has delayed to settle dues owed to her following her termination from service as a cateress on 24/6/2021.	Inquiry Ongoing
807.	Emma Nyambura HUD/NYERI/M.EDU/013/235/23-EMN	Ministry Of Education	Female	Abuse of Power	The Complainant alleged that she was an employee of St Joseph Simbara Secondary School whose services were unlawfully terminated. She has been following up on her benefits in vain.	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
808.	Seif Gandugu Athuman HUD/KWL/M.EDU/013/5/2023-EM	Ministry Of Education	Male	Unfair treatment	The Complainant alleged that the Head teacher of Kombani Primary school in Kwale County had declined to clear his nephew who had sat for Kenya Certificate of Primary Education in 2022 for failing to pay Kshs. 8,000/= meant for lunch program offered in school. The Commission contacted the County Director of Education Kwale, who ensured that the Complainant was cleared.	File Closed-Resolved
809.	Hafidy Mwinyi Mwatsahu CAJ/MSA/M.EDU/013/161/2023-KC	Ministry Of Education	Male	Delay	The Complainant alleged delay at Sacred Heart Girls High School, Mombasa to refund Kshs. 9,000 paid as part fee for his niece- Eunice Rehema Abdul who was supposed to join the school in February but did not manage as she did not have a birth certificate. He had since obtained the birth certificate and intended to take her to another school effective January 2024 but claimed that the school had refused to refund the amount.	Inquiry ongoing
810.	Joshua Mwanzia CAJ/MSA/M.EDU/013/160/2023-KC	Ministry of Education	Male	Delay	The Complainant alleged that he sat for his KCSE examinations in 2021 at St. Peters Mumias High School in Kakamega County and scored a B plain. However, he stated that his KCSE certificate & result slip had been confiscated ostensibly on account of having not paid Kshs. 27,000	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					being charges for remedial classes. As a result, he was yet to join University of Nairobi to for undergraduate studies.	
811.	Samuel Sulubu CAJ/MSA/M.EDU/013/158/ 2023-EM	Ministry Of Education	Male	Delay	The Complainant alleged delay at Teachers Service Commission to effect salary increase upon his promotion to the position of a Senior Graduate/ approved secondary school teacher, Job Group M with effect from 1st February 2011.	Inquiry ongoing
812.	Nixon Mombo Kichakuri CAJ/MSA/M.EDU/013/159/ 2023-KC	Ministry Of Education	Male	Delay	The Complainant alleged delay at Moi University to pay his dues amounting to Kshs. 240,240/= for services rendered as a part time lecturer at Moi University, Mombasa between 2019 and 2021.	Inquiry ongoing
813.	John Matole Mwero CAJ/MSA/M.EDU/013/156/ 2023-KC	Ministry Of Education	Male	Delay	The Complainant alleged delay at Teachers Service Commission to communicate the outcome of appeal lodged in January 2011 challenging the decision to dismiss him ostensibly on account of misappropriation of school funds while in service as a Head teacher at Port Reitz School for the Handicapped in Mombasa.	Inquiry ongoing
814.	Harrison Sayo Njama CAJ/MSA/M.EDU/013/154/ 2023-KC	Ministry Of Education	Male	Delay	The Complainant alleged delay at the Ministry of Education to process his gratuity benefits accrued while serving as an Office Messenger at Shimo la Tewa High school in Mombasa. He retired on 31.12.2019 but stated that his benefits had not yet been processed.	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
815.	Saleh Ramadhan Anami CAJ/MSA/M.EDU/013/155/2023-KC	Ministry Of Education	Male	Delay	The Complainant alleged delay at the Kisii University, Eldoret Campus to issue him with a diploma certificate in International Relations, Conflict Resolution & Peace Building which he cleared in June 2017.	Inquiry ongoing
816.	Bryan Omondi Juma CAJ/MSA/M.EDU/013/153/2023-KC	Ministry Of Education	Male	Unlawful Official conduct	The Complainant alleged that his daughter, a Class 6 pupil was vaccinated forcefully and without the consent of the parents on 28th February 2023. He wrote to Mikindani Primary school where the child goes to school seeking an explanation from the school but no response.	Inquiry ongoing
817.	Elijah Nzaingu CAJ/M.EDU/013/2466/23-EMN	Ministry of Education	Male	Delay	The Complainant alleged that they were contracted to install ICT materials in Mailwa and Lenkishon Primary school and that upon completion of the assignment, the Respondent has failed to pay them. They were requested to supply the Commission with further details.	Inquiry Ongoing
Judiciary						
818.	KIMTAI RUTTO DANIEL CAJ/NHRR/JUD/001/3/22-EM	Judiciary	Male	Inaction	The complainant alleges that he is unable to trace the court file in NAKURU CIVIL APPEAL NO E127 OF 2022 despite making many applications to peruse the file.	Inquiry ongoing
819.	Elizabeth Wanjiku	Judiciary	Female	Delay	The Complainant alleged delay by the Eldoret Law Courts to issue her with a	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
	CAJ/ELD/JUD/001/155/23-FL				copy of the judgement rendered on 3/3/2023 for a fatal accident case that she had lodged at the court.	
820.	Joshua Rume Omollo CAJ/JUD/001/2558/23- FN	Judiciary	Male	Unresponsive Official conduct	The Complainant alleged that an assault case regarding a Chief, was reported but no action was taken. The inquiry file no. 2/2020 was forwarded to the DPP office for an independent decision but no update has been given despite the complainant following up. He was requested to supply further details.	Inquiry Ongoing.
821.	Kiliza Mugoya Cyrus CAJ/JUD/001/256/23-JMM	Judiciary	Male	Delay	The Complainant alleged that he filed a Criminal Appeal through Oyatta Associates on 8thDecember 2021 being HCCRA/E142/2021. The matter has been ongoing before Justice Grace Nzioka until 21st September 2022 when it was transferred to Justice Kimondo who has failed to deliver judgment.	Inquiry ongoing
822.	Paul Mutiso HUD/MAK/PO/047/54/22-JMM	Judiciary	Male	Injustice	The complainant alleged that he requested for documents from the Judiciary and they were partially provided. Further review established that the documents were provided. He was asked to update the Commission.	Inquiry ongoing
823.	Dr. Patrick Maison Dikirr CAJ/HUD/GPO/JUD/001/203/2023-SAK	The Judiciary Makadara and Kibera Law Courts	Male	Manifest Injustice	The complainant alleged that he was charged in two separate incidences for traffic offenses. Both cases were dismissed and he sought to be refunded his cash bail, which to date has not been	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					forthcoming. He was requested to supply clearer details.	
824.	Susan Musimba CAJ/JUD/001/2545/23-EF	The Judiciary (Machakos Law Courts)	Female	Unresponsive official conduct	The Complainant alleged that the file for Machakos CMCC NO.682 of 2004, which she is a party to, disappeared and has not been traced despite several attempts to follow up. This was after the presiding Magistrate was transferred and the Magistrate who took over requested for the proceedings to be typed. The matter was referred to the Office of the Judiciary Ombudsman.	Inquiry ongoing
825.	Maina Ngaruiya & Co., advocates CAJ/JUD/001/2530/23-JMM	Judiciary	Male	Delay	The Complainant alleged that they represent the Plaintiff in 2014, Milimani CMCC NO. 2531 OF 2014. The matter came up for mention on 2nd March 2022 to confirm filing of submissions and a judgment date issued on 25th March 2022 but the file went missing since then. They have tried to prosecute the same but the file has been missing despite several attempts.	Inquiry ongoing
826.	Wangari Kamau Regina CAJ/JUD/001/2587/23	Judiciary	Female	Delay	The Complainant alleged delay of their case which was filed at Murang'a law courts. She claims that it has been 9 years since the case was filed and that the matter has not been concluded.	Inquiry ongoing
827.	Wycliffe Mutayi Ngoyani CAJ/KSM/JUD/001/585/23-AO	Judiciary	Male	Unresponsive Official Conduct	A complaint alleging failure to be issued with proceedings in an uncited case.	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
828.	Kimanthi Alex CAJ/JUD/001/2577/23-SCK	Judiciary	Male	Delay	The complainant allied that he is an inmate serving a death penalty at Kamiti Maximum Prison for the offense of robbery with violence. He appealed against his conviction and sentence to both the High Court and Court of appeal but that his appeals were dismissed. He said that he further lodged a petition before the HIgh Court which has neither been issued with the Petition number nor a hearing date.	Inquiry ongoing
829.	Peter Kamau Mwangi CAJ/KSM/JUD/001/587/23-AO	Judiciary	Male	Manifest Injustice	A complaint alleging failure to allocate a hearing date and setting down an appeal lodged in the year 2014 for hearing and determination. Nakuru COA CRA No. 11 of 2014.	Inquiry ongoing
830.	Christine Kathule CAJ/JUD/001/2559/23-EF	Judiciary	Female	Delay	The Complainant alleged delay in hearing and determination of a criminal case t against her mother, brother and nephew occasioned by the complainant's (In the criminal case) failure to attend court. She further alleged that she had filed an appeal against a Judicial review decision which was never set for hearing. The Commission advised the complainant about the accused person's right to initiate a mention and asked her to provide supporting documents.	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
831.	Mbuthia Kinyanjui & Co. Advocates CAJ/JUD/001/2568/23-V.O.K	Judiciary	Organisation	Inefficiency	The Complainant alleged that judgment was delivered in SCCOMM No. E1178/23 on 05.05.2023 but it had not been able to get a copy of the same. Complainant was advised to lodge the complaint with the office of the Judiciary Ombudsman.	Inquiry ongoing
832.	Moses Omuko Ratemo HUD/KSI/JUD/001/90/23-AO	Judiciary	Male	Manifest Injustice	A complaint on allegation of missing file, KISII ELC No. 178 of 2017 (O.S), Kenya Electricity Transmission Limited vs. Moses Omuko Ratemo and others.	Inquiry ongoing
833.	Henry Ambiche Okumu CAJ/KSM/JUD/001/568/23-WT	Judiciary	Male	Unresponsive Official Conduct	A complaint alleging failure by Nyando Law Courts to supply him with proceedings in Nyando Succession Cause No. 142 of 2016. He applied for certified copies of court proceedings vide letter dated 5th January 2023 and made a follow up on 18th January 2023 where he was informed that the court file was yet to be traced.	Inquiry ongoing
834.	Emmanuel Kimutai Bett CAJ/KSM/JUD/001/580/23-AO	Judiciary	Male	Delay	A complaint alleging delay in issuance of proceedings in Ukwala MCSO No. 5 of 2021.	Inquiry ongoing
835.	Makori Omboga And Co. Advocates CAJ/JUD/001/2560/23-SCK	Judiciary	Male	Outside Mandate (Civil Dispute)	The alleged that he is party to an ongoing suit pending before the Mombasa court on dispute surrounding change of name and registration of a church and alleged fraud in the said process.	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
836.	Kennedy Kisa Omweri CAJ/KSM/JUD/001/584/23 -AO	Judiciary	Male	Unresponsive Official Conduct	A complaint alleging delay in issuance of case number and hearing date following lodging of a resentencing petition arising from Migori HCCRC No. 46 of 2017and Kisumu Court of Appeal CR A No. 107 of 2017	Inquiry ongoing
837.	Omar Kasongo Masimba CAJ/KSM/JUD/001/588/23 -AO	Judiciary	Male	Manifest Injustice	A complaint against Bungoma law courts on allegations of missing court file Bungoma CMCC No. 417 of 2010.	Inquiry ongoing
838.	Chrisantus Odour Khaliabusa CAJ/KSM/JUD/001/583/23 -WT	Judiciary	Male	Delay	A complaint alleging delay by Busia High Court to forward court proceedings and file in Busia HCCRA No. 36 of 2020 to Kisumu Court of Appeal to facilitate the hearing of his appeal at Kisumu COA Criminal Appeal No. E063 of 2021. The Complainant lodged his appeal at the Court of Appeal in 2021.	Inquiry ongoing
839.	Jane Akinyi Ooko CAJ/KSM/JUD/001/586/23 -WT	Judiciary	Female	Delay	A complaint against Siaya High Court on allegations of delay in submitting criminal file number 10/2022 to Kisumu Court of Appeal to facilitate the appeal process of one Sylvester Odhiambo Ogutu who was convicted of murder and sentenced on November 15th 2022 to 35 years' imprisonment, currently serving at Kodiaga maximum prison.	Inquiry ongoing
840.	John Orwa Odonyo CAJ/KSM/JUD/001/582/23 -WT	Judiciary	Male	Delay	Complaint alleging delay by Homabay High Court to provide an appeal number to his appeal which he lodged immediately after his conviction on 23rd	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					July 2021 in Homabay - Criminal Case No. 32 of 2021.	
841.	Elijah Videgede CAJ/JUD/001/2541/23-EMN	Judiciary	Male	Delay	The Complainant alleged that he is in custody on conviction for Robbery with Violence. They said that they appealed against the conviction and sentence in HCRCA No. E050 of 2022 but that the same has not been set down for hearing.	Inquiry Ongoing
842.	Elizabeth Manga O/B Julia Mkandoe HUD/WND/JUD/001/4/2023-KC	Judiciary	Female	Delay	The Complainant alleged that her mother filed a Civil Suit No. 2093 of 1999 at Mombasa law courts seeking compensation. However, her mother passed away in 2021 and that, she does not know whether the judgement had been granted or not yet at the time of her death.	Inquiry Ongoing.
843.	Amani Kerenga CAJ/MSA/JUD/001/540/2023-EM	Judiciary	Male	Delay	The Complainant alleged delay by Magistrate in Court No. 1, Mombasa in hearing and determining his case No. E100 of 2022, parties being; R vs Amani Kerenga.	Inquiry ongoing
844.	James Omondi CAJ/MSA/JUD/001/541/2023-EM	Judiciary	Male	Delay	The Complainant alleged delay by the Court of Appeal in Nairobi in issuing an Appeal number and a hearing date which he filed within 14 days after sentencing in HCCR 1557 of 2008.	Inquiry ongoing
845.	Mohamed Ahmed Zakari CAJ/MSA/JUD/001/542/2023-EM	Judiciary	Male	Delay	The Complainant alleged delay at High Court Mombasa to determine his appeal filed vide Mombasa HCRR No. 69 of 2017.	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					He indicated that the matter had been heard but not yet decided.	
846.	Penina Nasiyeku CAJ/MSA/JUD/001/544/2023-KC	Judiciary	Female	Delay	The Complainant alleged delay at High Court Mombasa to determine HCCR No. 1 of 2018. She claimed that the matter had been pending judgment since June 2022.	Inquiry ongoing
847.	Patrick Muombo CAJ/MSA/JUD/001/545/2023-KC	Judiciary	Male	Delay	The Complainant alleged delay at Mombasa law court to hear and determine Criminal Case No. 150 of 2021. He claimed that he had not been informed of the next hearing date.	Inquiry ongoing
848.	Hassan Juma Mwakani CAJ/MSA/JUD/001/532/2023-KC	Judiciary	Male	Inefficiency	The Complainant alleged missing court file in Mombasa CMCC No. 2074 of 2021 between Hassan Juma Mwakani versus Hussein Salim to enable him get a certified copy of proceedings and judgment since his advocate on record had refused to update him on the progress of the case.	Inquiry ongoing
849.	Anzazi Pole Joyce CAJ/MSA/JUD/001/525/2023-EM	Judiciary	Female	Delay	The Complainant alleged delay at the Kilifi Law Courts to issue her with a certified copy of judgment in Land Case No. E022 of 2022 to facilitate follow up on a complaint against her advocate at the Advocates Complaints Commission.	Inquiry ongoing
850.	Salim Obao CAJ/MSA/JUD/001/526/2023-EM	Judiciary	Male	Delay	The Complainant alleged delay in the hearing and determination of Criminal case No. 346 of2019 at Kwale Law Courts through unnecessary adjournments.	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
851.	Clement Wafula Kisaka CAJ/MSA/JUD/001/527/2023-KC	Judiciary	Male	Delay	The Complainant alleged delay in getting a hearing date for an application he filed in the High Court at Mombasa vide Miscellaneous CR NO. 158 of 2022	Inquiry ongoing
852.	Community Policing Peace Welfare Society CAJ/JUD/001/2566/23-SK	Judiciary	Unclear	Inefficiency	A complaint alleging illegal dealings in the Complainant's land in Kirinyaga County.	Inquiry Ongoing
853.	John Ndwiga Kamunyoti Niagi HUD/EMBU/JUD/001/202/23-SK	Judiciary	Male	Delay	The Complainant alleged delay in hearing his case in Milimani High Court where his two sons were murdered by Police Officers in Manyatta Embu County*(the Kianjokoma brothers case)*	Inquiry Ongoing
854.	Shadrack Mugo Ireri HUD/EMBU/JUD/001/201/23-SK	Judiciary	Male	Delay	A complaint alleging delay in hearing of a criminal case wherein the Complainant's daughter was allegedly defiled by a person well known to him. He stated that the incident happened in 2018 and the case had stagnated at the mention stage since 2020	Inquiry Ongoing
855.	Jilo Winnie CAJ/MSA/JUD/001/521/2023-KC	Judiciary	Female	Delay	The Complainant alleged delay by the Registrar, Malindi High Court to prepare a record of appeal in Malindi HCCR 45 of 2019 to expedite appeal proceedings instituted since 2019.	Inquiry ongoing
856.	Cleophas Ongeri Miruka CAJ/MSA/JUD/001/530/2023-EM	Judiciary	Male	Delay	The Complainant alleged delay at the Mombasa Law Courts to issue him with a certified copy of judgment in Case No. M412 of 2015- Cleophas Ongeri Miruka v/s Devan Logistics Ltd to facilitate due	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					follow up with the Advocates Complaints Commission.	
857.	Charo Chula Kithongo CAJ/MSA/JUD/001/534/2023-KC	Judiciary	Male	Delay	The Complainants alleged delay at Malindi Law Courts to issue certified copy of proceedings in case No. 34 of 2019-Jambo Fondo & another vs. Ministry of Lands & 6 others.	Inquiry ongoing
858.	Wilson Mureithi Musa CAJ/MSA/JUD/001/520/2023-EM	Judiciary	Male	Inefficiency	The Complainant alleged delay at the Court of Appeal, Malindi to commence appeal proceedings in COA Criminal Appeal No. E026 of 2020. He is currently serving jail sentence at Kilifi GK prison.	Inquiry ongoing
The Ministry of Labour						
859.	MIGWI WAMBUI EUNICE CAJ/NYHRR/M.LAB/017/1/23-EM	The Ministry of Labour	Female	Abuse of office	The complainant alleges that she reported her unfair termination to the ministry of labour but the labour officer has been colluding with the employer to frustrate her.	Inquiry ongoing
860.	Silas Were Aura & 14 Others CAJ/KSM/M.LAB/017/160/23-WT	Ministry of Labour & Social Services	Organisation	Unresponsive Official Conduct	A complaint alleging failure by Kisumu Labour office to intervene in a labour dispute between himself and 14 other affected employees and Handyman Staffing Solutions, their employer. They reported the dispute on 20/2/23 and the Labour office issued a letter to the employer on same date to respond within seven days, but he failed to pursue the matter further, yet the employer did not comply.	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
861.	Patrick Ogonda CAJ/KSM/M.LAB/017/158/23-WT	Ministry of Labour & Social Services	Male	Unresponsive Official Conduct	A complaint alleging failure by the Kisumu County Labour office to compel his former employer, Patriotic Security Company Ltd to issue him with a retirement letter to enable him claim his NSSF retirement benefits. He alleged he had visited the Labour office severally in the year 2022, but had not received any service.	Inquiry ongoing
862.	Donald Sumba Mukhoma CAJ/KSM/M.LAB/017/161/23-WT	Ministry of Labour & Social Services	Male	Unresponsive Official Conduct	A complaint alleging failure by Kisumu Labour office to intervene in a work injury dispute involving his employer, Cement Center CCL. He was injured while at work on 10/5/23. He reported to the Labour office on 12/5/23 after his employer refused to pay for his medical treatment. The Labour office intervened initially where the employer took him to hospital, but later refused to help him continue with treatment. When he reported to work in June 2023, he was told that his services were no longer required and he was not paid any compensation. He alleged he reported back to the Labour office, but he was not assisted.	Inquiry ongoing
863.	Madarra Osimbo CAJ/KSM/M.LAB/017/159/23-WT	Ministry of Labour and Social Protection	Male	Unresponsive Official Conduct	A complaint against the Kisumu Labour Office for failure to act on his complaint regarding labour dispute with Mills view Hotel Kisumu which he reported on 7th February 2023.	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
864.	Timothy Nyainda Angwenyi & 2 others CAJ/KSM/M.LAB/017/156/23-AO	Ministry of Labour and Social Protection	Male	Unresponsive Official Conduct	A complaint alleging failure on the part of the county labor officer Kisumu to resolve a case of unfair labour practices against their employer, a private entity Guardian Security Company Limited.	Inquiry ongoing
865.	Centre Against Torture CAJ/ELD/ATI/M.LAB/017/1/23-EK	Ministry of Labour	Organisation	Unresponsive Official Conduct	A complaint on allegations that the National Employment Agency has failed to respond to their request for information on the registration status of recruitment agencies in Uasin Gishu County	Inquiry Ongoing
866.	Collins Wachira Gathigia CAJ/M.LAB/017/865/2023-V.O.K	Ministry of Labour and Social Protection	Male	Delay	The Complainant alleged that the Respondent has not resolved a complaint he lodged against his former employer, Redstar Medical Services Limited.	Inquiry ongoing
867.	Atieno Janet CAJ/M.LAB/017/867/23-SCK	Ministry Of Labour, Social Security and Services	Male	Unfair Treatment	The Complainant alleged that her mother is an aged person of 85 years old and that She has not been registered with the social protection department that would enable her benefit from the social protection fund.	Inquiry ongoing
868.	Manyasa Benard & Others CAJ/M.LAB/017/863/23-SCK	Min Of Labor	Male	Delay	The complainants alleged that they were employed by KOCH construction Company whose services were unfairly terminated. They reported the case to the labor office on 16th January 2023 and later on a reconciliation meeting was called on 22nd February 2023 but	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					the employer did not avail themselves. They were informed that they needed to engage an advocate to follow up the matter on their behalf.	
869.	Pauline Kibe CAJ/M.LAB/017/866/23-EMN	Ministry of Labour & Social Protection	Female	Unresponsive Official Conduct	The Complainant alleged that she was an employee of a radio station in Lodwar. Her services were unfairly terminated and that there being no labour office in Lodwar, she lodged a Complainant at the Nakuru labour offices in October, 2022. She has followed up on the same in vain	Inquiry Ongoing
870.	Mejumaa Swaleh Mwasura HUD/KWL/M.LAB/017/14/2023-KC	Ministry of Labour & Social Protection	Female	Delay	The Complainant alleged delay at Occupational Safety & Health office, Nairobi to process the gratuity of her deceased father- Swaleh Mwasura Gakurya who passed away on 18.9.1998 while still working as an Administration Police officer attached to the Ministry of Labour. The deceased's wife- Mariam Tsumo is also deceased.	Inquiry ongoing
871.	Andrew Orina Matiana CAJ/MSA/M.LAB/017/215/2023-EM	Ministry Of Labour & Social Protection	Male	Delay	The Complainant alleged delay at NSSF to pay his benefits which remitted to the fund during the period he was employed at Travellers Beach Hotel Mombasa until November 2022.	Inquiry ongoing
872.	Johnson Ngalla Chivatsi CAJ/MSA/M.LAB/017/212/2023-KC	Ministry Of Labour & Social Protection	Male	Delay	The Complainant alleged delay at the County Occupational Safety & Health Office (OSH) Mombasa to address a workman injury sustained in the course of	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					duty at Khalid Salim's construction site in Mombasa. He was employed a mason but on 1.2.2019 sustained an eye injury that eventually, led to blindness.	
873.	Joseph Mbovu CAJ/MSA/M.LAB/017/211/ 2023-KC	Ministry Of Labour & Social Protection	Male	Delay	The Complainant alleged delay and/or inaction at Labour Office, Mombasa to resolve his complaint on non-payment of wages by his employer for a period of 4 years. He stated that he lodged the complaint at Labour office in February 2023.	Inquiry ongoing
874.	Ziro Esther Chizi CAJ/MSA/M.LAB/017/210/ 2023-EM	Ministry Of Labour & Social Protection	Female	Delay	The Complainant alleged delay and/or inaction at Directorate of Occupational Safety and Health Services office, Malindi to resolve her complaint on non-payment of compensation for an injury sustained at the workplace. She was employed as a sisal cutter at Yeri Agricultural Supply company and got injured in 2021 in the course of duty.	Inquiry ongoing
875.	Simon O. Kapule CAJ/MSA/M.LAB/017/207/ 2023-EM	Ministry Of Labour & Social Protection	Male	Unresponsive Official Conduct	The Complainant alleged that he lodged a complaint at the County Occupational Safety and Health Office, Mombasa regarding a workman injury, which was subsequently, referred to the Secretary, the Directorate of Occupational Safety and Health Office, Nairobi vide letter dated 23/11/2022 for review after he objected the award but there had been no response since then.	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
876.	Kevin Wafula CAJ/MSA/M.LAB/017/209/2023-KC	Ministry Of Labour & Social Protect	Male	Delay	The Complainant alleged delay and/or inaction at County Occupational Safety and Health Services office, Malindi to resolve his complaint on non-payment of compensation for an injury sustained at the workplace. He stated that his employer had been summoned in August 2022 but did not show up.	Inquiry ongoing
877.	Hamid Mohamed Ali CAJ/GSA/M.LAB/017/001/23-AH	Ministry of Labour and Social Protection	Male	Unresponsive Official Conduct	The Complainant claims that he is a registered beneficiary of the Inua Jamii Initiative and has not received his dues since 2021.	Inquiry ongoing
878.	John Ngahu Nganga CAJ/M.LAB/017/866/23-SK	Ministry of Labour & Social protection	Male	Delay	The Complainant alleged delay by the State Department for Labour and Social Protection.	Inquiry Ongoing
DCI						
879.	JOSPHAT KIPTOO CAJ/NHRR/POL/015/47/23	Directorate Of Criminal Investigations	Male	Delay	The complaint alleges that he is a BOM member at St. Louis primary, the principal was charged with theft of Ksh 50,000.00 from the school. The case has never proceeded to court as the investigating officer has never finalized the investigations. The Complainant did not have any supporting documents and he was requested to supply the office with them.	Inquiry Ongoing
880.	Cheruiyot Kenneth Koech CAJ/KSM/POL/015/654/23-AO	Directorate of Criminal	Male	Unresponsive Official Conduct	A complaint against DCI on allegations of failure to amend the Complainant's criminal records following allegations of	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
		Investigations (DCI)			theft, which matter was settled amicably at Bomet Police Station and no charges preferred against the Complainant. Upon application for police clearance certificate on 1/11/2022 remarks reflected the matter that was resolved at Bomet Police station.	
881.	Paul Makokha Okoiti CAJ/DCI/0154258/23–R.A	Directorate Of Criminal Investigations (DCI), Cyber Crime Unit-Investigations Department	Male	Unresponsive Official Conduct	The Complainant alleged that vide a letter dated 12th July 2022, he wrote to the Respondent's office requesting that it conducts investigations into alleged cyber-crime forgery, to recover data from the computer that was used to send him judgment delivered by Hon. Justice David Majanja on 11th February 2022.However, despite the request, the Respondent's office has failed to favor him with a response and/or taken any steps with respect to the matter.	Inquiry Ongoing
882.	Kinyanjui Kirimi and Company Advocates CAJ/DCI/015/4420/23-EF	Directorate of Criminal Investigations	Organisation	Unresponsive official conduct	The Complainant alleged that the Respondent had failed to take action against two suspects after a forensic Investigation found that they had forged a will for the Estate of the late Michael	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					Muiru Gichuhi. The Commission initiated an inquiry.	
883.	Mary Gateria Mwarania CAJ/DCI/0154217/23-EF	Director of Criminal Investigations	Female	Delay	The Complainant alleged that he reported a case of land fraud to the DCI Chuka under OB No. 39/01/07/2019 but no action was taken to investigate and arrest the suspects.	Inquiry ongoing
884.	Samuel Musyoki CAJ/DCI/015/4274/23-SCK	Director of Criminal Investigations	Male	Delay	The Complainant alleged that he visited Machakos Huduma Center and applied for Certificate of good conduct, that finger prints were taken in April, and that there is delay in getting the same.	Inquiry ongoing
885.	Patrick Lumumba Otima CAJ/DCI/015/4249/23-SK	Director of Criminal Investigations (DCI)	Male	Unresponsive Official Conduct	A complaint alleging failure by the DCI to investigate and take action on a complaint wherein the Complainant alleged that the ownership of his land Title No.Kajiado/Nishalat/3065 was altered in the Register in favour of a third party who started to subdivide the land for sale.	Inquiry Ongoing
National Treasury						
886.	Wilson Wambugu CAJ/BRS/001/2552/23-SCK	National Treasury	Male	unresponsive Official Conduct	The complainant alleged that He applied for a business name and paid the application fee on 13th March 2023. Application No. BN-P7S8P5, Bill Ref. No: EZ4862L. The process delayed and not resolved.	Inquiry ongoing
887.	Anastacia Kiptoo CAJ/ELD/PEN/000/49/23-EK	The National Treasury &	Female	Unfair treatment	The Complainant alleged that Pensions Department ordered the stoppage of payment of dues that had been paid to	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
		Economic Planning			her bank account owed to the Estate of Joseph Kiptoo Kipkieng following a complaint from one Usula Jemeli alleging to be a wife and beneficiary to the estate. Until his demise, the deceased was an employee of the National Police Service.	
888.	James Bwire CAJ/ELD/PEN/000/50/23-FL	The National Treasury & Economic Planning	Male	Delay	The Complainant alleged that the pensions department has delayed to settle the lump sum dues owed to him following his retirement from service of TSC on 31/3/ 2022. He alleges that that the pensions department has only commenced the monthly payments.	Inquiry Ongoing
889.	Mbugua Fredrick For Fatuma Jimro CAJ/MOH/012/634/23-RA	National Treasury Pensions Department	Male	Unresponsive Official Conduct	The Complainant alleged that she has been frustrated in so far as recovery of her late husband's pension entitlements are concerned.	Inquiry Ongoing
890.	Njogu Njoroge Daniel HUD/NKR/PEN/000/017/23-EK	The National Treasury & Economic Planning	Male	Delay	The Complainant alleged that the Pensions department has failed to settle dues owed to him following the reviewed claim owed to retired teachers pursuant to the Nakuru High Court Judicial Review Application 18 of 2012 directing the computation and payment of accrued pension dues owed to the beneficiaries of the 1997 retired teachers case filed in	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					Nakuru High Court Civil Case Number 65 of 2006.	
891.	Bilha Wanjira CAJ/TSC/013/2484/23-JMM	Pensions Department	Female	Delay	The Complainant alleged that he is a retired teacher and a pensioner, pension No. APN/PC 100427. He has not received his pension since September 2021. He has made several follow-ups with the Pensions Department for the release of his pension without any success.	Inquiry ongoing
892.	Nancy Allan For John Allan Asiyo CAJ/PEN/000/616/15B-RA	National Treasury Pensions Department	Female	Unresponsive Official Conduct	The Complainant alleged that her deceased Father was an employee of NHIF up to 1990. Upon his demise, the grandfather became the designated beneficiary of the pension from 1990 to 1997 since the Complainant and her siblings were too young. However, upon the demise of their grandfather in 1997, they were unable to claim their father's retirement benefits for lack of knowledge, despite the money being deposited in their grandfather's account at Postbank for 21 years. Despite being	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					made the administrator of her father's estate including the pension in 2018, her effort to follow up with the pension has proved futile with the overwhelming back and forth struggles in various government agencies as their father's file under BPN 4330 cannot be located to determine how much is owed to them. The process to locate the file has lasted for 6 years now.	
893.	Mogore Angayi Amin CAJ/KSM/PEN/000/121/23-WT	Pensions Department	Male	Delay	A complaint alleging delay by the Pensions Department to process his pension dues after he retired on 30th June 2022 from the service of the Public Service Commission. He had taught at Shamberere Technical Training Institute and his pension number APN/PC0000379077. An inquiry was issued to the Pensions Department which subsequently started paying monthly pension to the Complainant. However, for the lump sum, they indicated they were waiting for release of funds from the Exchequer.	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
894.	John Musyoki Kyengo CAJ/PEN/000/1520/23-SCK	National Treasury	Male	Inefficiency	The Complainant alleged that his brother David Kyengo (Deceased) was to be paid revised pension, owing to salary arrears which accrued to the deceased by virtue of salary increment ordered by High Court in 1997, but this was not done.	Inquiry ongoing
895.	Mike Ngugi Mwangi HUD/NKR/KRA/000/19/23-FL	The National Treasury and Economic Planning	Male	Unresponsive Official Conduct	The Complainant allege that Kenya Revenue Authority has delayed to update him on the outcome of his 2016 Value Added Tax amendment application following an anomaly whilst filing the same. This failure has led to the closure of his bank account as KRA has been demanding the accrued tax returns that had been filed as a consequence of the anomaly.	Inquiry Ongoing
896.	Peter Obongo Amollo CAJ/KSM/PEN/000/124/23-AO	Pensions Department	Male	Unresponsive Official Conduct	A complaint alleging failure on the part of Pensions department to process and pay death gratuity in the estate of Henry Amollo Ondoi	Inquiry Ongoing
897.	Lucy Erukan CAJ/ELD/PEN/000/48/23-FL	The National Treasury & Economic Planning	Female	Delay	The Complainant alleged that the pensions department has delayed in the payment of dues owed to the estate of Peter Erukan, Pension file number APN/PC0000324041.	Inquiry Ongoing
898.	Henry Mbiti Mulu CAJ/M.FIN/000/1537/23-EF	National Treasury	Male	Inefficiency	The Complainant alleged that his mother had not received her pension increment to reflect the salary arrears awarded by the court, because the Pensions	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
		(Pensions Department)			Department was awaiting a revised pension schedule from the Teachers Service Commission.	
899.	Nickson Komen CAJ/ELD/000/47/23-FL	The National Treasury & Economic Planning	Male	Delay	The Complainant alleged that the Pensions department has failed to update them on the status of the death gratuity claims owed to the Estate of Nicholas Chemisto Komen who until his demise in 2007, was an employee of the Kenya Prisons Service.	Inquiry Ongoing
900.	Musyoki Kyengo John CAJ/PEN/000/1520/23-SCK	National Treasury	Male	Inefficiency	The Complainant alleged that his family has not paid dependent's Pension arrears arising from the Salary arrears which accrued to the deceased by virtue of a salary increment through legal notice of 1997.	Inquiry ongoing
901.	Paul Ndung'u Macharia CAJ/PEN/000/1508/2023-EF	National Treasury (Pensions Department)	Male	Delay	The Complainant alleged that he retired in 2019 and that the respondent had delayed to process his pension benefits since then.	Inquiry ongoing
902.	Josphat Kivuti Mugo HUD/EMBU/TRE/000/112/2023-V.O.K	The National Treasury	Male	Delay	The Complainant alleged that he had not been paid dependant's pension for sixteen years.	Inquiry ongoing
903.	Wilson K Biegon HUD/GPO/PEN/000/112/23-JMM	Pensions Department	Male	Delay	The Complainant alleged that he is a retired teacher TSC No. is 56618, Pension No. APN/PC/144801. He has been making a follow up of pension awards given by the Nakuru High Court for	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					teachers who retired between 1997 and 2003 without any success.	
904.	Tom Akanga on behalf of Eunice Indekhwa Akanga CAJ/KSM/PEN/000/126/23-AO	Pensions Department	Male	Delay	A complaint alleging delay on the part of Pensions Department to process and pay dependants pension in the estate of James Zebedi Akanga APN/PC26219.	Inquiry ongoing
905.	Mbatha Madeliene CAJ/PEN/000/1526/23-EF	National Treasury (Department of Pensions)	Female	Inefficiency	The complainant alleged that the Teachers Service Commission had delayed to pay death gratuity for the late Petronilla Ndunge Makovo, TSC No. 137405. The complainant was asked to provide the Commission with supporting documents.	Inquiry ongoing
906.	Zainabu Guyo CAJ/ISI/M.FIN000/028/23 - KWK	Pensions Department	Female	Delay	The Complainant alleged that she is the wife of the late Mr. Martin Gatobu Kinyua who was an employee of Ministry of Transport, Infrastructure, Public Works, Housing and Urban Development until his demise in 2019. The Complainant has been pursuing her deceased husband's pension benefits to no avail despite having provided the pensions Department with all the requisite documents.	Inquiry ongoing
907.	Onyango Gabriel CAJ/PEN/000/1521/23- FN	Pensions	Male	Unfair Treatment	The Complainant alleged that he had been following up on his deceased parent's pension in APN/10498/ PC 36116 in vain. A complaint that the complainant has been following up on the pension	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					benefits due to him at the time of his parents' death without any success; APN/10498 BPN/PC 36116	
908.	Ruth Wanjiru Mwaturi CAJ/PEN/000/1538/23-JMM	Pensions Department	Female	Delay	The Complainant alleged that she is a beneficiary of the estate of the late Isaac Mwaturi Ndungu who was a pensioner, Pension No. APN/PC 54190. She has made several follow-ups with the Pensions Department for the release of the pension without any success.	Inquiry ongoing
909.	Chepkoech Cheriro Joyce HUD/NKR/RBA/000/20/23-EK	The National Treasury and Economic Planning	Female	Unresponsive Official Conduct	A complaint on allegations that Retirement Benefits Authority have failed to address her complaint against the NIS Staff Superannuation Scheme on underpayment of dues owed to the estate of Thomas Kimutai Kibichii.	Inquiry Ongoing
910.	Decy Adhiambo Ouko HUD /KSI/PEN/000/18/23-AO	Pensions Department	Female	Delay	A complaint on allegation of delay on the part of pensions department to process dependents pension in the estate of Dennis Ouko Kisuge BPN/PC 33590.	Inquiry ongoing
911.	Carolyne Juma Onyango CAJ/KSM/PEN/000/122/23-WT	Pensions Department	Female	Delay	A complaint alleging delay by the Pensions Department to re-introduce Widows & Children pension in the estate of the late Julius Onyango Simba, BPN/PC0000102845_1. The pension had been processed and paid on 6th October 2021, but the same were returned because her account was	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					dormant. She opened another account since she could not re-activate her previous account and she filled a change of pay-point form and submitted to the Pensions Department on 12th October 2021, but the pension was yet to be paid.	
912.	Kanyiva Margaret Mbavu CAJ/PEN/000/1536/23-RA	National Treasury Pensions Department	Female	Delay	The Complainant alleged delay in remittance of her pension funds by the treasury pensions department. The Complainant was requested to supply the Commission with further information and documents.	Inquiry Ongoing
913.	George Maina CAJ/PEN/000/1529/23-SK	Pensions Department	Male	Unresponsive Official Conduct	A complaint alleging delay by the Pensions Department to re-calculate pension dues owed to the Complainant. He stated that the amount paid to him fell short with a deficit of Kshs. 176,000 and the monthly payments of Kshs.405 was erroneously arrived at.	Inquiry Ongoing
914.	Mombo Makeo Jumwa HUD/WND/PEN/000/54/2023	Pensions Department	Male	Delay	The Complainant alleged delayed payment of monthly pension or gratuity since retiring from public service in September 2020 and no records from the pensions desk of any progress. Advised to avail sufficient particulars to inform action.	Inquiry Ongoing
915.	Jane Muthoni Maina CAJ/MSA/PEN/000/127/2023-KC	Pensions Department	Female	Delay	The Complainant alleged delay in the processing of the pension benefits of her late husband- Stanley Maina Ngeta	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					(APN/MP 10407) since April 2021 despite submitting the necessary documents.	
916.	Joseph Maringa Njuki CAJ/PEN/000/1514/23-SK	Pensions Department	Male	Delay	A complaint alleging delay by the Pensions Department to process pension dues for the estate of the late Justus Njuki Chirigu	Inquiry Ongoing
Kenya Forest Service						
917.	Samwel Arap Kononden CAJ/KFS/010/160/2023-SCK	Kenya Forest Service	Male	Unresponsive Official Conduct	The complaint alleged that he was acting on behalf of Olposimoru/kamurar/kilapa and Olekurto land evictees, that he together with his group registered a claim for compensation and settlement (Claim no. NLC/HLI/143/2017) the complainant sought to have the above stated claim paid and the status of the same.	Inquiry ongoing
918.	Philip Oima CAJ/KSM/FOR /010/10/23-AO	Kenya Forest Service	Male	Unfair treatment	A complaint on allegation of unfair dismissal from employment and non-payment of terminal accrued benefits thereof EST 35769.	Inquiry ongoing
919.	Evance Otieno Ogola CAJ/KF/038/200/23-FN	Kenya Forest Service	Male	Unfair Treatment	The Complainant alleged that he participated in the recruitment exercise that was held in Homa Bay County on Wednesday 8th March 2023 but has since not been recognized as successfully recruited and posted.	Inquiry ongoing
920.	John Ekalale CAJ/KFS/010/159/2023-JMM	Kenya Forest Service	Male	Unfairness	The Complainant alleges that he is the Respondent's employee No.KFS 03110/2007129889 and that on 16th March 2022, he was involved in an	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					accident while on official duty of highway patrol from Forest Rapid Response Unit (FRRU). He was admitted for 8 days with injuries on the forehead, cut on his upper right eye, a cut on upper mouth, teeth stuck, a fracture and a deep cut below the right knee. On 4th November 2022, he was paid KShs 80,717 for group life cover. He has been making a follow up for WIBA compensation that was calculated at Kshs 2,699,280 in respective of 50 percent disablements.	
921.	John Mwaniki Mwangi CAJ/KFS/010/156/2023-EF	Kenya Forest Service	Male	Unresponsive official conduct	The Complainant alleged that the Respondent had declined to provide information regarding his late father's retirement benefits. The complainant stated that his father was transferred from. The Kenya Forest Service to Kenya Industrial Training Institute, where he was employed until his demise. He claimed that KFS could not trace the deceased's file making it impossible for him to be granted retirement benefits as the next of kin. The complainant was asked for further and clearer details.	Inquiry ongoing
922.	George Mutuku Muthiani CAJ/KFS/010/157/2023-EF	Kenya Forest Service	Male	Unfair treatment	The Complainant alleged that the Respondent had unfairly denied him and his family access to land, which was issued to them as compensation for	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					giving up family land to the community for the construction of the community dam. The compensatory land was extracted from the larger parcel known as Makongo Forest registered as title number Makueni/Kivani/1078. The complainant had sought the intervention of the land registrar for Makueni, but despite the latter's effort the family has remained unsuccessful in accessing the land.	
Independent Policing Oversight Authority						
923.	Kiura Njiru HUD/EMBU/IPOA/131/1/23 -SCK	Independent Policing Oversight Authority	Male	Delay	The Complainant alleged the Respondent delayed to communicate its finding on investigation in which police shot his son during riot.	Inquiry ongoing
924.	Kevin Kiriga CAJ/ELD/IPOA/015/187/23 -FL	Independent Policing Oversight Authority (IPOA)	Male	Delay	A complaint on allegations that IPOA has delayed to address or update him on the outcome of a complaint on police misconduct that he lodged on 11/12/2022	Inquiry Ongoing
925.	Daniel Odindo CAJ/ELD/IPOA/015/188/23 -EK	Independent Policing Oversight Authority (IPOA)	Male	Delay	The Complainant alleged that IPOA has delayed to update him on the outcome of his complaint against the OCS Akala Police who declined to address an assault case that he reported at the station.	Inquiry Ongoing
926.	Kirimi Kinoti & Co. Advocates CAJ/IPOA/132/22/23-SK	Independent Oversight Policing	Organisation	Abuse of Power	A complaint alleging abuse of Power, conflict of interest and impunity by an Officer who heads the Investigations Unit	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
		Authority (IPOA)			in IPOA for using his private company to further business interests in collaboration with specialized police units, interfering with cases filed before IPOA and breach of public trust entrusted to Public Officers	
927.	George Ooko CAJ/IPOA/132/23/23-FN	Independent Policing Oversight Authority	Male	Unresponsive official conduct	The Complainant alleged that the Respondent has failed to take action on a matter reported to their office on 21st February 2023 regarding alleged inaction by Eldoret Police Station OB No. 86/10/12/2013	Inquiry ongoing
928.	Kiura Njiru HUD/EMBU/IPOA/131/1/23-SCK	Independent Policing Oversight Authority	Male	Delay	The Complainant alleged delay by the Independent Policing Oversight Authority to communicate its findings in an investigation where police shot and killed his son during a riot.	Inquiry ongoing
929.	Eregae Etopojo CAJ/IPOA/132/22/23-SCK	Independent Policing Oversight Authority.	Male	Unresponsive Official Conduct	The Complainant alleged that he made a complaint against a police officer to the Respondent under reference number IPOA/CMU/2360/2022 but that the Respondent has not taken any action a year late.	Inquiry ongoing
Directorate of Occupational Safety and Health						
930.	Andole Luseno John CAJ/M.LAB/017/864/23-SCK	Directorate of Occupational Safety and Health	Male	Manifest Injustice	The Complainant alleged that the respondent unilaterally revised his award downward and that they closed his file on the basis that payment was made whereas he is yet to receive any part of the award.	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
931.	Ignatius Mugao mugendi CAJ/DOSH/012/617/2023-SK	Directorate of Occupational Safety and Health services (DOSH)	Male	Delay	The Complainant alleged delay by DOSHS in enforcing its award ofKshs. 2,221,669 against China Gingjian International Group(k) Limited as compensation for injuries sustained by the Complainant as a result of an accident in the course of duty.	Inquiry Ongoing
932.	Faith Mwongeli CAJ/DOSH/012/614/23-EMN	Directorate Of Occupational Safety And Health Services (DOSH)	Female	Unresponsive Official Conduct	The Complainant alleged that she got injured at her place of work. She reported the injury to the DOSH offices in Industrial Area Nairobi seeking computation and payment of damages for the injuries suffered but that she was chased out of the Respondent's offices and was not allowed to lodge his complaint.	Inquiry Ongoing
933.	Charles Karuoya Waweru CAJ/ISI/M.LAB/017/049/23 - KWK	Directorate Of Occupational Safety And Health Service	Male	Unresponsive official conduct	The Complainant alleged that he slid at work and sustained a joint dislocation at Work. He reported the matter to the Respondent but that they have not taken action against his employer	Inquiry ongoing
934.	Catherine Nanjekho Wambulwa CAJ/DOSHS/012/623/2023 -SAK	Directorate of Occupational Safety and Health Services (DOSHS)	Female	Unresponsive Official Conduct	The Complainant alleged that he was injured while on duty in 2021 resulting in treatment and disability. The complainant made a formal complaint to DOSH vide the letter of 23rd February 2022 to no avail.	Inquiry ongoing i

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
935.	Justine Moseti Mogaka CAJ/DOSH/012/613/23-EMN	Directorate of Occupational Safety And Health Services (DOSH)	Male	Delay	The Complainant alleged that he was injured at his place of work and suffered injuries to his left finger while on duty. He said that he reported the injury to the DOSH offices in industrial Nairobi seeking computation and payment of damages for the injuries suffered but that he was chased from the Respondent's office.	Inquiry Ongoing
936.	Maina & Onsare Advocates LLP CAJ/DOSHS/012/631/23-V.O.K	Directorate of Occupational Safety and Health Services	Organisation	Unresponsive official conduct	The Complainant alleged that it lodged a complaint against Wells Fargo Limited, in August 2022, regarding the latter's refusal to report the death of one of his employees to the Respondent but the dispute was yet to be resolved.	Inquiry ongoing
Ministry Of Health						
937.	Wathira Nguru Judy CAJ/M.HEA/012/621/23-SCK	Ministry Of Health	Female	Delay	The Complainant alleged that they lodged a complaint at the Kenya Medical Practitioners and Dentists Council but that the Respondent has not been responded to.	Inquiry ongoing
938.	Benson Kipkorir Kiplagat CAJ/MOH/012/612/23-SK	Ministry of Health	Male	Unresponsive Official Conduct	The Complainant alleged unlawful termination of his contract with the Ministry of Health and denial of a chance to renew the same. He was employed as a Medical Laboratory Officer vide an appointment letter dated 28th December 2021 and terminated eight months later without any communication.	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
939.	Fatuma Jimro CAJ/MOH/012/633/23-SK	Ministry of Health	Female	Delay	A complaint alleging delay by the Ministry of Health to forward the personal file of the Complainant's late husband to the Pensions Department to facilitate processing of pension dues.	Inquiry Ongoing
940.	Bension Kipkorir Kiplangat CAJ/MOH/012/612/23-SK	Ministry of Health	Male	Unfair Treatment	The Complainant alleged that he was unfairly treated by the Ministry of Health for terminating his contract without Notice and denying him the chance to renew the contract.	Inquiry Ongoing
941.	George Owour Omondi CAJ/KSM/MHEA/012/66/23-WT	Ministry of Health	Male	Unresponsive Official Conduct	A complaint alleging failure by the Ministry of Health to pay pension for his late father, Nashon Omondi Oluoch, PHT P/NO 70002577, a former employee of the Ministry of Health who until his retirement, worked at Migori District as a Public Health Officer. That his father died on 17th August 2003, without receiving his pension and efforts to pursue the same have been unsuccessful. An inquiry was issued to the Ministry of Health which advised that the Complainant fills the necessary claim forms.	Inquiry ongoing
942.	Anne Chemutai CAJ/ELD/MOH/012/25/23-FL	Ministry of Health	Female	Delay	The Complainant alleged delay by the National Health Insurance Fund (NHIF) to settle WIBA benefits dues owed to the Estate of her deceased father-Daniel Kiplagat Cheluget who prior to his demise was an employee of the National Police Service, service Number 12550345.	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
943.	Kemboi. F CAJ/ELD/MOH/012/23/23-FL	Ministry of Health	Male	Unfair treatment	A complaint on allegations that the management of Moi Teaching and Referral Hospital (MTRH) discriminated against internal staff applicants in the academic requirements for the job vacancies advertisement that were made in February 2023	Inquiry Ongoing
944.	Ian Nyaga CAJ/MOH/012/632/23-V.O.K	Ministry of Health	Male	Delay	The Complainant alleged delay in issuance of a retirement notice to his mother, Patricia Wawira Nyaga, who retired w.e.f 1st December 2022.	Inquiry ongoing
945.	Charity Zawadi CAJ/ELD/MOH/012/24/23-FL	Ministry of Health	Female	Unfair Treatment	The Complainant alleged unfair treatment by Moi Teaching & Referral Hospital meted to Margaret Makokha following a close relative's complaint that was lodged at the Kenya Medical Practitioners and Dentists Council.	Inquiry Ongoing
946.	John Wanjohi Mutahi CAJ/M.HEA/012/628/23-JMM	Ministry of Health	Male	Unfairness	The Complainant alleged that he was unfairly dismissed from duty on the grounds of absence from duty yet he was on secondment in Namibia. He was also never accorded any hearing and he did not receive any notice to Show Cause Letter. He has also been trying to make a follow up on her retirement benefits, which request has been dismissed by officers from the Ministry of Health.	Inquiry ongoing
947.	Susan Kagure Chira	Ministry of Health	Female	Unfairness	The Complainant alleged that she was unfairly dismissed from duty on the	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
	CAJ/M.HEA/012/627/23-JMM				grounds of absence from duty yet she was on secondment in Namibia. She was also never accorded any hearing as she did not receive any Notice to Show Cause Letter. She has also been trying to make a follow up on her retirement benefits, which request has been dismissed by officers from the Ministry of Health.	
948.	George Kiama CAJ/M.HEA/012/625/23-EMN	Ministry of Health	Male	Incompetence	The Complainant alleged that there is a shortage of drugs in public hospitals in Nairobi and particularly in mama Lucy hospital. The Complaint is addressed to the Respondent and copied to this Commission. The Complainant was advised that the matter is addressed to the entity mandated to handle it hence he should follow up with the Respondent and update the Commission.	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
949.	Pharmacist Interns CAJ/MOH/012/613/2023-SAK	Ministry of Health	Group	Unlawful Official Conduct	The complainants alleged that they were Pharmaceutical Technologists who were released by the counties to proceed on study leave to upgrade to Pharmacists without pay. They said that the the scheme of service, interns are meant to be placed in the relevant job group and remunerated accordingly, however, to date that is yet to be done. The affected complainants raised this matter with the Ministry who has declined to ensure they are paid as pharmaceutical interns.	Inquiry ongoing
950.	Robert O Owiti Victor CAJ/M.HEA/012/616/23	Ministry of Health	Male	Unfair Treatment	The Complainant alleged that he went to Thika Level 4 Hospital seeking medical attention but asked to pay Kshs.100 which he didn't and thus denied services. The complaint was merged with a previous similar one relating to the Complainant.	Inquiry Ongoing
951.	Igan Manyara Ian HUD/NKR/ATI/M.HEA/012/1/23-FL	Ministry of Health	Male	Unresponsive Official Conduct	A complaint on allegations that Kenya Medical Training College (KMTC) has failed to respond to his request for information on his application to pursue a Diploma in Clinical Medicine despite the lapse of the 21 days statutory period	Ongoing Inquiry
National Registration Bureau						
952.	Deo Makabwa Mogendi CAJ/NRB/003/389/23-SCK	National Registration Bureau	Male	Unfair Treatment	The Complainant alleged that he is the respondent employee and that he was victimized by frequent transfers and	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					flimsy applications which led to his salary being stopped for 11 months. He appealed to the Public Service Commission which indicated that there was miscommunication with the County and regional officers of Turkana. He requested for a transfer but this has not been forthcoming.	
953.	Merlin J. Wafula HUD/KWL/NRB/003/8/2023-KC	National Registration Bureau	Female	Delay	The Complainant alleged delay at the National Registration Bureau to process her application for a national ID Card since 2019.	Inquiry ongoing
954.	Esha Mwijuma Mohamed CAJ/MSA/NRB/003/123/2023-EM	National Registration Bureau	Female	Delay	The Complainant alleged delay at the National Registration Bureau in processing a new generation ID Card that she applied for since September 2022.	Inquiry ongoing
955.	Abdifatah Mursal Deas CAJ/GSA/N.RB/021/3/23-AH	National Registration Bureau	Male	Delay	The Complainant alleged that he has applied for a national ID Card in 2017 and is yet to be issued with any. He claims that he was erroneously registered as a refugee when he was about 15 years of age despite the fact that he was born in Kenya. He wants the Respondent to review his application and issue him with an ID Card. The Complainant was asked to provide supporting documents.	Inquiry Ongoing
956.	Safia Abdi Aden CAJ/NRB/003/396/23-JMM	Department of Registration Bureau	Female	Delay	The Complainant alleged that she applied for an ID on 6th August 2021 and was advised that her fingerprints were on	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					the Refugee database and would need them removed first. She made a follow up with the Department of Refugee Affairs and was issued with a letter dated 24th March 2022 advising National Registration Bureau to delete her name from the refugee system and recognize her as an alien. She has been making follow-ups in vain.	
957.	Eddris Mohamed Yusuf HUD/NRB/003/84/23-EF	National Registration Bureau	Male	Unfair treatment	The Complainant alleged that his 26-year-old daughter had been unfairly treated as she sought to be issued with a national identity card. The complainant was asked to provide additional information. She was advised to supply the Commission with her claim supporting documents.	Inquiry ongoing
958.	Veronica Adhiambo Masiga CAJ/NRB/003/387/23-V.O.K	National Registration Bureau	Female	Delay	The Complainant alleged that her daughter applied for a national identity card on 30.11.2022 but the same has not been issued.	Inquiry ongoing
Nairobi City Water & Sewerage Company						
959.	Kifaru Enterprises Limited CAJ/M.WAT/009/334/23-SCK	Nairobi City Water & Sewerage Company	Organisation	Delay	The Complainant alleged that the Respondent had not responded to their 5 emails in which they had requested an update on their new application No. 122212.	Inquiry ongoing
960.	Joseph Mwangi CAJ/M.WAT/009/337/23-RA	Nairobi City Water &	Male	Unlawful Official Conduct	The Complainant alleged that water cartels in Loresho estate frequently disconnect water yet the residents have	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
		Sewerage Company			paid for the same. The water supply system is managed by Nairobi City Water & Sewerage Company.	
961.	Angela Kairu CAJ/MWAT/009/342/23-FN	Nairobi City Water & Sewerage Company	Female	Unfair Treatment	The Complainant alleged the Respondent has failed to supply the complainant and her neighbors in Zenith country villas in Kileleshwa, with water, contrary to the water schedule for the area.	Inquiry ongoing
St. Rita Kiaragana Girls Secondary School						
962.	Gathara Maina John CAJ/M.EDU/013/2433/2023-SCK	St. Rita Kiaragana Girls Secondary School	Male	Unfair Official Conduct	The Complainant alleged that the management of St Rita Girls Secondary school, without just cause, increased school fees for the student without just cause. That the new fee structure was unjustified, and wanted this rectified to be in line with the government policy.	Inquiry ongoing
Water Services Trust Fund						
963.	Mugane LLP For Charles Mugane CAJ/M.WAT/009/333/23-SCK	Water Services Trust Fund	Organisation	Unlawful official conduct	The Complainant alleged that the recruitment process for the position of Chief Executive Officer-Job Grade WSTF 1 published on the weekly review of "My Gov" issue No. 27/2022-2023 dated 17th January 2023 fell short of the HR Policies and Procedures Manual of the Water Sector Trust Fund, July 2019. The Complainant alleged that there is abuse	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					of office, and that the Board of Trustees broke the law.	
County Government of Vihiga						
964.	Makonjo Nelly CAJ/CG.VIHIGA/098/23/23-SCK	County Government of Vihiga	Female	Delay	The Complainant alleged that her deceased husband was the Respondent's employee and that she had been following up on his terminal benefits in vain.	Inquiry ongoing
965.	Mwiliba Land Owners Group CAJ/KSM/CG/VIHIGA /077/22/23-AO	County Government of Vihiga	Organisation	Manifest Injustice	A complaint against Vihiga County Government on allegations of compulsory acquisition of un-cited land without compensation and public participation.	Inquiry Ongoing
Embu County Government						
966.	Bacia Munyai Wangai HUD/C.G.EMBU/089/30/23-SCK	Embu County Government	Male	Delay	The Complainant alleged that they offered services to the County Government of Embu but that he has not been paid for the same despite various follow ups.	Inquiry ongoing
967.	Anonymous vs County Govt. of Meru CAJ/CG/.MERU/111/24/23-SK	County Govt. of Meru	Organisation	Inefficiency	A complaint alleging service failure and laxity at the Meru Level Five Hospital. It was alleged that expectant mothers were harshly treated and kept in queues for long with only one Gynaecolost at the clinic who seemed overwhelmed by the huge number of patients	Inquiry Ongoing
Board Of Management Kanjuri Boys High School						
968.	Gatheru Kinyua George CAJ/M.EDU/013/2457/23-SCK	Board Of Management	Male	Manifest Injustice	The Complainant alleged that he was the Respondent's employee and that the Respondent had failed to implement	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
		Kanjuri Boys High School			the circular and policies governing employment and remuneration of civil servants hence underpaying him.	
Moi Girls School Nairobi						
969.	Wamiti Mwangi Geoffrey CAJ/MOI.G.SC.NRB/013/24449/23-SCK	Moi Girls School Nairobi	Male	Unresponsive Official Conduct	The Complainant alleged he provided photography to the Respondent in 2020 but that he had not been paid for the services.	Inquiry ongoing
Central Bank of Kenya						
970.	Norofiy Limited CAJ/CBK/000/1527/23-JMM	Central Bank of Kenya	Organisation	Unresponsive Official Conduct	The Complainant alleged they had written to Respondent on punitive charges meted on them and other merchants by card schemes and in particular VISA but CBK failed to respond.	Inquiry ongoing
971.	Francis Gichure Mukiri CAJ/CBK/000/1535/23-V.O.K	Central Bank of Kenya	Male	Unresponsive official conduct	The Complainant alleged that Kshs. 442,525.15 was wrongly transferred from his account to the Unclaimed Financial Assets Authority by the defunct Barclays Bank of Kenya.	Inquiry ongoing
County Government of Kiambu						
972.	Solomon Muriiki For Murema Residents CAJ/CG/KIAMBU/072/95/23-SCK	County Government of Kiambu	Group	Unresponsive Official Conduct	The Complainants alleged that they have raised a complaint with the Respondent's public health officer as well as the Sub County Administrator on a scrap mental business within their area of residence which is an environmental threat but that the same had not been addressed.	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
973.	Isaac Kanyi Njoki CAJ/CG/KIAMBU/072/91/23-EMN	County Government of Kiambu	Male	Incompetence	The Complainant alleged that he acquired a plot located in Ndeiya Karai settlement scheme in 2014 on sale basis and which is jointly owned with David Ndungu Mburiri. He said that when the survey plans were finally submitted, he realized that the parcel number his parcel had been moved from its initial location despite other adjoining parcels remaining the same. He was requested to supply his claim supporting documents.	Inquiry Ongoing
974.	Simon Njathi Kiarie CAJ/CG/KIAMBU/072/94/23-EF	Kiambu County Government	Male	Unfair treatment	The complainant alleged that the Respondent had unfairly terminated his contract and unprocedurally replaced him. The Commission noted that the matter had been raised with the relevant County offices and asked the Complainant to update the Commission on the outcome.	Inquiry ongoing
Teacher Service Commission						
975.	Evans Mwangi Wambui HUD/NYERI/TSC/013/230/2023-SCK	Teacher Service Commission	Male	Unresponsive Official Conduct	The Complainant alleged discrimination in hiring as a teacher, that he was denied a position for not being a resident of the County where hiring took place, though he was qualified for the position.	Inquiry ongoing
976.	Ntongail saya M'Mauta HUD/ISI/M.EDU/013/012/23 - KWK	Teachers Service Commission	Male	Unresponsive Official Conduct	The Complainant alleged that he is the Respondent's employee at Nkomaru Primary School who was assaulted by a parent and suffered injuries. on the 13th	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					June 2022.He reported the matter to Marimanti Police Station and the said parent arrested and charged. He reported the matter to the TSC Sub County office where he was given WIBA forms which he duly filled and signed and then transferred to the Directorate of the Occupational Safety and Health Services (DOSHS) and was found to have a permanent disability since he lost the ability to flex fifth (5th) digit right hand and awarded Kshs 311,501. DOSHS shared this with TSC for assessment and approval but that TSC has failed to Respond to DOSH.	
977.	George Odhiambo Ouko CAJ/KSM/TSC/013/391/23-AO	Teachers Service Commission	Male	Unfair Treatment	A complaint on allegation of premature stoppage of salary in November 2022 following his application for early retirement vide letter dated 8/9/2022. Following the application for early retirement there was failure on the part of TSC to communicate receipt of letter occasioning Complainant to work until January 2023.	Inquiry Ongoing
978.	Gladys Ndungwa Ngei CAJ/TSC/013/2490/23-FN	Teachers Service Commission	Female	Manifest Injustice	The Complainant alleged that she is the Respondent's employee and that the Respondent vide a letter dated 23rd May 2023 unfairly transferred her to Makueni County despite her chronic health condition that requires long term oxygen	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					therapy. She previously received a similar transfer in March 2022 which she successfully challenged on medical grounds and the transfer was rescinded.	
979.	Mwaniki Fredrick CAJ/TSC/013/2442/23-EF	Teachers Service Commission	Male	Inefficiency	The Complainant alleged that he was the Respondent's employee as a Primary School teacher in March 2022, and posted to Tharaka Nithi. He further alleged that he worked for four months without being paid his salary and that when he received his first salary it did not include the arrears. The complainant was asked to supply his claim supporting documents.	Inquiry ongoing
980.	Joseph Kipruto Kiprop HUD/GPO/TSC/013/229/23 -JMM	Teachers Service Commission	Male	Delay	The complainant alleges that Teachers Service Commission have not remitted particulars of their late mother to pensions. He was requested to supply his claim supporting documents	Inquiry ongoing
981.	Richard Akoko Owidi on Behalf of Esther Atieno Agutu CAJ/KSM/TSC/013/395/23-WT	Teacher Service Commission (TSC)	Male	Unresponsive Official Conduct	The Complainant alleged that the Teachers Service Commission had been unresponsive in processing unpaid salary of the late Paul Agutu Ochieng (TSC NO.205667) and delayed in the processing of his file and release to the Pension Department for payment of death gratuity from 2004 when he died.	Inquiry ongoing
982.	Joyce Musumba CAJ/TSC/013/2412/2023-SAK	Teachers Service Commission	Female	Delay	The Complainant alleged that she is the wife of Daniel Kipkemei, who was the respondent's employee and had died in	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					July 2018. She said that she has been pursuing his death gratuity since 2018 to no avail despite forwarding all documentation she was required to provide.	
983.	George Odhiambo Ouko CAJ/KSM/TSC /013/391/23-AO	Teachers Service Commission (TSC)	Male	Unfair treatment	A complaint alleging that following issuance of notice for voluntary retirement, TSC failed to acknowledge and or reject the application and subsequently stopped the Complainant's salary for the months of November 2022, December 2022 and January 2023 and further failed to process his retirement benefits for onward transmission to Pensions Department.	Inquiry ongoing
984.	Samuel Onyango Achola CAJ/KSM/TSC/013/392/23-AO	Teachers Service Commission (TSC)	Male	Unlawful Official Conduct	A complaint on allegations of failure on the part of TSC to remit monies deducted from his salary towards NSSF contributions. TSC No. 168927	Inquiry ongoing
985.	Rachael W Kaburi CAJ/TSC/013/2430/23-JMM	Teachers Service Commission	Female	Delay	The Complainant alleged that the Respondent's employee at Karima Boys High School for the deaf in Othaya, Nyeri County. She was posted in this school in November 2019. She has acute asthmatic attacks due to exposure to cold weather. She requested for transfer to her home area in Mathira East since it is warmer. The said request has not	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					elicited any response from your office despite several follow ups.	
986.	Faith Kendagor CAJ/ELD/TSC/013/124/23-FL	Teachers Service Commission	Female	Delay	The Complainant alleged delay by the Teachers Service Commission (TSC) in forwarding the employee file to the Pensions Department for payment of the pension dues owed to the Estate of Christine Ayabei who prior to her demise on or about November, 2018 was a TSC employee number 207226.	Inquiry Ongoing
987.	Annet Nyambura CAJ/TSC/013/2455/23-RA	Teachers Service Commission (TSC)	Female	Delay	The Complainant alleged that she was recently employed by the Teachers Service Commission (TSC) as TSC No.841480 and was appointed on 2nd February 2023 but has not received her salary for the moths of February, March and April 2023 despite making numerous calls to the TSC Human Resource office.	Ongoing inquiry
988.	Choke Kose Chunfe CAJ/TSC/013/2434/2023-RA	Teachers Service Commission (TSC)	Male	Unfair Treatment	The Complainant alleged that he is employed by the TSC as TSC No.485655.That pursuant to a collective agreement 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	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					TSC has not remunerated him in his position as a deputy principal since 1st July 2017.	
989.	Ann Rutere CAJ/ISI/M.EDU/013/013/23 - KWK	Teachers Service Commission	Female	Oppressive Official Conduct	The Complainant alleged that she is the head teacher at Likii Primary School in Laikipia County. She received reports of the Deputy head teacher of the school stealing construction related items and reported the matter to the Curriculum Support Officer (CSO), Mrs Lucy Hinga who failed to investigate the matter.	Inquiry ongoing
990.	Seth Luvembe CAJ/TSC/013/2420/2023-SAK	Teachers Service Commission	Male	Unresponsive Official conduct	The complainant alleged that he is the Respondent's employee and that his employer has failed to give him special allowance despite being appointed to perform duties as acting principal and serving in the same position for over 5 years. He has written to TSC to no avail.	Inquiry ongoing
991.	Victoria Aoko Omwalo CAJ/KSM/TSC/013/383/23-AO	Teachers Service Commission (TSC)	Female	Unresponsive Official Conduct	A complaint by TSC No. 183248, alleging failure on the part of her former employer to process her file/ dues following her retirement in the year 2018 and forward to Pensions Department for processing and payment of her pension dues. Following the intervention of the Commission, a response was received from TSC to the effect that the said file has since been forwarded to Pensions Department.	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					Matter being followed up with Pensions Department.	
992.	ANNOYMOUS CAJ/PO/047/598/23-AO	Teachers Service Commission	Unclear	Unresponsive Official Conduct	A complaint on allegations that a teacher at Hafumbure High School Siaya County engaged in sexual relations with students thereby impregnating three students and no action was taken against him.	Inquiry ongoing
993.	Gordon Onyango Ochieng CAJ/TSC/013/2428/23-V.O.K	Teachers Service Commission	Male	Delay	The Complainant alleged that the Respondent delayed in processing his retirement claims.	Inquiry ongoing
994.	Jude Sabas Mroso CAJ/TSC/013/2435/23-V.O.K	Teachers Service Commission	Male	Unfair official conduct	The Complainant alleged that St. Peters Abwao, an extra-county school with a student population of 928, only had fourteen teachers.	Inquiry ongoing
995.	Mary Wairimu Mwangi for Ann Njeri Wanyoike CAJ/TSC/013/2427/23-V.O.K	Teachers Service Commission	Female	Unfair treatment	The Complainant alleged that she was unfairly transferred to Kitui County and her salary was un-procedurally stopped for two months before being reinstated but without any explanation given to her. She was advised to send supporting documents.	Inquiry ongoing
996.	Joel Uhuru Buya CAJ/TSC/013/2441/23-EF	Teachers Service Commission	Male	Unfair official conduct	The Complainant alleged that he was denied promotion and salary benefits which were due to him by virtue of a Collective Bargaining Agreement between the respondent and the Kenya National Union of Teachers. He alleged that as a result, he retired at a lower	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					grade than he was entitled to. He further alleged that his basic salary for December 2022 was erroneously reduced to Ksh 40, 000/=, which was then used to calculate his retirement benefits. The Commission initiated an inquiry.	
997.	Pre-University Graduates CAJ/TSC/013/2413/2023-SAK	Teachers Service Commission	Group	Unfairness	The complaints alleged that during the Respondent's recruitment, teachers with pre-university qualifications were turned away and advised that they didn't qualify. However, the guidelines for 2020/2021 stated that pre-university certificates for those who completed the course before December 31st 2015, may be considered, but the same was left out in the 2022/23 guidelines an action which the complainants term as unfair. Consequently, several teachers visited both the County TSC Directors and TSC Headquarters to lodge complaints, but to date there has been no response or recourse regarding the complaint.	Inquiry ongoing
998.	Benson Musimbi CAJ/ELD/M.DEU/013/108/23-FL	Teachers Service Commission (TSC)	Male	Delay	The Complainant alleged that the Respondent delayed to address his complaint on unpaid dues for the period 31/12/202131/8/2022 when he was on interdiction.	Inquiry ongoing
999.	Mary Kerubo Abuga CAJ/TSC/013/2429/23-RA	Teachers Service Commission	Female	Delay	The Complainant alleged that she has not been paid her retirement benefits to	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
		(TSC)			date despite retiring from the Teachers Service Commission in June 2022.	
1000.	Fred Simiyu Mang'eni CAJ/ELD/ATI/M.LAB/017/1/23-EK	Teachers Service Commission	Male	Delay	A complaint on allegations of delay by the Teachers Service Commission to address his complaint on unpaid salary arrears since 30/1/2023 following his reinstatement to service after serving 2 months' suspension for the offence of absconding duty.	Inquiry Ongoing
1001.	Nicholas Kibet CAJ/TSC/013/2479/23-JMM	Teachers Service Commission	Male	Inaction	The Complainant alleged that he is the Respondent's employee at Kianjege West Secondary School in Kiranyaga County where he has served for 5 years. He is asthmatic and very far from his family who can assist him during times of emergencies. He has been requesting for transfer to St. Barnabas Boys Secondary School in Trans Nzoia County without success.	Inquiry ongoing
1002.	Jospeter Gitonga Nyaga CAJ/TSC/013/1946/20-RA	Teachers Service Commission (TSC)	Male	Delay	The Complainant alleged that he was discriminated against and unfairly terminated owing to his illness and has not been paid his terminal benefits namely, gratuity for the 3 years worked(2015-2018) and salary arrears for January 2018 to September 2018.	Inquiry Ongoing
1003.	Fred Kamanja HUD/NYERI/TSC/013/238/23-JMM	Teachers Service Commission	Male	Unresponsiveness	The Complainant alleged that he is a person living with disability and requested for tax exemption from Kenya Revenue Authority which request was	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					approved. He submitted all relevant documents to TSC to effect the exemption and he has been making a follow up with no success.	
1004.	Kiongo David Ngugi CAJ/TSC/013/2477/23-EF	Teachers Service Commission	Male	Delay	The Complainant, alleged that he is the Respondent's employee and that he had appealed against his transfer from Sacred Heart Secondary School to Gathima Secondary School but that his appeal had not been heard. He alleged that he was suffering from health complications which were exacerbated by the intense cold in the Gathima area.	Inquiry ongoing
1005.	Dulluh Jilloh Nkaduda CAJ/TSC/013/2401/23-FN	Teachers Service Commission	Male	Unresponsive-ness	The complainant alleged that he was the respondent's employee TSC NO. 233759 a person living with disability and that he had applied for extension of his term of service beyond the mandatory age of retirement on account of his disability.	Inquiry ongoing
1006.	Lazaro O. Ogodi CAJ/TSC/013/2465/23- FN	Teachers Service Commission	Male	Delay	The Complainant alleged that he is the Respondent's retired employee who was awarded an increment in a Court Judgment in 2007 but has never been paid despite following up.	Inquiry ongoing
1007.	Andrew Machuchu Gwaro HUD/GPO/TSC/013/237/23 - FN	Teachers Service Commission	Male	Manifest Injustice	The Complainant alleged that his pension claim was erroneously calculated and submitted to the pensions department on 2/08/2018. The complainant has been following up on the issue ever since, without any success.	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
1008.	Grace Ogise Naftali CAJ/TSC/013/2440/23- FN	Teacher Service Commission	Female	Delay	The Complainant alleged that the Respondent delayed to disburse the complainant's pension and after following up with them, she was told that her file was missing.	Inquiry Ongoing
1009.	Dulluh Jilloh Nkaduda CAJ/TSC/013/2401/23-FN	Teachers Service Commission	Male	Unresponsiveness	The Complainant alleged that the Respondents are yet to give feedback to the complainant in respect to his application on extension of his term of service beyond the mandatory age of retirement on account of his disability's No. 233759	Inquiry ongoing
1010.	Jane Wakarima Mwangi HUD/NKR/M.EDU/013/45/23-FL	Teachers Service Commission	Female	Administrative injustice	The Complainant alleged that the Nakuru County TSC Director unfairly effected her transfer of service from Free Hold Primary School, Nakuru East Sub County to Kaiyaba Primary School in Njoro Sub County	Inquiry ongoing
1011.	Fred Obita CAJ/M.EDU/013/2460/23-EMN	Teachers Service Commission (TSC)	Male	Unfair Treatment	The Complainant alleged that he sought a transfer on security grounds and that he was interdicted while awaiting the outcome of his request for transfer.	Inquiry Ongoing
1012.	Abdilahi Abdi CAJ/GSA/TSC/013/001/23-AH	Teachers Service Commission (TSC)	Male	Unfair Official Conduct	The Complainant alleged that he was due for promotion and that his colleagues were all promoted except him.	Inquiry Ongoing
1013.	Meshack Mukhavani Wanjala CAJ/GSA/TSC/013/002/23-AH	Teachers Service Commission (TSC)	Male	Unfair treatment	The Complainant alleged that he has worked as a high school teacher in Garissa for about 13 years and had never been promoted despite seeking for	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					promotion twice and was denied claiming that promotion was only for the teachers from the local community. We asked the Complainant for supporting documents	
1014.	Rukia Kerre CAJ/TSC/013/2471/23-SK	Teachers Service Commission	Female	Delay	A complaint alleging delay by TSC to forward the Complainant's mother's(deceased) file to the Pensions Department to facilitate processing of her pension dues.	Inquiry Ongoing
1015.	Cleophas Ngeywa CAJ/TSC/013/2423/23-SK	Teachers Service Commission (TSC)	Male	Unfair Treatment	The Complainant alleged breach of due process in the hearing of his disciplinary case by the TSC. He stated that he was dismissed from service during the COVID period and the disciplinary panel that heard his case was not chaired by a Commissioner as provided under the TSC Human Resource Manual	Inquiry Ongoing
1016.	Florence Mueni CAJ/TSC/013/2400/23-SK	Teachers Service Commission (TSC)	Female	Unfair Treatment	The Complainant alleged unfair treatment in the recruitment process for the position of Assistant Director Human Resource by the TSC vide advert No13/2022 for which she attended interviews on 6th September 2022.	Inquiry Ongoing
1017.	Bonface Aluoch CAJ/TSC/013/2398/23-SK	Teachers Service Commission (TSC)	Male	Delay	A complaint alleging delay by the TSC to pay terminal benefits and salary arrears from 1st July 1997 until his retirement from service on 31st July 2003.	Inquiry ongoing
1018.	Thiaru Isaiah Kariuki	Teachers Service	Male	Unfair Treatment	The Complainant alleged breach of due process by the TSC in hearing and	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
	HUD/GPO/TSC/013/233/23-SK	Commission (TSC)			determination of his disciplinary case after which he was dismissed from service on the grounds of desertion of duty	
1019.	Paul Koyianto Kimaai CAJ/TSC/013/2410/23-SK	Teachers Service Commission (TSC)	Male	Unresponsive Official Conduct	A complaint alleging failure by TSC to pay the Complainant's salary arrears and other dues upon termination from service in 1995.	Inquiry Ongoing
1020.	Mbatha Nthenya CAJ/TSC/013/2419/2023-SK	Teachers Service Commission (TSC)	Female	Delay	The Complainant alleged delay by the Teachers Service Commission to process death gratuity for her mother who died in 2017.	Inquiry Ongoing
Ministry Of Transport and Infrastructure						
1021.	Kihara & Co. Advocates J CAJ/M.TRAN/004/547/23-SCK	Ministry Of Transport and Infrastructure	Organisation	Unfair Treatment	The Complainant alleged that he was employed by the Respondent as a driver. He said that on 31st October 2022 he was instructed by the then Chief Officer Cooperatives to surrender office motor vehicle keys and await further communication. He waited in vain and decided to write an official letter which was responded to by a show cause and Disciplinary letter. He claims that the letters did not mention his salary or even details of the alleged misconduct. On 2nd February 2023 he attended the Disciplinary Hearing and since then no response of the verdict has been provided. Several follow up has been done with no response.	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
1022.	Joseph Ndwiga Muhi on Behalf of Kigaari North Farmers' Co-operative Society HUD/EMBU/KERRA/006/22/23-EF	Ministry of Roads and Transport (Kenya Rural Roads Authority)	Group	Delay	Complainants alleged that in 2018, the respondent constructed a road whose drainage encroached on their parcel of land. The respondent assessed the extent of land encroachment and crop damage, but compensation was not paid. Further, some parts of the drainage were not completed, and others were not properly constructed. As a result, there was excess water sipping into their land causing soil erosion and the threat of a landslide.	Inquiry ongoing
1023.	Hellen Bett CAJ/ELD/M.ROA/006/7/23-EK	Ministry of Roads and Transport	Female	Delay	The Complainant alleged delay by the Kenya Urban Roads Authority (KURA) to process and pay dues owed to the Estate of the Late Jeremiah Biwott who prior to his demise was an employee of KURA.	Inquiry Ongoing
1024.	Mwaino Ngure Oliver HUD/WND/M.TRA/004/2/2023	Ministry Of Transport	Male	Unfair Treatment	The Complainant alleged that he was deployed from the Ministry of roads to Kenya Rural Roads Authority in March 2021 and was entitled to a salary top-up which was paid but later stopped without any justification in September 2021 and his letters to the Human Resource Department were yet to elicit any response.	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
Anti-Counterfeit Agency						
1025.	Mercy Njeri and Associates Advocates CAJ/ACA/074/27/23-SCK	Anti-Counterfeit Agency	Organisation	Manifest Injustice	The Complainant alleged abuse of power, unfair recruitment process and promotions, discrimination of employees of the Agency based on ethnic and gender lines, bribery among other allegations detailed in the complaint letter.	Inquiry ongoing
Office Of the Director of Public Prosecution						
1026.	Ngaii Gathumbi Ben CAJ/ODPP/027/300/23-SCK	Office Of the Director of Public Prosecution	Male	Inaction	The Complainant alleged that Police officers and local administration officers without lawful cause and justification impounded the complainant's timber worth Kshs. 500,000 and took cash bail of Kshs. 5000 but never arraigned the complainant in court nor returned the exhibits. IPOA conducted investigations and recommended prosecution. He said that the Office of the Director of Public Prosecution has failed and/or refused to prosecute.	Inquiry ongoing
1027.	Ismael Mwandeje CAJ/MSA/M.ICG/062/330/2023-KC	Office of Director of Public Prosecutions (ODPP)	Male	Delay	The Complainant alleged delay at the Assistant County Commissioner's Office, Kasemeni Division - Kinango within Kwale County in concluding a complaint he reported in January, 2022 concerning a family dispute over property.	Inquiry ongoing
1028.	Yassir Ali Bakari CAJ/MSA/ODPP/027/42/2023-EM	Office of Director of Public	Male	Delay	The Complainant alleged delay at ODPP, Malindi office to institute criminal charges following incidents of threats to	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
		Prosecutions (ODPP)			life reported at Malindi police station vide OB No.s 66/27/12/2022 and 66/31/12/2022.	
1029.	Basamath Lumumba CAJ/ODPP/027/278/23-EMN	Office of the Director of Public Prosecution (ODPP)	Female	Delay	The Complainant that in April, 2021, she lodged a complaint against a police officer to the Deputy Inspector General of Police. That the Deputy Inspector General of police forwarded the complaint to the Internal Affairs Unit. The unit processed her complaint and forwarded their findings to the Inspector General of police. She said that on 2nd of December, 2021, she was advised that the Inspector General of Police directed that the file be forwarded to the Office of Director of Public prosecution for prosecution and determination but that her Complainant has not been responded to.	Inquiry Ongoing
1030.	John Ngari Njiru CAJ/ODPP/027/23-EMN	Office of Director of Public Prosecution	Male	Delay	The Complainant alleged that he reported a case in Embakasi police station under OB NO. 87/03/09/2021, 37/02/03/22 but that the officers in charge of prosecution in Makadara have refused to prosecute the accused. The Complainant was advised to update the Commission.	Inquiry Ongoing
1031.	Henry Yakhama Mategwa CAJ/ODPP/027/301/23-EMN	The Office of the Director of Public	Male	Delay	The Complainant alleged that his son Kevin Litsalia was fatally shot on 27/4/2020 in Kakamega. Consequently,	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
		Prosecutions (ODPP)			and inquest into the death of the said Kevin Litsalia was conducted wherein the Learned Magistrate found *interalia* that the director of Criminal investigations finds the identity of the game ranger that pulled the fatal shot and forward the results of his investigations to your offices for possible prosecution. Vide letter dated 19th January, 2023 referenced ODPP/CAM/1/0001, your office directed the Kakamega ODPP Regional Office to call for the relevant file to enable the DPP act appropriately but that the Respondent had not responded to the said letter.	
1032.	Christine Nkatha CAJ/ISL/POL/015/179/23-KWK	Office of Director of Public Prosecution	Female	Unfair Treatment	The Complainant alleged that she reported a case of assault to the Kulamawe Police Station under OB 06/03/01/2023 and OB 07/03/01/2023 but that she was arrested alongside the suspect and unfairly charged with causing disturbance, malicious damage and assault.	Inquiry ongoing
1033.	Shabaan Associates CAJ/ODPP/027/294/230-JMM	Office of the Director of Public Prosecutions	Male	Inaction	The Complainant alleged that she is the complainant in Nakuru Chief Magistrate's Court, Criminal Case No. 2261 of 2020 but that the accused has failed to attend court for the hearing of his case which has led to the case not	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					taking off. The case was referred to the Office of the Judiciary Ombudsman	
1034.	Rev. Geofrey Thaitinga and Others CAJ/ODPP/027/291/2023-SAK	Office of the Director of Public Prosecutions (ODPP)	Male	Delay	The complainant alleged that he lodged a complaint with the DCI Naivasha who forwarded it to ODPP Nakuru in December 2020. They were called and statement recorded but no action. They have written follow ups to DPP but no action.	Inquiry ongoing
1035.	Mary Gathoni Gathoga CAJ/ODDP/027/289/23-JMM	Office of the Director of Public Prosecutions	Female	Unfairness	The Complainant alleged that she was assaulted and reported the matter to Kikuyu Police Station where she was issued with an OB No. 31, dated 24th November 2022. The matter was taken to court at Kikuyu Law Court, being Criminal Case No. 966 of 2022. The file was taken by the prosecutor but the matter has never proceeded to date.	Inquiry ongoing
1036.	Nanifol Kiiga CAJ/ODPP/027/302/23-SCK	Office Of the Director of Public Prosecution	Female	Delay	The Complainant alleged she took a case of defilement of her daughter to Ruiru police station where by she was informed the matter was taken to Ruiru law courts only to find that no progress has been made. She went to Directorate of Criminal Investigations who advised her that the matter was with the Office of the Director of Public Prosecution who failed to prefer charges. She then wrote to the Director of Public Prosecutions but her letter has never been responded to.	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
1037.	Mathew Dome Waswa CAJ/ODPP/027/295/23-V.O.K	Office of the Director of Public Prosecutions	Male	Unfair official conduct	The Complainant alleged that the Respondent entered a *nolle prosequi* in *Kakamega High Court Criminal case number E013/2022 R vs Lucas Saka & Another* but a copy of the *nolle prosequi* was submitted to the Court by the defence Counsel. He asked for reasons for the decision but was not furnished with the same.	Inquiry ongoing
National Land Commission						
1038.	The Cultural Environment Care Society CAJ/NLC/022/2393/23-SCK	National Land Commission	Organisation	Unlawful official conduct	This complaint is addressed to the Respondent and copied to this Commission. The Complainant alleged discrimination and injustice regarding irregular allocation of land belonging to Pumwani residents and that the irregular allocation affected social amenities such as schools, public toilets and playgrounds.	Inquiry ongoing
1039.	M.M Gitonga Advocates CAJ/NLC/022/2354/23-EMN	National Land Commission (NLC)	Organisation	Delay	The Complainant alleged that his clients land had been compulsorily acquired by the Kenya National Highways Authority for the expansion of Thika Road. That The Kenya National Highways Authority paid a part payment of Kshs. 17,298,574/- to the Respondent in April, 2017 but that the Respondent has not sent her the money.	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
1040.	Elly Ndede Libesa CAJ/KSM/M.LAN/022/465/23-WT	National Land Commission (NLC)	Male	Unlawful Official Conduct	A complaint alleging double allocation of plot numbers 43 and 25 at Manyatta Arab within Kisumu Municipality by NLC. The National Land Commission allotted him Plot No. 43 at Manyatta Arab in Kisumu Municipality vide letter of allotment dated 15/1/2020. However, this plot was also claimed by Ali Faruk Ali Naji who had a certificate of lease, Kisumu/Municipality Block 6/623 that was issued on 1/5/1998 and a letter of allotment dated 22/4/1998 for plot number 25. While the Complainant was sued in Kisumu CMC ELC Case No. 150 of 2018 and lost the case, he wrote to the NLC vide letter dated 10/3/2022 requesting them to investigate how Mr. Faruk claimed to have title to his land, plot no. 43, yet his allocation was plot no. 25. NLC had not responded.	Inquiry ongoing
1041.	John Ngige HUD/NKR/M.LAN/022/54/23-FL	National Land Commission (NLC)	Male	Unresponsive official conduct	The Complainant alleged that the Respondent failed to address their complaint on unlawful allocation of public land in Naivasha/Mwichiringi Block 4/4050, 4051 and 1506 to private individuals	Inquiry ongoing
1042.	Maina Stephen HUD/NKR/NLC/022/56/23-EK	National Land Commission (NLC)	Male	Unresponsive Official Conduct	The Complainant alleged that the NLC Nakuru County coordinator has failed to address a land dispute complaint for land parcel number Dundori/Miroreni	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					block 2/87 from plot number Plot No. 33, Ndimu Ndege in Nakuru County	
1043.	Elders of Roka Baghdad vs NLC CAJ/NLC/022/2352/2023-SK	National Land Commission (NLC)	Organisation	Unresponsive Official Conduct	A complaint alleging failure by the National Land Commission to compensate Complainants following compulsory acquisition of their lands for the LAPPSET project at the Garissa-Lamu stretch.	Inquiry Ongoing
1044.	Jumwa Kahindi Katana CAJ/MSA/NLC/022/327/2023-EM	National Land Commission (NLC	Female	Unfair Treatment	The Complainants alleged that she is the owner of plot number 1576 as per the official Receipt No. BX 342283 situated in Shanzu Squatter Settlement Scheme, Mombasa. However, she indicated that the NLC had allocated the same plot to one Samson Githinji who had already applied for a title deed.	Inquiry ongoing
1045.	Julius Kiiru-Gitaru men Association CAJ/NLC/022/2384/23-SK	National Land Commission (NLC)	Male	Unresponsive Official Conduct	A complaint alleging failure by the National Land Commission to address the Complainant's concern of their objection to compensation of a private person for a land that used to be public land. The land in question is Muguga/Gitaru 1590,1591 and 1592	Inquiry Ongoing
Kenya Veterinary Vaccine Production Institute						
1046.	Gitonga Njeu Stephen CAJ/KEVEVAPI/014/408/23-SCK	Kenya Veterinary Vaccine Production Institute	Male	Unresponsive Official Conduct	The Complainant alleged that he is the Respondent's employee who had been assigned to serve in acting capacity as Head of Quality Assurance from a Technologist but has never received salary commensurate to the position nor	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					been confirmed despite serving in the said position for 16 years since 3rd July 2007.	
1047.	Samuel Gachau Njuguna CAJ/M.AGR/014/41/23- FN	Kenya Veterinary Vaccine Production Institute	Male	Unfair Treatment	The Complainant alleged discrimination in payment of salaries to officers of the same grade and qualifications. He was requested to supply further details on his complaint.	Inquiry Ongoing
Kenya Prisons Service						
1048.	Naiyonoi Meeli Ann CAJ/PRISONS/002/166/23-SCK	Kenya Prisons Service	Female	Delay	The Complainant alleged that she is the Respondent's employee who had appealed against her transfer to Kajiado Women Prison on medical grounds of her son who is epileptic. She claimed that the allegations by the officer in charge Naivasha Maximum prisons on the charges mentioned on the petition are false and baseless.	Inquiry ongoing
1049.	Fred K Musyimi & Associates Advocates CAJ/KPS/002/163/23-JMM	Kenya Prisons Service	Organisation	Inaction	The Complainant alleged that he has been making a follow-up to be reinstated to work without success. He was requested for clearer details.	Inquiry ongoing
Unclaimed Financial Assets Authority						
1050.	Lucy Wairimu Mwangi for Naomi Wanjiru Mwangi CAJ/FIN/000/1539/23-SCK	Unclaimed Financial Assets Authority	Male	Delay	The Complainant alleged delay in the process of transferring shares and dividends from John Mwangi Macharia's Account to his widow Naomi Wanjiru Macharia Mwangi.	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
Lands Registrar						
1051.	Kamau Mutahi CAJ/M.LAN/022/2399/23-SCK	Nyeri County Lands Registrar	Male	Unlawful Official Conduct	The Complainant alleged that the respondent colluded with other individuals to irregularly and unlawfully transfer family land.	Inquiry ongoing
Office Of the Data Protection Commissioner						
1052.	Elius Matindi CAJ/PO/047/62/23-SCK	Office Of the Data Protection Commissioner	Male	Unresponsive Official Conduct	The Complainant alleged that he raised a complaint with the Office of the Data Protection Commissioner, but his complaint was declined and this aggrieved the complainant.	Inquiry ongoing
Ministry of Fisheries & Blue Economy						
1053.	Abiga Ooko Michael CAJ/M.FIS/035/21/23-V.O.K	Ministry of Fisheries & Blue Economy	Male	Unlawful official conduct	The Complainant alleged that the Fisheries Department were occupying and using his land parcel number RUSINGA/KAMASENGRE/571 unlawfully.	Inquiry ongoing
Insurance Regulatory Authority						
1054.	Mwendwa Mwinzi Associates for Mary Boke Makori CAJ/IRA/000/1512/23-V.O.K	Insurance Regulatory Authority	Institution	Unresponsive official conduct	The Complainant alleged that they lodged a complaint against Mayfair Insurance Company Limited but the Respondent had not acted on the same.	Inquiry ongoing
1055.	Gladys Chari Mdoe CAJ/KSM/IRA/000/127/23-AO	Insurance Regulatory Authority (IRA)	Female	Unresponsive Official Conduct	A complaint alleging failure on the part of IRA to compel Amaco Insurance Company and Kenya Orient to settle the Complainants claim following a court award in Tamu PMCC No. 42 and 43 of 2015.	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
1056.	John Mbui Elijah HUD/EMBU/IRA/000/113/23-EF	Insurance Regulatory Authority	Male	Unresponsive official conduct	The Complainant alleged that the Invesco Assurance Company Ltd had failed to pay his compensation as ordered in Runyenjes SPMC Case no. 60 of 2016 since November 2017. He further alleged that he lodged a complaint with the Insurance Regulatory Authority which initiated action but provided no response on the outcome. The Commission initiated an inquiry.	Inquiry ongoing
1057.	Andrew Wambugu CAJ/IRA/000/1521/23-JMM	Insurance Regulatory Authority	Male	Inaction	The Complainant alleged that he registered a claim with Fidelity Insurance Company Ltd in October 2019. They commissioned investigation but the investigation report has never been provided. They lodged a complaint with Insurance Regulatory Authority ("theAuthority") in March 2020 to compel the Authority order for the production of the report without success.	Inquiry ongoing
1058.	Njogu & Associates Advocates CAJ/IRA/000/1533/2023-RA	Insurance Regulatory Authority	Organisation	Unresponsive Official Conduct	The Complainant alleged that they lodged a complaint with the Respondent's office on 18th January 2023 against Sanlam General Insurance Limited but despite several follow ups, the Respondent's office is yet to respond to its complaint or take any steps in the matter.	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
Office of Attorney General						
1059.	Juma Mwinga Yusuf CAJ/MSA/OAG/001/528/2023-KC	Office of Attorney General	Male	Delay	The Complainant alleged delay at Public Trustee, Mombasa to process and pay the terminal benefits of his brother-Amani Yusuf (deceased), a former KDF soldier who died in Somalia in January 2017. He claimed that the Public Trustee had failed to remit the benefits for purposes of division among the beneficiaries	Inquiry ongoing
Kenya Revenue Authority						
1060.	Charles Musee CAJ/KRA/000/1509/23-V.O.K	Kenya Revenue Authority	Male	Unfair official conduct	The Complainant alleged that he wrote to the Respondent seeking clarification on the reason for deduction of some tax which he believed that he should have been exempted from paying.	Inquiry ongoing
1061.	Ewaso Ngiro North Development CAJ/KRA/000/1523/23-EMN	Kenya Revenue Authority	Organisation	Delay	The Complainants alleged that they applied for tax exemption in 2019 and 2021 but the same has not been done and that the management is now concerned about the delay to issue their tax exemption and their welfare.	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
1062.	Denis Obonyo CAJ/KRA/000/1506/2022-SAK	Kenya Revenue Authority	Male	Discourtesy	The complainant alleged that he visited the Respondent's headquarters KRA HQ on 18th November 2023 seeking for a clearance certificate, but the same was denied as his former employer had not been compliant. Further, all staff insisted that he visit the KRA Kisumu Branch for assistance, and when inquiring if he can transfer his account, he was advised that could only be conducted by the Kisumu Branch. When attempting to speak to a manager the same was denied and another manager sent him out of her office without assisting him. The complainant feels his case was not handled well and the staff were discourteous and unresponsive in handling his matter. To date he has made several follow ups with the office, his complaint has not been handled conclusively.	Inquiry ongoing.
1063.	Peter Auma Obade CAJ/KRA/000/1513/23-EF	Kenya Revenue Authority	Male	Delay	The Complainant alleged that the Respondent had erroneously failed to process his insurance relief fund of 2015-2021 due to a reconciliation issue with his employer-the Teachers Service Commission. This remained the case despite several attempts on his part to resolve the issue.	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
1064.	Daniel Kioko CAJ/KRA/000/1534/2023-JMM	Kenya Revenue Authority	Male	Unresponsiveness	The Complainant alleged that he has been seeking assistance from KRA offices for filing an amended tax but he is yet to be assisted. The said returns are KSh. 1800 of the year 2022.	Inquiry ongoing
National Social Security Fund						
1065.	Lucy Njoki Onchwari CAJ/NSSF/000/1511/23-V.O.K	National Social Security Fund	Female	Delay	The Complainant alleged that the Respondent had delayed in releasing her benefits post retirement.	Inquiry ongoing
1066.	Linus Otieno Opiyo CAJ/M.LAB/017/862/23-V.O.K	National Social Security Fund	Male	Inefficiency	The Complainant alleged that he did not receive Kshs. 139,976 which was allegedly paid to him by the Respondent.	Inquiry ongoing
1067.	Foulidis Anastasios CAJ/NSSF/017/865/23-V.O.K	National Social Security Fund	Male	Inefficiency	The Complainant alleged that he was unable to upload one of their employee's National Social Security Fund contributions to the Respondent's online system.	Inquiry ongoing
1068.	Jaffer Galgalo CAJ/ISI/M.LAB/017/046/23 KWK	National Social Security Fund	Male	Delay and Discourtesy	The Complainant alleged that his father was an employee of Garba Tula Boarding School as a cook until his retirement in 2021. His father contributed to NSSF under membership No. 499476611. The Complainant has been following on his father's dues with NSSF Isiolo Office to no avail. He alleges that the officer in the said office has treated him with discourtesy.	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
Narok County Government						
1069.	Makallah & Associates Advocates for Cisilia Julius Ene Malita CAJ/CG/NAROK/056/12/23-V.O.K	Narok County Government	Institution	Unfair official conduct	The Complainant alleged that its client was unfairly evicted from plot number 1/251 (LR2107-00001) Kilgoris following the death of her husband.	Inquiry ongoing
Nairobi City County Government						
1070.	Alfred Ndambiri CAJ/C.G.NRB/060/377/23-V.O.K	Nairobi City County Government	Male	Unlawful official conduct	The Complainant forwarded a newspaper cutting titled "Parklands residents sue to stop construction of high-rise flats." He was requested to provide further and better particulars.	Inquiry ongoing
1071.	James Kibathi Kamau CAJ/C.NRB/060/376/23-EF	County Government of Nairobi	Male	Unresponsive official conduct	The Complainant alleged that he was dismissed from his employment with the City Council of Nairobi in July 2006. He challenged his dismissal in a suit and was awarded damages and costs. The court also ordered issuance of a certificate of service. The damages were paid but the taxed costs were not paid, and he was not issued with a certificate of service. The complainant was also claiming for compensation for costs of uniforms borne during his service, which claim had been validated by the County Government.	Inquiry ongoing
1072.	California Estate Residents Committee CAJ/NCC/060/382/23-JMM	Nairobi City County	Male	Inaction	The complainant alleged that they have raised an issue of illegal construction in their area within Nairobi City County	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
1073.	Kennedy Lubanga CAJ/CG/NRB/060/380/23-EMN	Nairobi City County	Male	Unfair Official Conduct	The Complainant alleged that he is the Respondent's former employee whose services had been terminated on medical grounds. He said that he has been following up on his terminal dues in vain.	Inquiry Ongoing
1074.	Woodley Residents Welfare Society CAJ/CG/NRB/060/383/23-V.O.K	Nairobi County Government	Organisation	Unresponsive official conduct	The Complainant alleged that its members were granted a waiver of rent arrears vide gazette notice number 2728 of 2019.	Inquiry ongoing
1075.	CAJ for Dagoretti North Constituency CAJ/OM/7/221/2023-IK	County Government of Nairobi	Organisation	Unresponsive Official Conduct	A complaint that County Government of Nairobi has failed to take necessary action despite various reports of illegal dumping of solid waste on public roads	Inquiry ongoing.
1076.	CAJ for Residents of Njiru Estate CAJ/OM/7/223/2023-IK	County Government of Nairobi	Organisation	Unresponsive Official Conduct	A complaint regarding allegations appearing in various sections of the media regarding denial of medical care to a pregnant woman by the facility.	Inquiry ongoing.
1077.	Nancy Wangari Kariuki CAJ/CG/NRB/060/373/23-JMM	County Government Of Nairobi	Female	Inaction	The complainant alleges that she is a beneficiary of the estate of the late Wanjiru Kaburi, the owner of property Mathare North Site Service Scheme Plots No. 4-83 which was fraudulently transferred to Patricia Muthoni Njaramba. The Office of the Public Trustee vide a letter dated 9th March 2022 directed the Chief Valuer under the then Nairobi Metropolitan Services to place a	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					Caution on the said properties but the then Assistant Director of Lands declined to place the said caution. She has been making follow ups on the same without any success.	
Water Resources Authority						
1078.	Samuel Mutonga CAJ/WRA/009/330/23-V.O.K	Water Resources Authority	Male	Unresponsive official conduct	The Complainant alleged non payment of pension by the Respondent for officers who retired from 2016 to 2023 despite the pension being contributory.	Inquiry ongoing
1079.	Daniel Atiya HUD/KSI/WRA/009/7/23-AO	Water Resources Authority	Male	Unresponsive Official Conduct	A complaint alleging failure to process and pay salary for the period January and February 2023 and leave allowance following the dismissal of the Complainant from employment.	Inquiry ongoing
Technical University of Kenya						
1080.	Leonard Muiiva Bande HUD/NYE/TUK/013/231/23-V.O.K	Technical University of Kenya	Male	Delay	The Complainant alleged that the Respondent delayed in paying his dues at the end of his employment contract on 6th September 2022. He was advised to send supporting documents.	Inquiry ongoing
1081.	Chirure Tabitha CAJ/TUK/013/2493/23-EF	Technical University of Kenya	Female	Unfair official conduct	The Complainant alleged that the 3rd year students studying a course in real estate had been accused of stealing 3 mobile phones and a laptop from 4th year students at the university campus, estimated to cost Kshs 80,000/=. That as a result, the Head of Department had issued a directive requiring each student to pay ksh 3000/= to be allowed to take	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					their exams yet no investigation was conducted. The complainant was advised to first exhaust internal complaints mechanisms, and to update the Commission on the outcome.	
1082.	Anonymous CAJ/TUM/013/2495/23-RA	Technical University Of Mombasa	Unclear	Outside mandate	The Complainant under the cover of an anonymous alleged that Technical University of Mombasa suffers from mismanagement and has listed instances of the same. The complaint has been referred to the Commission for University Education for investigations awaiting report on outcome.	Inquiry Ongoing
Board of Trustees Public Service Superannuation Scheme						
1083.	Karoti Davis CAJ/PTS/001/2586/23-V.O.K	Board of Trustees Public Service Superannuation Scheme	Male	Unfair official conduct	The Complainant alleged unfairness by the Respondent's acting CEO by subjecting employees to a skewed suitability interview which was conducted with a view to dismissing some employees and employing new ones.	Inquiry ongoing
National Housing Corporation						
1084.	William Kimutai B. Kettany CAJ/NHC/028/67/23-V.O.K	National Housing Corporation	Male	Unresponsive official conduct	The Complainant alleged that the Respondent illegally withheld his benefits and allowances during suspension, unfairly charged interest on arrears on account of his flats, and failed to render account on the same.	Inquiry ongoing
1085.	Fatma Hassan	National Housing	Female	Manifest Injustice	The Complainant alleged that she alongside other tenants were facing a	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
	CAJM.LAN/022/2243/22-SK	Corporation (NHC)			pending illegal eviction from their houses in National Housing Corporation Estate in Changamwe. They had not been served with any notice or court order in that regard.	
National Council for Persons with Disabilities						
1086.	Moses Langat CAJ/NCPWD/018/145/23-V.O.K	National Council for Persons with Disabilities	Male	Delay	The Complainant alleged that the Respondent visited Nakuru and advised all people who sought tax exemption to visit Nakuru level 5 hospital for assessment. He has not heard from NCPD yet other people have received feedback from NCPD.	Inquiry ongoing
1087.	Golicha Roba Toto CAJ/ISI/M.GEN/018/005/23 - KWK	National Council for Persons With Disability	Male	Delay	The Complainant alleged that he is a person living with disability and an employee of the Isiolo County Government as a Health Records Officer. He said that in 2020 he was diagnosed with Spondylolysis/Sequelae Injury of Spinal Cord that left him with a permanent disability after a surgery. He applied for tax exemption based on the aforementioned. On 17th January 2023 he was invited for an interview at Meru Teaching and Referral Hospital and that his efforts to get a response from the NCPWD proved futile.	Inquiry ongoing
1088.	Anonymous CAJ/NCPWD/018/141/2-EF	National Council for	Male	Unfair treatment	The Complainant alleged various instances of maladministration at the National Council for Persons with	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
		Persons with Disabilities			Disabilities, including unfair transfers, promotion processes, deployment processes, unfair allocation of duties and discrimination in the payment of acting allowances. T.	
Engineering Board of Kenya						
1089.	Geoffrey Kipkoech CAJ/EBK/091/7/23-V.O.K	Engineering Board of Kenya	Male	Unresponsive official conduct	The Complainant alleged that the Respondent refused to register Technical University of Kenya Electrical Engineering graduates as graduate engineers.	Inquiry ongoing
1090.	Henry Mullyungi CAJ/EBK/091/5/23-JMM	Engineers Board of Kenya	Male	Inaction	The Complainant alleged that they are graduate engineers from Egerton University. On 21st October 2022, they petitioned to the Engineers Board of Kenya, to be registered as Water and Environmental Engineers. They have made several follow ups without success.	Inquiry ongoing
1091.	Bismarck Salat Kiprotich CAJ/EBK/091/6/23-SK	Engineers Board of Kenya	Male	Unfair Treatment	The Complainant alleged unfair treatment by the Engineers Board of Kenya for declining his application for registration as an Engineer on the grounds that the Technical University of Kenya where he undertook the course was not accredited to offer engineering courses	Inquiry Ongoing
1092.	Daniel Mutahi CAJ/EBK/091/5/2023-SK	Engineers Board of Kenya	Male	Manifest Injustice	A complaint alleging refusal by the Engineers Board of Kenya to register the Complainant as an Engineer on the ground that the Technical University of	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					Kenya where he graduated from was not accredited to offer engineering courses	
Ministry of Defence						
1093.	Joseph Muriki CAJ/POL/015/4269/23-V.O.K	Ministry of Defence	Male	Unlawful official conduct	The Complainant alleged that a Kenya Air Force officer conned him Kshs. 600,000 in the pretext of selling him a motor vehicle. Inquiry letter dated 19th May 2022 signed by the AD-CLS & RC was sent to the PS.	Inquiry ongoing
1094.	Michael Teituk CAJ/M.DEF/037/284/23-EMN	Ministry of Defence	Male	Unfair Treatment	The Complainant alleged that he is the Respondent's retired employee and received his pension till the year 2010 when it was suddenly stopped.	Inquiry Ongoing
1095.	Ali Abdi Dagane CAJ/GSA/M.DEF/037/001/23-AH	Ministry of Defence	Male	Unfair Treatment	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 alleges that he was victimized by the disciplinary committee who dismissed him without a fair hearing.	Inquiry Ongoing
Anti-Doping Agency						
1096.	Anonymous CAJ/M.Y.SPO/031/113/23-V.O.K	Anti-Doping Agency	Unclear	Unresponsive official conduct	The Complainant alleged that the Agency did not implement Board resolutions which were made pursuant to the recommendations of the Audit and Risk Management Committee dated 14th March 2023.	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
Kitengela Sub-County Hospital						
1097.	CAJ for Mary Wanjiru CAJ/OM/7/222/2023-IK	Kitengela Sub-County Hospital	Female	Unfair treatment	A complaint that Kitengela Sub- County hospital had denied a pregnant woman who was in labour medical care.	Inquiry ongoing.
Kilifi County Government						
1098.	Charo Kagira CAJ/CG/KILIFI/103/20/23-V.O.K	Kilifi County Government	Male	Unlawful official conduct	The Complainant alleged that the Respondent issued a notice to demolish his hotel but refused to hear his defence against the notice.	Inquiry ongoing
National Cereals and Produce Board						
1099.	Parminas Oyori Monayo CAJ/NCPB/014/398/23-V.O.K	National Cereals and Produce Board	Male	Unlawful official conduct	The Complainant alleged that he was unlawfully retired at sixty years yet he is a person living with disability and ought to retire at sixty-five years.	Inquiry ongoing
HELB						
1100.	Monica Njoki CAJ/HELB/013/2473/23-V.O.K	Higher Education Loans Board	Female	Inefficiency	The Complainant alleged that she was a student at Muranga University in 2017 when HELB disbursed Kshs. 36,500 in her favour. The money was not utilized and was refunded by the school but HELB did not clear her on account of the said amount.	Inquiry ongoing
1101.	Samuel Muturia CAJ/M.EDU/013/2432/2023-SAK	Higher Education Loans Board	Female	Administrative Injustice	The complainant alleged that He applied for HELB loan for both Undergraduate and Postgraduate. The undergraduate loan was paid immediately he got his first employment and cleared the same in 2018. On 13th February 2020, he received a statement showing clearance certificates stating	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					he had paid all loans and had an overpayment of Kshs. 3,991.21. During the month of October 2022, HELB indicated that he has an outstanding balance of Kshs. 34,597 for the undergraduate loan prompting his employer to begin loan deductions of Kshs 34, 597. After visiting HELB offices, he was given a stop order to take to his employer and started the process of seeking for the refund of Kshs. = 8,259.21. After several follow ups and finally the month of March HELB indicated that he is not entitled to any refund.	
1102.	Nereah Odero CAJ/HELB/013/2403/23- FN	Higher Education Loans Board	Female	Delay	The complainant alleged that she had overpaid her loan and applied for a refund of the overpayment but that the Respondent had failed to process the same since 2019.	Inquiry Ongoing
1103.	Wesonga Kenneth CAJ/HELB/013/2492/23-V.O.K	Higher Education Loans Board	Male	Delay	The Complainant alleged that the Respondent delayed in issuing him with a clearance certificate.	Inquiry ongoing
Bungoma County Government						
1104.	Union of Veterinary Practitioners Kenya for David Wamalwa CAJ/C.G/BNG/112/25/23-V.O.K	Bungoma County Government	Organisation	Access to Information	The Complainant requested for some documents from the Respondent in relation to pending disciplinary proceedings against one of its members.	Pending closure

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
Ministry of Foreign and Diaspora Affairs						
1105.	Redemter Syonthi Mbuvi CAJ/M.F.A/011/74/23-V.O.K	Ministry of Foreign and Diaspora Affairs	Female	Delay	The Complainant alleged delay in hearing and determination of a second appeal she made against the decision of the Respondent to recall her from her posting to Abuja as the Financial Attache in 2022.	Inquiry ongoing
1106.	Mary Ndungu for Leah Ndungu CAJ/M. FA/011/75/2023-EF	Ministry of Foreign Affairs	Female	Unresponsive official conduct	The Complainant alleged that her sister named Leah Ndungu was residing in Saudia Arabia where she worked as a domestic worker. That she had been ill since 2022 and had not received proper medical attention, and that despite her condition she was forced to work causing her health condition to deteriorate. She alleged that the family had raised the matter with the State Department for Diaspora Affairs and no response was received.	Inquiry ongoing
Ethics and Anti-Corruption Commission						
1107.	Nahashon Mogaka Ongeri CAJ/EACC/026/255/23-V.O.K	Ethics and Anti-Corruption Commission	Male	Unlawful official conduct	The Complainant alleged that the Respondent practices discrimination in its recruitment processes.	Inquiry ongoing
Attorney General						
1108.	Constantine Okello Ofunya HUD/GPO/AG/001/199/23-V.O.K	Attorney General	Male	Unresponsive official conduct	The Complainant alleged that they applied to register an association but they have not been issued with a certificate of registration.	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
State Department for Immigration and Citizen Services						
1109.	Kevin Wafula Tuchi CAJ/M.IMM/003/390/23-V.O.K	State Department for Immigration and Citizen Services	Male	Unresponsive official conduct	The Complainant alleged that he applied for a Kenyan passport on 2nd November 2022 but the same had not been issued.	Inquiry ongoing
1110.	Mathew Kuyana Kiragu CAJ/M.IMM/003/400/23-EF	Directorate of Immigration	Male	Delay	The Complainant alleged that he applied for the renewal of his passport at the Embu Immigration Office and had not received it three months later as he urgently needed to travel but that the same had not been issued to him.He was requested to supply his claim supporting documents.	Inquiry ongoing
1111.	Beatrice Nduku Kieti CAJ/IMM/003/399/23-JMM	Department of Immigration	Female	Delay	The Complainant alleged that she applied for a passport on 11th January 2023 and submitted all the required documents. Her application tracking No. is 1810100535 and she is supposed to travel to Canada on 26th May 2023. She has made several follow-ups for the passport without any success.	Inquiry ongoing
1112.	Henry Kimathi Mukaria CAJ/IMM/003/401/23-JMM	Department of Immigration	Male	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 1810093049 and he is	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					supposed to travel outside the country in July 2023. He has made several follow-ups for the passport in vain.	
1113.	Kennedy Derrick CAJ/M.IMM/003/405/23-EF	Directorate of Immigration	Male	Delay	The Complainant alleged that he lodged an application for a passport and several months later he had not been issued with the same. The complainant was asked to provide additional information.	Inquiry ongoing
1114.	Charles Moindi Gesimba CAJ/KSM/IMM/062/61/23-AO	Directorate of Immigration Services	Male	Delay	A complaint alleging inordinate delay in issuance of a passport applied for on 24/10/2022 and requisite fees paid. Tracking number 1910069056.	Inquiry ongoing
1115.	Larry Blackstock CAJ/IMM/062/1439/23-RA	Department Of Immigration	Male	Delay	The Complainant alleged that on 9th April 2021, the Complainant of passport number 554208145 applied for a Permanent Residence, paid all the requisite charges and was issued with a receipt number 4715682. Subsequently, the Complainant's file was opened as file number 1206699 and further issued with invoice number FNS/3079894. That despite several follow ups, the Respondent's office is yet to respond to the application.	Inquiry Ongoing
1116.	Samuel Pere CAJ/IMM/003/402/23-JMM	Immigration Department	Male	Delay	The Complainant alleged that he applied for his passport in November 2022 and submitted all the required documents. His application tracking No.	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					is 1810091735 but that the same has not been issued to him.	
1117.	Kitheka Enock CAJ/M.INT/062/1431/23-EMN	Directorate of Immigration Services	Male	Delay	The Complainant alleged that he is a Kenyan citizen and that he applied for his passport in July, 2022 but that the same has not been processed and issued.	Inquiry Ongoing
1118.	Salim Isaac Kerow CAJ/MSA/M.IMM/003/125/2023-KC	Immigration Department	Male	Delay	The Complainant alleged delay at Immigration Head office, Nairobi to process and issue a passport he applied for in August 2021 and paid a total of Kshs. 6,050/=	Inquiry ongoing
1119.	Bernard Hamisi CAJ/MSA/M.IMM/003/124/2023-EM	Department Of Immigration	Male	Delay	The Complainant alleged delay at the Immigration office, Mombasa to issue him with a passport since October 2022.	Inquiry ongoing
1120.	Ahmed Mohamed CAJ/MSA/M.IMM/003/122/2023-EM	Immigration Department	Male	Delay	The Complainant alleged delay at Immigration office in Mombasa in processing a passport he applied for in June 2021.	Inquiry ongoing
1121.	Ali Swaleh Hussein CAJ/MSA/M.IMM/003/120/2023-EM	Immigration Department	Male	Delay	The Complainant alleged delay at the Immigration office in Mombasa to process a passport he had applied for since July 2022.	Inquiry ongoing
1122.	Solanki Sunitaben Nareshchandra CAJ/MSA/M.IMM/003/121/2023-EM	Immigration Department	Female	Unresponsive Official Conduct	The Complainant alleged delay and lack of feedback from Immigration office on her application to regain citizenship made in 2019 pursuant to Section 10 of the Kenya Citizenship and Immigration Act.	Inquiry ongoing
1123.	Amira Muse Santur	Ministry of State for	Male	Delay	The Complainant alleged that he applied for a passport in 2022 and is yet	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
	Caj/Gsa/M. Imm/062/004/23-Ah	Immigration and Registration of Persons			to receive his passport. He was asked to furnish copies of supporting documents.	
1124.	Bashir Ahmed CAJ/GSA/M.IMM/062/008 /23-AH	Ministry of State for Immigration and Registration of Persons	Male	Delay	The complaint alleged 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 Ongoing
1125.	Halima Yusuf CAJ/GSA/M.IMM/062/007 /23-AH	Ministry of State for Immigration and Registration of Persons	Female	Delay	The Complainant alleged 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 Ongoing
1126.	Mohamed Wardere Rashid CAJ/GSA/M.IMM/062/005 /23-AH	Ministry of State for Immigration and Registration of Persons	Male	Delay	The Complainant alleged that he applied for an ID Card and one year later he was told his fingerprints could not be verified. We asked the Complainant to provide supporting documents	Inquiry Ongoing
1127.	Saadia Sheikh Osman CAJ/M.IMM/003/403/2023 -SK	Department of Immigration Services	Male	Delay	A complaint alleging delay in processing and issuance of a national passport under Tracking Number 1111154245.	Inquiry Ongoing
1128.	Ismael Ali Jimale CAJ/M.IMM/003/393/2023 -SK	Department of	Male	Delay	A Complaint alleging delay in processing of the Complainant's passport. He stated the he applied for a passport in	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
		Immigration Services			September 2022 under Tracking Number 1310199653 and the same had not been processed	
1129.	Shamsudin Abdulahi CAJ/GSA/M.IMM/062/006 /23-AH	Ministry of State for Immigration and Registration of Persons	Male	Unresponsive Official Conduct	The Complainant alleged 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
1130.	Abdirashid Aden Hussein CAJ/GSA/M.IMM/062/003 /23-AH	Ministry of State for Immigration and Registration of Persons	Male	Delay	The Complainant alleged that he had applied for a passport and made all the necessary payments. He was issued with a tracking number 1110838717. Two years later, he is yet to be issued with his passport	Inquiry ongoing
1131.	Mary Wangeci Kienji CAJ/IMM/062/1455/23-EMN	Department Of Immigration	Female	Unfair Treatment	The Complainant alleged that her son Khalid Abdalla Makame holder of ID No. 7370598948 born to a Tanzanian Father and herself, raised, schooled and domiciled in Kenya applied for a passport on 3rd March, 2022 but the same has not been issued to him on grounds that he is not a Kenyan.	Inquiry Ongoing
University of Kabianga						
1132.	Albert Kimutai CAJ/KAB.UNI/013/2476/23 -V.O.K	University of Kabianga	Male	Unfair official conduct	The Complainant alleged that he resigned as an employee of Kabianga University but his salary was withheld for 3 months prior to his resignation.	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
Ministry of Environment and Forestry						
1133.	Rahab Muthoni Munuhe CAJ/M.ENV/038/203/23-V.O.K	Ministry of Environment and Forestry	Female	Unfair treatment	The Complainant alleged that she was transferred from the Ministry of Environment and Forestry to the Ministry of Defence in September 2022. Her salary was stopped in January 2023 and she complained to the Principal Secretary but it was not reinstated.	Inquiry ongoing
1134.	Gatanga Women Group Homes CAJ/NEMA/38/205/23-EF	Ministry of Environment, Climate Change and Forestry (National Environment Management Authority)	Group	Unresponsive official conduct	The complainants alleged that a tar factory was operating within their residential area, thereby polluting the environment and causing health defects to the residents. They further alleged that they had raised the issue with the National Environment Management Authority but no action was taken. The Commission initiated an inquiry.	Inquiry ongoing
1135.	Agnes Wangui Ngugi CAJ/M.ENV/038/204/23-V.O.K	Ministry of Environment and Forestry	Female	Unfair treatment	The Complainant alleged that she was transferred from the Ministry of Environment and Forestry to the Ministry of Defence in September 2022. Her salary was stopped in January 2023 and she complained to the Principal Secretary but it was not reinstated.	Inquiry ongoing
KPLC						
1136.	Lucy Henry CAJ/KPLC/021/622/2023-EF	Kenya Power and Lighting Company Ltd	Female	Inefficiency	The Complainant alleged that she was issued with a demand to pay arrears for a post-paid account even though the post-paid meter had been removed	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					when she changed to a prepaid meter. She further alleged that the post-paid account was clear at the time of removal of the meter.	
1137.	Angeline Naliaka Doni HUD/KSM/BGM/P.O/047/1/23-WT	James Amore (Public Officer-Kenya Power & Lighting Company)	Female	Unlawful Official Conduct	A complaint alleging that an officer by the name James Amore of Kenya Power & Lighting Company, Webuye Branch demanded from her some money to facilitate employment of her son, Wlliam Doni as a Meter Reader. On 11/6/2021 and 12/6/2021, she transferred to the officer a sum of Kshs. 7030 through MPESA for that purpose. This turned out to be a false promise as efforts to reach him and have her son employed have since been unsuccessful.	Inquiry ongoing
1138.	William Analo CAJ/KPLC/021/621/23-RA	Kenya Power and Lighting Company (KPLC)	Male	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 and was informed that a team would be dispatched to address the same but to date, no replacement has been made. On 6th June 2023, a KPLC officer by the name Brian visited the Complainant's home in Ngecha, Limuru, Ruthui and claimed that the office lacks prepaid	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					meter boxes, an explanation he found unsatisfactory.	
1139.	Kipkemoi Maiyo David CAJ/KPLC/021/627/23-JMM	Kenya Power	Male	Unfairness	The Complainant alleged that he is a resident of Kapseret Constituency, Uasin Gishu County. On 22nd March 2023, Kenya Power wrongly captured his power meter reading, an issue that he raised with them and even shared the correct reading and that the issue is yet to be resolved despite several follow ups.	Inquiry ongoing
1140.	John Ochieng CAJ/KSM/M.ENE/021/65/23	Kenya Power and Lighting Company (KPLC)	Male	Unresponsive Official Conduct	A complaint alleging delay on the part of KPLC to restore electricity supply to his premises following an incident of vandalism that he reported to the police under OB No. 10/6/04/2023 and subsequently to KPLC Katito office.	Inquiry ongoing
1141.	Anonymous Complaint CAJ/KPC/021/624/23-JMM	Kenya Power	Unknown	Unfairness	The Complainants alleged that Shauri Moyo Government Quarters have not had power since March 2023. They said that they have raised the issues with the Respondent's in vain.	Inquiry ongoing
1142.	Moses Ngugi CAJ/KPLC/021/639/2023-SAK	Kenya Power	Male	Discourtesy	The Complainant alleged that the Respondent's customer service employees at the Gatundu South Kenya Power office are rude, abusive and arrogant and failed to assist him with a query.	Inquiry ongoing.

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
1143.	Karobia Wanjira CAJ/KPLC/021/611/23 - FN	Kenya Power and Lighting Company	Female	Manifest Injustice	The Complainant alleged that his application to be connected to electricity in 2011, has never been acted on till date. In 2016, the complainant started receiving electricity bills from a meter under her name in Limuru yet she lives in Kabete despite several follow ups.	Inquiry Ongoing.
1144.	Joseph Kariuki Njeru HUD/EMBU/KPLC/021/41/23- FN	Kenya Power and Lighting	Male	Delay	The Complainant alleged that the Respondent delayed in replacing a faulty power meter no. 30545941.	Inquiry Ongoing.
1145.	Patrick Kubai CAJ/KPLC/021/614/23-EMN	Kenya Power and Lighting Company (KPLC)	Male	Unresponsive Official Conduct	The Complainant alleged that his power supply was interrupted when an electricity pole fell and that they had requested for the restoration of the supply in vain. He was requested for further details.	Inquiry Ongoing
1146.	Reuben Mwambingu CAJ/KPLC/021/613/23-V.O.K	Kenya Power and Lighting Company Limited	Male	Inefficiency	The Complainant alleged that there had been recurrent power failure in Moka village, Mbale location, Wundanyi sub county.	Inquiry ongoing
1147.	Gilgil Community CAJ/KPLC/021/621/23-RA	Kenya Power And Lighting Company (KPLC)	Organisation	Oppressive Official Conduct	The Complainant alleged corruption, unlawful and oppressive official conduct against some Kenya Power and Lighting Officials namely, Mr. William Mwema, Mr. Zachary ombati and Purity Kimani stationed in Nakuru-Gilgil specifically, that the said officials have been harassing extorting and victimizing residents within their areas of operation.	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
1148.	George Isaac CAJ/KPLC/021/625/23-EMN	Kenya Power and Lighting Company	Male	Delay	The Complainant alleged that he was the Respondent's employee whose services were unfairly dismissed. He appealed against the dismissal but his appeal has never been set down for hearing.	Inquiry Ongoing
1149.	Namirumu Janet CAJ/MSA/KPLC/021/86/2023-KC	Kenya Power and Lighting Company (KPLC)	Female	Unfairness	The Complainant alleged that she applied for electricity connection on Account No. 25571134 at KPLC, Ukunda Offices and paid the requisite amount. However, the connection was later disconnected by KPLC staff-for unknown reasons.	Inquiry ongoing
1150.	Pius Aron Kiet CAJ/GSA/KPLC/021/002/23-AH	Kenya Power and Lighting Company (KPLC)	Male	Maladministration	The Complainant alleged that he resides in Kitui County and alleges that his County has an occasional blackout due to a faulty transformer. Numerous complaints were raised and yet the Respondent failed to act on them. He wishes that KPLC would explain the cause of the power outages.	Inquiry Ongoing
1151.	Abdilahi Jubat CAJ/GSA/KPLC/021/001/23-AH	Kenya Power and Lighting Company (KPLC)	Male	Unfair Treatment	The Complainant alleged that the KPLC has charged him exorbitantly for electricity consumption at his home. He further claims 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. We asked the	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					Complainant to provide supporting documents	
1152.	Joesph Ndirangu Wangaru HUD/KAJIADO/021/42/23-SK	Kenya Power and Lighting Company (KPLC)	Male	Delay	A complaint alleging delay by Kenya Power and Lighting Company in processing the Complainant's application for installation of a meter box No. 54500310625.	Inquiry Ongoing
1153.	Benard George Wandera CAJ/KPLC/021/626/23-SK	Kenya Power and Lighting Company (KPLC)	Male	Delay	A complaint alleging delay by Kenya Power in refunding Kshs .34,980 to the Complainant being the cost paid for power installation, that was never effected.	Inquiry Ongoing
1154.	David Gitari Njoka CAJ/KPLC/021/629/23-SK	Kenya Power and Lighting Company (KPLC)	Male	Delay	An allegation of delay by Kenya Power in resolving a complaint reported by the Complainant alleging erroneous meter readings hence exaggerated power bills.	Inquiry Ongoing
1155.	Miriam Karanja CAJ/KPLC/021/631/23-SK	Kenya Power and Lighting Company (KPLC)	Female	Incompetence	A complaint alleging inefficiency by Kenya Power due to frequent power outages in Utawala, Nairobi from March 2023	Inquiry ongoing
1156.	Titus Muturi CAJ/KPLC/021/630/23-SK	Kenya Power and Lighting Company (KPLC)	Male	Delay	The Complainant alleged delay and frustration by Kenya Power officers who refused to connect his premises to the grid. He stated that he paid Kshs.52,004 for the service in January 2020 and again cost shared with his neighbour and paid Kshs.149,766 in April 2021 but the Kenya Power Officers declared his power line illegal and disconnected his premises	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
1157.	Bernard George Wandera CAJ/KPLC/626/23-SK	Kenya Power and Lighting Company (KPLC)	Male	Delay	The Complainant alleged that he sought a refund of Kshs.34,950 from Kenya Power for a payment made in 2012 for power installation. However, his premises was not connected to the grid hence his request for a refund	Inquiry Ongoing
Pyrethrum Board of Kenya						
1158.	Rosaline Chepngeno CAJ/PBK/014/397/23-EF	Pyrethrum Board of Kenya	Female	Unfair official conduct	The Complainant alleged that the Respondent had delayed in resolving her complaint regarding her unfair exclusion in the promotion/confirmation processes after she was approved for the same.	Inquiry ongoing
1159.	George Odhiambo Moro CAJ/KSM/M.AGRI/014/80/22-AO	Pyrethrum Board of Kenya	Male	Oppressive Official Conduct	A complaint against Pyrethrum Board of Kenya on allegations of nonpayment of pension dues following termination of employment.	Inquiry ongoing
Busia Water and Sewerage Company Ltd						
1160.	Public Procurement Regulatory Authority CAJ/PE/040/2692/23-EF	Busia Water and Sewerage Company Ltd	Organisation	Unlawful official conduct	The Complainant alleged that the Respondent had unlawfully failed to pay dues amounting to Kshs. 106,800 to M/S Brinet Ventures Limited for Dunlop tires delivered.	Inquiry Ongoing
County Government of Kakamega						
1161.	John Nendo Makokha CAJ/NHIF/012/612/23-EF	County Government of Kakamega	Male	Unfair treatment	The complainant alleged that his mother was discharged from the Butere Sub-County Hospital even though his condition was worsening and that the discharge summary was not signed by a	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
		(Butere Sub-County Hospital)			medical officer. He further alleged that he was asked to pay the hospital bill even though the patient was covered by the National Hospital Insurance Fund. An inquiry was initiated through the Chief Officer, Medical Services at theCounty Government of Kakamega.	
1162.	Frank Wafula CAJ/ELD/CG/KAKAMEGA /051/3/23-FL	County Government of Kakamega	Male	Unresponsive Official Conduct	The Complainant alleged failure by the Kakamega Water and Sewerage Company to address his complaint on an anomaly in water account No. 110690079 which he has bever applied for or allocated to him despite their numerous demands for settlement of the accrued water bill.	Inquiry Ongoing
Public Service Commission						
1163.	Anonymous CAJ/PSC/016/199/23-EF	Public Service Commission	Unclear	Unfair treatment	The Complainant alleged unfairness, favoritism, bribery and unlawful conduct in the process of employing an officer.	Inquiry ongoing
1164.	Vincent Kipngetich Metto CAJ/ELD/PSC/016/6/23-	Public Service Commission (PSC)	Male	Unclear	The complaint was lodged through the CMIS public portal but failed to furnish details of the complaint summary.	Inquiry Ongoing
1165.	Chief Inspectors of Prisons CAJ/PSC/016/198/2023-SAK	Public Service Commission	Group	Delay	The Complainants alleged that they are Senior Superintendents and Chief Inspectors of Prisons. They said that there are delays of promotional interviews for their carders that had been advertised in January 2022 and delayed	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					implementation of their grading structure which was upgraded in 2019 with no implementation. They are apprehensive some of their colleagues may retire without benefiting.	
1166.	Benter Oredo CAJ/PSC/016/197/23	Public Service Commission	Male	Delay	The Complainant alleged that he did an interview with Public Service Commission (PSC) in October 2021 under the Ministry of Health as a Medical Laboratory Technologist. He has been making a follow up for an update on the outcome of the interview without success.	Inquiry ongoing
1167.	James Waweru CAJ/PSC/016/203/23-JMM	Public Service Commission	Male	Unresponsiveness	The Complainant alleged that he is a Person Living with Disability with a Degree in Education and Masters in Community Development. He applied for four posts with the PSC, advert Nos. 141/2021, 234/2020, 242/2020 and 238/2020. He has been making a follow up on the same, and on 17th March 2023, he had an appointment with the Deputy CEO who evaded meeting him and has been taking him in circles.	Inquiry ongoing
Exporting Processing Zones Authority						
1168.	Gladys Kamau CAJ/EPZA/036/30/23-EF	Exporting Processing Zones Authority	Female	Delay	The Complainant alleged that the Respondent had delayed in remitting payment for branding and décor services rendered by the complainant for Changamka Festival 2022, despite several attempts to follow up. The	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					complainant was asked to provide supporting documents.	
National Environment Management Authority						
1169.	Esther N. Nyaga HUD/EMBU/NEMA/038/10/2EF	National Environment Management Authority	Female	Delay	The Complainant alleged that the Respondent issued clearance and a license to Eagle 1 Concrete Machineries Ltd for mining operations in Kiringa Sub-Location. She further alleged that the operations of the said company were causing human, agricultural and environmental damages, and that she had raised the issue with the authority but no action was taken.	Inquiry ongoing
1170.	DEEP SHAN CAJ/NCA/004/535/23-JMM	National Environmental Management Authority	Male	Inaction	The Complainant alleged that he has made several complaints to NEMA but no action has been taken. He was requested for clearer details on his complaint	Inquiry ongoing
1171.	Eric Mugo Njiru HUD/EMBU/M.ENV/038/11/23-SK	National Environment Management Authority (NEMA)	Male	Unresponsive Official Conduct	A complaint alleging failure by NEMA Embu Branch to take action to stop environmental pollution resulting from operation of a quarry by Eagle 1 Concrete Machinery Limited in Nguruka Village, Embu County	Inquiry Ongoing
1172.	Pauline Awino Osino CAJ/MSA/NEMA/038/14/2023-EM	National Environment & Management Authority (NEMA)	Female	Unresponsive Official Conduct	The Complainant alleged unresponsiveness at NEMA and the Liquor Licensing Board following her complaint of noise pollution against Nest Lounge and Grill Bar located in Nyali within a residential area.	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
1173.	Residents of Garden Estate Nyahururu CAJ/NEMA/038/197/22-EMN	National Environmental Management Authority (NEMA)	Organisation	Delay	The Complainant alleged that the commencement and progression of construction of a commercial/ residential building on plot number 68 block two which project is being carried on without the necessary approvals.	Inquiry Ongoing
Kenya National Examinations Council						
1174.	Michael Kogo CAJ/KNEC/013/2462/23 - EF	Kenya National Examinations Council	Male	Oppressive Official Conduct	The Complainant alleged that the Kenya National Examinations Council failed to issue him with a Diploma certificate since he completed his studies in Electrical and Electronics (Power Option) in July 2021. He further alleged that this prevented him from practicing.	Inquiry ongoing
1175.	Wilfred Obaga Tumbo HUD/KSI/KNEC/013/90/23-AO	Kenya National Examination Council (KNEC)	Male	Unresponsive Official Conduct	A complaint alleging that the Complainant sat for KCSE exams in the year 2018 at Milimani Ramasha Academy, Kisii County. However, upon release of results and certificate, the photo on the certificate was not for the Complainant. Despite reporting to KNEC to correct the anomaly, there has been no response.	Inquiry ongoing
1176.	Otieno Moses CAJ/KNEC/013/2451/23-SK	Kenya National Examination Council (KNEC)	Male	Delay	A complaint alleging delay by KNEC to release result for the Complainant's daughter who sat her KPSEA examinations.	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
Sony Sugar Company						
1177.	Aloice Opiyo Onyango CAJ/SONYSUGAR/014/396/2022-SAK	Sony Sugar Company	Male	Manifest Injustice	The Complainant alleged he was the respondent's employee whose services had been unfairly and unprocedurally terminated in 2018. He sought to be either reinstated or paid all his benefits	Inquiry ongoing
1178.	Elijah Okal Osango CAJ/KSM/M.AGRI/014/81/23-AO	Nzoia Sugar Company limited	Male	Unresponsive Official Conduct	A complaint alleging failure on the part of Nzoia Sugar Company Limited to process his retirement dues and pay following his retirement from the Company in the year 2019.	Inquiry ongoing
Mathare Special Training Centre						
1179.	William Mutanda CAJ/M.STC/013/2407/2023-SAK	Mathare Special Training Centre	Male	Manifest Injustice	The Complainant alleged that he was employed by the Respondent as a driver in 2021 with a monthly remuneration was Kshs 20,000. He said that his services were terminated in January 2023 for allegedly failing to report that the insurance for the bus he drove was expired causing the bus to be impounded. However, he avers that he did report the expiry. That on June 2022, July 2022 and September 2022, he only received half of his salary (Kshs 10,000) amounting to an underpayment of Kshs 30,000. Furthermore, he did not receive a salary for November 2022 and December 2022 totaling Kshs 40,000.	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
Witness Protection Officers						
1180.	Employees of Witness Protection Agency CAJ/PO/047/597/2023-SAK	Witness Protection Officers	Group	Abuse of Office	The complainants alleged that they are the Respondent's employees and that the Respondent's top leadership of the Agency (Directors and Deputies) including nepotism and corruption,tribalism and discrimination on promotions	Inquiry ongoing
Ministry of Water, Sanitation and Irrigation						
1181.	James Akama Onkunya CAJ/M.WAT/009/269/2023-SAK	Ministry of Water, Sanitation and Irrigation	Male	Administrative Injustice	The complainant alleged that he supplied the Respondent with goods worth Kshs. 1,286,320 but that he had not been paid for the same despite providing all the required documents.	Inquiry ongoing
1182.	Joseph Mwangi Wanjohi CAJ/M.WAT/009/336/23-EF	Ministry of Water, Sanitation and Irrigation	Male	Delay	The Complainant alleged that the Ministry of Water, Sanitation and Irrigation had delayed in effecting his re-designation and promotion. He further stated that he had made an appeal to the Public Service Commission but the same had not been heard.	Inquiry ongoing
1183.	Bii Kipngetich CAJ/ELD/M.WAT/009/9/23-FL	Ministry of Water, Irrigation & Sanitation	Male	Unresponsive official conduct	The Complainant alleged that Lake Victoria South Water Works Development Authority (LVSWWDA) has failed to address his complaint on water resource utilization for projects undertaken in Kericho County	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
State Department for Correctional Services						
1184.	Anonymous CAJ/M.IGC/062/1425/2023-SAK	State Department for Correctional Services		Unlawful Official Conduct	The Complaint alleged that the Western Region Probation Director Ms. Judith Nasimiyu ought to be removed from office on account of gross misconduct, corruption, bad judgment and being in possession of fake academic documents.	Inquiry ongoing
Amboni Secondary School						
1185.	Enesceta Muthoni Maina CAJ/HUD/NYERI/013/228/2023-SAK	Amboni Secondary School	Female	Delay	The Complainant alleged that she is the Respondent's former employee having resigned in 2021. She said that she has been following up on her benefits in vain.	Inquiry ongoing
Commodities Fund Board						
1186.	Anonymous CAJ/CFB/014/399/2023-SAK	Commodities Fund Board	Unclear	Administrative Injustice	The Complaint alleged that the Respondent's Managing Trustee has delayed the disbursement of approved loans. Applicants have disclosed that the Trustee has requested for a percentage of the amount as inducement to have the funds released.	Inquiry ongoing
IEBC						
1187.	Janerose Imbega CAJ/IEBC/026/253/2023-SAK	Independent Electoral and Boundaries Commission	Female	Delay	The complainant alleged that she, together with others were contracted by the Respondent to oversee the Bungoma County By-elections but that they had not been paid their dues.	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
1188.	Grace Mukundi CAJ/IEBC/026/254/23-FN	Independent Electoral and Boundaries Commission	Female	Delay	The Complainant alleged that she was a polling clerk in the August 2022 elections and that she had not been paid for the services rendered.	Inquiry ongoing
1189.	Lucy Wanjeri Waburi HUD/GPO/IWBC/026/7/23-JMM	Independent Electoral and Boundaries Commission	Female	Unresponsiveness	The Complainant alleged that she is a registered voter at Juja Constituency in Kiambu County. She has been requesting to transfer her voting center from Juja Constituency to Kasarani Constituency since 2011 without success.	Inquiry ongoing
1190.	Lilian Silantoi CAJ/IEBC/026/250/2022-SAK	Independent Electoral and Boundaries Commission	Female	Delay	The Complainant alleged that she was contracted to work as a polling clerk in the August 2022 elections at Kekayaya Primary School Polling Station in Kajoado East Constituency, Kajiado County. However, to date has not received any payment from IEBC.	Inquiry ongoing
Refugee Affairs Secretariat						
1191.	Abdiaziz Hirsi CAJ/M.IGC/062/1438/2023-SAK	Refugee Affairs Secretariat	Male	Unresponsive Official Conduct	The Complainant alleged that his Refugee ID Card expired in 2020 and has attempted severally to have the same renewed. The complainant has both visited and contacted the Refugee Affairs Secretariat to no avail.	Inquiry ongoing
KENHA						
1192.	Daniel Mbugua Kinuthia	Kenya National	Male	Unfairness	The complainant alleged that he is the registered and beneficial owner of vehicle Reg No. KCB 278Z which he uses for sand transport. The said vehicle was	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
	CAJ/KENHA/006/229/2023 -SAK	Highways Authority			weighed at the Ole-Sereni temporary weighbridge and was found to have exceeded weight by 1.2 tonnes thereafter the vehicle was impounded and taken to Mulolongo Yard where he was given a fine of Kshs. 357, 019 for exceeding by 5 tonnes. The complainant sought to know how the vehicle exceeded from 1.2 tonnes to 5 tonnes. Further, officers from KENHA drove his vehicle from the weighbridge causing damage to the engine and the complainant had to incur an extra expense of repairing.	
1193.	Ndumuru Integrated Farmers Self Help Group ISL/HUD/M.ROA/006/001/2022-KWK Ndumuru Integrated Farmers Self Help Group	Kenya National Highways Authority (KeNHA)	Group	Manifest injustice	The Complainants alleged that they own parcels of land along Isiolo-Modogashe Road in Ndumuru area, Antuambui location; That land adjudication was done before the construction of the road and that the Respondent is privy to this; That despite this knowledge, the Respondent while carrying out surveying of the road, extended the area to be reserved for the said road and put beacons; That the said extension hived off some part of the land.	Inquiry ongoing
1194.	William Oraro Ongany CAJ/KSM/M.ROAD/006/17/23-WT	Kenya National Highways	Male	Delay	A complaint alleging failure by the Kenya National Highways Authority to pay him compensation for the	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
		Authority (KENHA)			compulsory acquisition of his land parcel Kisumu/Kogony/859 which was done on 22nd February 2016. He further alleged that part of the reasons given was that there was a caveat placed on the land. Complainant advised to obtain certificate of official search.	
1195.	Mary Marigi & Others CAJ/MSA/KENHA/004/139 /2023-KC	Kenya National Highways Authority (KENHA)	Female	Unresponsive Official Conduct	The Complainant alleged unresponsive official conduct by KENHA, Mombasa office to their petition sent in August 2021 requesting for an access road to be constructed to Mwatsalafu village, Likoni in Mombasa County in the course of the ongoing Dongo Kundu bypass road project.	Inquiry ongoing
1196.	Victor Maklago CAJ/KENHA/006/228/2023 -SAK	Kenya National Highways Authority	Male	Delay	The Complainant alleged that his land parcel no. Kasigunga/Kamreri/578 was intended for acquisition vide the Gazette Notice 96 of 2nd September 2011. The land was valued at Kshs 81,600 to Mr. James Ochieng Maklago and to date, no payment has been forthcoming	Inquiry ongoing
Athi Water Works Development Agency						
1197.	Wadenya Majoni CAJ/M.WAT/009/341/2023 - SAK	Athi Water Works Development Agency	Male	Inefficiency	The Complainant alleged that the Respondent's has failed to provide a reliable source of water for a community ablution block rendering it non-operational. The water from the borehole intended to supply the block is instead sold to the locals	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
NITA						
1198.	Sammy Kirimi Mwirigi CAJ/M.IND/020/143/2023-SAK	National Industrial Training Authority	Male	Delay	The Complainant alleged that on 26th April 2023, he visited NITA offices in Nairobi to secure admission for the Motor Rewinding and Control Course for a period of 4 and a half months and duly paid for the same. However, on Tuesday 9th May 2023 the NITA management informed him that the course is no longer offered at NITA. He said that before paying the fee, he visited NITA website as well as called the office to confirm whether the course is being offered and went ahead to visit their office.	Inquiry ongoing
1199.	Sammy Kirimi Mwirigi CAJ/NITA/020/143/23-EMN	National Industrial Training Authority	Male	Unresponsive Official Conduct	The Complainant alleged that he applied and was selected to study a course in Motor Vehicle rewinding and control. Upon payment of school fees, he was informed that the course is no longer offered by the Respondent. He has been following up for a refund of the fees paid in vain.	Inquiry Ongoing
1200.	David Sirma CAJ/NITA/020/138/2023-SK	National Industrial Training Authority(NITA)	Male	Incompetence	The Complainant alleged misconduct by the Director General of NITA in regard to interference and mishandling of his appeal at the Public Service Commission. He stated that the Director General was not genuine and was misrepresenting facts to the Public Service Commission and the NITA Board	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
Kisii University						
1201.	Caleb Sawe CAJ/KISII.UNI/013/2467/2023-SAK	Kisii University	Male	Inefficiency	The Complainant alleged that he was a student with the University based at the Eldoret College of | Professional Studies through its collaboration with the University. That he was unable to graduate due to a fee balance. Consequently, he cleared the fees but the University has refused to clear him to enable him to graduate.	Inquiry ongoing.
1202.	Meshack Otunge Okong'o CAJ/KISII UNI/013/2450/23-FN	Kisii University	M	Delay	The Complainant alleged that he was the Respondent's parttime lecturer in its Kericho campus where he offered teaching but has not been paid till date (no further details provided)	Inquiry Ongoing
Auditor General						
1203.	David Kenani Otunga CAJ/AG/001/2583/2023-SAK	Auditor General	Male	Unresponsive Official Conduct	The Complainant alleged that the Office of the Auditor General has refused to comply with his request for provision of documents to enable him, process his pension. He claims that he has written severally to the said office of the AG to supply the National Treasury with his documents to no avail.	Inquiry ongoing
Kenya Cooperative Creameries						
1204.	Margaret Ngima Wangui on behalf of the Estate of Antony Gatu Kahubi	Kenya Cooperative Creameries	Female	Delay	The Complainant alleged that her deceased husband was the respondent's employee who died in an accident and that the Respondent had failed to pay his benefits.	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
	CAJ/KCC/025/187/2023-SAK					
KEFRI						
1205.	George Mmasi CAJ/KEFRI/014/406/23-EF	Kenya Forestry Research Institute	Male	Oppressive official conduct	The Complainant alleged that he was the Respondent's employee and that he was irregularly transferred from Nairobi and surcharged Ksh 55,400/= as liability for damages to a staff house allocated to him and Ksh 29,720/= as liability for electricity bill arrears. He alleged that the surcharge and the subsequent deductions from his salary were unfair and irregular.	Inquiry ongoing
1206.	Calvin L. Olesunguna CAJ/KEFRI/010/162/23-EMN	Kenya Forestry Research Institute	Male	Unfair Official Conduct	The Complainant alleged that his employment had been unfairly terminated. He was requested to supply his claim supporting documents.	Inquiry Ongoing
Advocates Complaints Commission						
1207.	Macktosh Nyamache CAJ/ACC/001/2553/23-EF	Advocates Complaints Commission	Male	Delay	The Complainant alleged that he lodged a complaint with the Advocates Complaints Commission against an advocate, and that three (3) years later the matter had not been addressed.	Inquiry ongoing
1208.	Joseph Muriki CAJ/PE/040/2714/23-JMM	Advocates Complaints Commission	Male	Inaction	The Complainant alleged that in 2018, he instructed the firm of George Gilbert Advocates to file a matter in Court, but the said matter has never been filed to date. He instituted a complaint with the Advocates Complaints Commission	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					against the said Advocate but no action was taken against the said advocate.	
1209.	German Muthee Ruthari HUD/NYERI/ACC/001/204/23-RA	Advocates Complaints Commission	Male	Unresponsive Official Conduct	The Complainant alleged that he instructed the firm of S.N Thuku & Associates through Mr. Samwel Ngare Thuku to follow up on his decretal amount of Kshs.1,889,119 accruing from *Nairobi Civil Case No. 2034 of 1984-Ruthari Kambaaru & Another Vs Telkom Kenya & Postal Corporation of Kenya*.Despite the firm recovering the full decretal amount, it only released Ksh.1,500,000 to the Complainant withholding the outstanding balance of Kshs.389,119.The Complainant instituted a complaint with the Advocates Complaints Commission against the said Advocate but no action has been taken against despite several follow-ups with the Advocates Complaints Commission.	Inquiry Ongoing
1210.	Masha Kazungu Tsofa CAJ/MSA/ACC/001/531/2023-KC	Advocates Complaints Commission	Male	Delay	The Complainant alleged delay at the Advocates Complaints Commission to take action against M/s Onchangu Kemunto & Co. Advocates in Malindi for failing to prosecute a land ownership dispute in court on her behalf after paying her Kshs. 70,000/- in 2021.	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
1211.	Florence Hare Mkaha CAJ/MSA/ACC/001/551/2023-KC	Advocates Complaints Commission	Female	Delay	The Complainant alleged delay at Advocates Complaints Commission to resolve a complaint of professional misconduct against M/s Kinyua Njagi & Co. Advocates for withholding Kshs. 3,000,000 being compensation amount awarded in Mombasa HCCC No. 85 of 2010.	Inquiry ongoing
1212.	Edward Adundo Apoto CAJ/ACC/001/2522/22-JMM	Advocates Complaints Commission	Male	Unfairness	The Complainant alleged that in 2009, he instructed the firm of Nyamu & Nyamu Advocates to file an employment matter in Court who delayed to file the case in court leading to the case's dismissal on grounds of Limitation of time. He tried filing the Complaint with the Advocates Complaints Commission against Nyamu & Nyamu Advocates in July 2022 but he was turned away on grounds that his complaint was very trivial. He has made several follow-ups with the Advocates Complaint Commission without success.	Inquiry ongoing
1213.	Duncan Njine Gikunju CAJ/ACC/001/2558/23-JMM	Advocates Complaints Commission	Male	Delay	The Complainant alleged that an in-house dispute resolution (IHDR) session was held on 21st June 2022 in his absence and he does not know whether the commission came up with any findings/ resolution. He was requested for further details on his complaint.	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
1214.	Joseph Muriki CAJ/PE/040/2714/23-EF	Advocates Complaints Commission	Male	Delay	The Complainant alleged that he lodged a complaint with the Advocates Complaint Commission, but no action had been taken to resolve the matter. That he had complained against the firm of George Gilbert Advocates, which he instructed to file a matter in court but failed to do so.	Inquiry ongoing
County Government of Kwale						
1215.	Michael Safari Murangah CAJ/MSA/CG/KWL/114/23 /2023-KC	County Government of Kwale	Male	Oppressive Official Conduct	The Complainant alleged that he worked in the Ministry of Agriculture Livestock & Fisheries for the 33 years and retired in November, 2022. However, he alleged that the Human Resource Director had refused and/or declined to issue him with clearance form to facilitate processing of retirement benefits.	Inquiry ongoing
County Government of Taita Taveta						
1216.	Scholastica Musau CAJ/MSA/CG/T.TVT/057/7 /2023-KC	County Government of Taita Taveta	Female	Delay	The Complainant alleged delay at County Government of Taita Taveta (Health department) to process salary arrears amounting to Kshs. 1,200,000 for the period that she had been suspended from duty as a Pharmaceutical Technologist at Voi hospital. She stated that she was suspended from duty in October 2019 on allegations of misconduct which upon full disciplinary proceedings, the allegations were found	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					to be baseless. Subsequently, she resumed duty in April 2021. In November 2021, she was paid 200,000 but stated that the balance had not been settled.	
1217.	Kalaghe Chari HUD/WND/CG/T/TVT/057/6/2023-KC	County Government of Taita Taveta	Female	Delay	The Complainant alleged delay at the County Department of Health Services to effect her promotion effective October 2015 to Job Group J as recommended by the County Public Service Board.	Inquiry ongoing
County Government of Kilifi						
1218.	Reuben Ngeti CAJ/MSA/CG/KLF/103/23/2023-KC	County Government of Kilifi	Male	Unresponsive Official Conduct	The Complainant alleged lack of feedback and/or delay by the County Secretary, Kilifi to effect the decision by the County Public Service Board, Kilifi directing him to resume duties as the County Director, Physical Planning with effect from 1st December 2022. He had been seconded to the County Government of Taita Taveta as the Chief Officer- Department of Lands for a term of 4 years which lapsed in November 2022 but upon his return, the County Secretary had not allowed him to resume duties supposedly on pending matters which had not been explained to him.	Inquiry ongoing
Ministry Of Investments, Trade & Industry						
1219.	Elizabeth Mghoi Mkoba CAJ/MSA/M.IND/020/1/2023-KC	Ministry Of Investments, Trade & Industry	Female	Delay	The Complainant alleged delay at the State Department of Cooperatives to process and issue retirement benefits of his son- Kevin Chiringa Mkoba, who used	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					to work at the department as an Economist until October 2015 when he was retired on medical grounds. She claimed that the family had submitted all necessary documents but benefits yet to be settled.	
Laikipia University						
1220.	Macharia Irungu CAJ/LAK.UNI/013/2445/2023-EF	Laikipia University	Male	Unresponsive Official Conduct	The Complainant alleged that she was a parttime lecturer who performed his in 2017, but he was not paid despite lodging his claim and several follow ups.	Inquiry ongoing
NPSC						
1221.	Yusuf Berow CAJ/NPS/015/4222/2023-EF	National Police Service Commission	Male	Unfair treatment	The Complainant alleged that he lodged an appeal with the National Police Service Commission against his dismissal from the National Police Service, and that a long time had passed without a decision.	Inquiry ongoing
1222.	Dennis Owino Okwama CAJ/NPSC/015/4178/23-EMN	National Police Service Commission	Male	Delay	The Complainant alleged that he was the Respondent's employee who was dismissed on grounds of absenteeism. He appealed against the dismissal but that his appeal has never been responded to.	Inquiry Ongoing
1223.	Qalicha Diba CAJ/ISL/POL/015/195/23-KWK	The National Police Commission	Male	Manifest injustice	The Complainant alleged failure by the Directorate of Criminal Investigations officers based at Isiolo Police Station to arrest and prosecute a report made by the Complainant at the station vide OB	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					Number 54/16/9/2022; that despite adducing the necessary information that led to arrest of suspects, the DCI later released the suspects under an unclear circumstances. The Complainant's efforts to pursue the matter with the DCI proved futile.	
1224.	David Barasa CAJ/POL/015/4193/23-EMN	National Police Service Commission	Male	Incompetence	The Complainant alleged that he is the Respondent's employee and a person Living with disability. He said that the Respondent had discontinued effecting his tax exemptions on grounds that they are developing a policy on the same. He said that the policy had not been developed	Inquiry Ongoing
1225.	Samuel Kipkorir Kerich CAJ/POL/015/2498/15-RA	National Police Service Commission	Male	Delay	The Complainant alleged that on 21st January 2015, he appealed to the National Police Service Commission after he was dismissed from the Kenya Police Service where he had been enlisted as a General Service Officer in 1990 but no response has been forthcoming despite making several follow ups.	Inquiry Ongoing
1226.	Moses Segite CAJ/ELD/NPC/015/186/23-EK	National Police Service Commission	Male	Delay	The Complainant alleged delay by the National Police Service Commission in clearing rent arrears of Kshs. 47, 000/ owed to the Complainant who rented his premises to the Administration Police Officers at the Nyaru Camp between the years 2003-2008.	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
1227.	Jane Kaguri CAJ/ISI/POL/015/183/23 - KWK	National Police Service Commission	Female	Delay	The Complainant alleged that her late husband was the Respondent's employee and that the Respondent delayed in payment of death gratuity for her late husband's death gratuity who passed on in 2019.	Inquiry ongoing
JSC						
1228.	Charles Irachi CAJ/JUD/001/2554/23-EF	Judicial Service Commission	Male	Unresponsive official conduct	The Complainant alleged various instances of delay and unresponsiveness by several judicial officers. The Commission initiated an inquiry through the Office of the Judiciary Ombudsman.	Inquiry ongoing
NTSA						
1229.	Robert Mwangi Irungu CAJ/NTSA/004/544/23-EF	National Transport Safety Authority	Male	Inefficiency	The complainant alleged that the Respondent had omitted certain vehicle classes in his renewed license. The complainant was asked to provide the Commission with supporting documents.	Inquiry ongoing
National Fund for the Disabled of Kenya						
1230.	Trendy Consulting International Limited CAJ/M.GEN/018/243/23 - EF	National Fund for the Disabled of Kenya	Organisation	Unfair official conduct	The Complainant alleged that the Respondent had failed to provide them with a lease agreement after they paid the agreed deposit. They further alleged that the Respondent through his advocate had attempted to intimidate and manipulate them into paying a fresh legal deposit and demanded an exorbitant lease agreement fee. The Commission noted that this was a commercial dispute and advised the	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					Complainant to first engage the National Fund for the Disabled of Kenya directly with a view of seeking resolution, considering that there was no direct correspondence between them on the same. They were asked to provide an update on the outcome.	
1231.	Kenya School of Security Management CAJ/M.GEN018/142/23-EF	National Fund for the Disabled of Kenya	Organisation	Unfair official conduct	The Complainant alleged that the NRespondent had failed to provide them with a lease agreement after they paid the agreed upon deposit. They further alleged that the Respondent through his advocate had attempted to intimidate and manipulate them into paying a fresh legal deposit and demanded an exorbitant lease agreement fee. The Commission noted that this was a commercial dispute and advised the Complainant to first engage the Respondent directly with a view of seeking resolution, considering that there was no direct correspondence between them on the same. They were asked to provide an update on the outcome.	Inquiry ongoing
KERRA						
1232.	Samwel Nyaga Ndwiga HUD/EMBU/KERRA/006/15/2-EF	Kenya Rural Roads Authority	Male	Delay	The Complainant alleged that the Respondent constructed a road in 2018 whose drainage encroached on his parcel of land. The respondent assessed the extent of land encroachment and	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					crop damage, but compensation was not paid. That some parts of the drainage were not completed, and others were not properly constructed. As a result, there was excess water sipping into his land causing soil erosion and the threat of a landslide.	
1233.	Elijah Kariuki Njeru HUD/EMBU/KERRA/006/21/23-EF	Kenya Rural Roads Authority	Male	Delay	The Complainant alleged that in 2018, the Respondent constructed a road whose drainage encroached on his parcel of land. The respondent assessed the extent of land encroachment and crop damage, but compensation was not paid. That some parts of the drainage were not completed, and others were not properly constructed. As a result, there was excess water sipping into his land causing soil erosion and the threat of a landslide.	Inquiry ongoing
1234.	Mathew Kariuki Rukungu HUD/EMBU/KERRA/006/22/23-EF	Kenya Rural Roads Authority	Male	Delay	The Complainant alleged that in 2018, the respondent constructed a road whose drainage encroached on his parcel of land. The respondent assessed the extent of land encroachment and crop damage, but compensation was not paid. That some parts of the drainage were not completed, and others were not properly constructed. As a result, there was excess water sipping	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					into his land causing soil erosion and the threat of a landslide.	
1235.	Joseph Ndwiga Muhi HUD/EMBU/KERRA/006/16/23-EF	Kenya Rural Roads Authority	Male	Delay	The Complainant alleged that in 2018, the respondent constructed a road whose drainage encroached on his parcel of land. The respondent assessed the extent of land encroachment and crop damage, but compensation was not paid. That some parts of the drainage were not completed, and others were not properly constructed. As a result, there was excess water sipping into his land causing soil erosion and the threat of a landslide. The Commission initiated an inquiry.	Inquiry ongoing
1236.	Munene Botshelo CAJ/KERRA/006/233/23-EMN	Kenya Rural Roads Authority (KERRA)	Male	Incompetence	The Complainant alleged that the roads in Theta ward are impassable. He was advised to follow up with the Respondent and update the Commission. This complaint is addressed to the Respondent and copied to this commission.	Inquiry Ongoing
1237.	Haron Ndwiga Mutairi HUD/EMBU/KERRA/006/20/23-EF	Kenya Rural Roads Authority)	Male	Delay	The Complainant alleged that in 2018, the respondent constructed a road whose drainage encroached on his parcel of land. The respondent assessed the extent of land encroachment and crop damage, but compensation was not paid. That some parts of the drainage were not completed, and	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					others were not properly constructed. As a result, there was excess water sipping into his land causing soil erosion and the threat of a landslide.	
1238.	Ireri M. Chania HUD/EMBU/KERRA/006/19/23-EF	Kenya Rural Roads Authority	Male	Delay	The Complainant alleged that in 2018, the respondent constructed a road whose drainage encroached on his parcel of land. The respondent assessed the extent of land encroachment and crop damage, but compensation was not paid. That some parts of the drainage were not completed, and others were not properly constructed. As a result, there was excess water sipping into his land causing soil erosion and the threat of a landslide.	Inquiry ongoing
1239.	Mwaniki M. Njogu HUD/EMBU/KERRA/006/13/23-EF	Kenya Rural Roads Authority	Male	Delay	The Complainant alleged that in 2018, the Respondent constructed a road whose drainage encroached on his parcel of land. The respondent assessed the extent of land encroachment and crop damage, but compensation was not paid. That some parts of the drainage were not completed, and others were not properly constructed. As a result, there was excess water sipping into his land causing soil erosion and the threat of a landslide.	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
1240.	Simwa Busaka CAJ/KERRA/006/235/23-RA	Kenya Rural Roads Authority(KERRA)	Male	Unresponsive Official Conduct	The Complainant alleged that the Oloolua/forest road in Ngong Kajiado was poorly done i.e., drainage was not completed, the road was done halfway to Imani Market, the murram works were not properly done and a section of the road has since broken down. He emailed KERRA on 27th February 2023 outlining the above grievances whereupon KERRA responded with a correspondence dated 14th June 2023 clarifying that the road is now under Performance Based Routine Maintenance (PBRM) which is ongoing. The Complainant responded to KERRA on 14th June 2023 and 23rd June 2023 indicating that the works on the road have ceased, the contractor is no longer at the site and locals are not satisfied with the foregoing. However,	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					the latter correspondences have not been responded to.	
1241.	Paulvince Otieno Madala CAJ/KSM/M.ROA/006/16/23-AO	Kenya Rural Roads Authority (KERRA)	Male	Unresponsive Official Conduct	A complaint against KeRRA on allegations of unresponsiveness in repositioning a culvert at Kakendo village occasioning overflow of rain water into the Complainants home, resulting into flooding, soil erosion, destruction of Complainant's property and denying him quiet and peaceful enjoyment of his property.	Inquiry ongoing
1242.	Elias Thomas HUD/EMBU/KERRA/006/17/23-EF	Kenya Rural Roads Authority	Male	Delay	The Complainant alleged that in 2018, the Respondent constructed a road whose drainage encroached on his parcel of land. The respondent assessed the extent of land encroachment and crop damage, but compensation was not paid. That some parts of the drainage were not completed, and others were not properly constructed. As a result, there was excess water sipping into his land causing soil erosion and the threat of a landslide.	Inquiry ongoing
1243.	Nicacio N. Nyaga HUD/EMBU/KERRA/006/14/23-EF	Kenya Rural Roads Authority	Male	Delay	The Complainant alleged that in 2018, the Respondent constructed a road whose drainage encroached on his parcel of land. The respondent assessed the extent of land encroachment and crop damage, but compensation was	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					not paid. That some parts of the drainage were not completed, and others were not properly constructed resulting in excess water sipping into his land causing soil erosion and the threat of a landslide.	
1244.	Naomi Marigua & Another (Peter Wachira Mwenje) HUD/EMBU/KERRA/006/11/23-EF	Kenya Rural Roads Authority	Male	Delay	The Complainant alleged that in 2018, the Respondent constructed a road whose drainage encroached on his parcel of land. The respondent assessed the extent of land encroachment and crop damage, but compensation was not paid. That some parts of the drainage were not completed, and others were not properly constructed resulting in excess water sipping into his land causing soil erosion and the threat of a landslide.	Inquiry ongoing
1245.	Benard Kinyua Njeru HUD/EMBU/KERRA/006/12/23-EF	Kenya Rural Roads Authority	Male	Delay	The Complainant alleged that in 2018, the respondent constructed a road whose drainage encroached on his parcel of land. The respondent assessed the extent of land encroachment and crop damage, but compensation was not paid. That some parts of the drainage were not completed, and others were not properly constructed resulting in excess water sipping into his land causing soil erosion and the threat of a landslide.	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
1246.	Brunos Muriithi Njue HUD/EMBU/KERRA/006/12/23-EF	Kenya Rural Roads Authority	Male	Delay	The Complainant alleged that in 2018, the respondent constructed a road whose drainage encroached on his parcel of land. The respondent assessed the extent of land encroachment and crop damage, but compensation was not paid. That some parts of the drainage were not completed, and others were not properly constructed resulting in excess water sipping into his land causing soil erosion and the threat of a landslide.	Inquiry ongoing
1247.	Kenneth Njoroge Mbogua CAJ/KERRA/006/231/23-EF	Kenya Rural Roads Authority	Male	Ineptitude	The Complainant alleged that the ongoing construction works of the Kangemi Road, from Kangemi Shopping Center to Thiongo Road, are posing a danger to the area residents due to poor workmanship. He alleged that there were deep open canals and that sewer lines and water lines had burst causing contamination of drinking water. He further alleged interference with electricity poles, causing electricity lines to hang loosely.	Inquiry ongoing
1248.	Joseph Kamau CAJ/KERRA/OO6/227/23-EF	Kenya Rural Roads Authority	Male	Unfair treatment	The Complainant alleged that there was a proposal to expand the Kajiado Nkoroi North road up to the Merisho area, and he was asked to cede part of his land for the project. He alleges that the plan is unfair because the land parcels'	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					mutation document reflects the road spacing as per the record held at the Kajiado Land Registry, and it is replicated on the ground. The Commission requested the complainant to provide an update on the current ground status, and supporting documents.	
1249.	Mica Mithika CAJ/ISI/M.ROA/006/004/23 - KWK	Kenya Rural Roads Authority	Male	Delay	The Complainant alleges that he is the legal owner of a parcel of land Title Number TIGANIA EAST/KIGUCHWA/2965 which was. The said land was initially under the Title Number TIGANIA EAST/KIGUCHA/3304 before it was compulsorily acquired in 2009 during the construction of MERU-MIKINDURI-MAUA ROAD. The said land was mistakenly gazetted on a different name. However, his land was acquired and his property destroyed but he was not compensated for the acquisition nor for the destroyed property. He has been pursuing the matter with the Meru KERRA offices since 2009 but he is yet to be compensated.	Inquiry ongoing
JKUAT						
1250.	Caleb Ongale Mukuba CAJ/GOK/048/61/23-EF	Jomo Kenyatta University of Agriculture	Male	Unfair treatment	The Complainant alleged that the Respondent had failed to pay his salary arrears. The complainant was asked to provide supporting documents.	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
		and Technology				
1251.	Catherine Mugai CAJ/JKUAT/013/2437/23-FN	Jommo Kenyatta University of Agriculture and Technology	Female	Inefficiency	The Complainant alleged that the Respondent's staff have victimized her in respect to her exam results. She was asked for clearer details on her complaint	Inquiry ongoing
1252.	Ezeadin Nur CAJ/JKUAT/013/2488/23-RA	Jomo Kenyatta University	Female	Unlawful Official Conduct	The Complainant alleged that the Jommo Kenyatta University of Science and Technology(JKUAT) has been perpetuating issuance of fake academic credentials. The Commission has since sought further and better particulars from the Complainant.	Inquiry Ongoing
1253.	Bande Leonard HUD/NYERI/JKUAT/013/234/23-SK	Jomo Kenyatta University of Agriculture & Technology(JKUAT)	Male	Unresponsive Official Conduct	A complaint alleging unresponsiveness by JKUAT for failing to process payment owed to the Complainant for lecturing services offered between 2017 and 2019	Inquiry Ongoing
1254.	Juliet Wairimu Mwangi CAJ/JKUAT/013/2469/23-SK	Jommo Kenyatta University of Agriculture and Technology (JKUAT)	Female	Unresponsive Official Conduct	The Complainant alleged delay by JKUAT to pay her for services offered as a part time lecture from 2019 to August 2020. She stated that the University owes her Kshs. 360,180 in total	Inquiry Ongoing
KNEC						

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
1255.	Pascalia Joakim CAJ/M.EDU/013/2486/23-EF	Kenya National Examinations Council	Female	Inefficiency	The Complainant alleged that she applied for the replacement of her lost Kenya Certificate of Primary Education certificate and Kenya Certificate of Secondary Education certificate, but there was a delay in processing the application because the Education Office in Baringo County claimed that they had not located the class nominal roll for the relevant year. The Commission requested the complainant to provide supporting documents.	Inquiry ongoing
Kenya Industrial Training Institute						
1256.	Naftali Kenegeni and Geoffrey Gathua CAJ/KITTI/013/2487/23-EF	Kenya Industrial Training Institute	Male	Unfair official conduct	The Complainants alleged that the Respondent failed to pay them decretal sums awarded to them in Nakuru CMC No. 252 of 2018 and Nakuru CMCC No. 253 of 2018 respectively. They further alleged that the suits were filed to recover payments for goods supplied to the institute.	Inquiry ongoing
Kenya Utalii College						
1257.	Public Procurement Regulatory Authority CAJ/M.EDU/013/2474/23-EF	Kenya Utalii College	Organisation	Unlawful official conduct	The Complainant alleged failure by the Respondent to pay for services offered by Agile Business Solutions Ltd amounting to Kshs. 10,850,918.40. The matter was under inquiry by the Public Procurement Regulatory Authority, thus the Commission asked to be update on the outcome.	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
EACC						
1258.	Bigambo and Bigambo Advocates on behalf of Amailo Investment Company Limited CAJ/EACC/026/256/23-EF	Ethics and Anti-Corruption Commission	Organisation	Outside mandate	The complainant alleged that one of the Respondent's investigating officers at the Ethics and Anti-Corruption commission, Mr David Mutua, had participated in witness tampering, bribery and intimidation with the intention of negatively influencing a case against their client.That the Ethics and Anti-Corruption Commission had filed a suit against their client, seeking orders to freeze their bank accounts, on the basis of false allegations. The complainant was asked to provide additional information.	Inquiry ongoing
Kenya Bureau Of Standards						
1259.	Kibet Chepkwony CAJ/KBS/074/24/2023-JMM	Kenya Bureau Of Standards	Male	Delay	The Complainant alleged that he is the Respondent's and he was dismissed and his salary stopped without any justification. He has been making a follow-up for reinstatement and payment of his salary arrears without success.	Inquiry ongoing.
KIRDI						
1260.	Samuel Mureithi Mohamed CAJ/KIRD/020/139/23-JMM	Kenya Industrial Research and Development Institute (KIRDI)	Male	Unfairness	The Complainant alleged that Respondent advertised for Corporation Secretary/ Director, Legal Services Grade 2 (Job Ref: ID/007/2022) in the	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					daily newspapers dated 8th November 2022, and though the position is provided in the KIRDI ACT 2022, the qualifications and experience in the advertisement was contrary to the provisions of KIRDI Act, 2022.	
Dedan Kimathi University						
1261.	Alex Nduru Kuria CAJ/M.EDU/013/2393/22	Dedan Kimathi University	Male	Delay	The Complainant alleged that he was the Respondent's part time lecturer at Dedan Kimathi University (No. 1156) in the Department of Chemistry where he taught units for the academic year 2016/2017 and 2017/2018; SLT 2100(2016/2017), SLT 2100, SLT 2101, SLT 2203, SLT 2201 SLT 2209 and SLT 2208 (2017/2018.He was not paid his dues amounting to Kshs 520,800 for services he rendered.	Inquiry ongoing
1262.	Henry Kimathi CAJ/M.EDU/013/182/19-RA	Dedan Kimathi University	Male	Delay	The Complainant alleged that he was employed as a part-time lecturer at Dedan Kimathi University in 2014 and duly discharged but has never been paid his terminal dues despite availing all requiste documents.	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
Ministry of Defence						
1263.	Richard Mungai Kagiri CAJ/KDF/037/284/23-JMM	Ministry of Defence	Male	Inaction	The complainant alleges that alcoholic beverages sourced from Defence Forces Canteen Organisation (Defco) are being distributed and sold to members of the general public within Kiambu Prisons compound and at the former Administration Police canteen at discounted prices creating unfair trade practices and competition to liquor outlets selling taxed alcoholic beverages within Kiambu town.	Inquiry ongoing
Technical and Vocational Education and Training Authority						
1264.	Edward N Mburu CAJ/TVETA/013/2402/23-JMM	Technical and Vocational Education and Training Authority	Male	Inaction	The Complainant alleged that in 2014, he was deployed to Technical and Vocational Education and Training Authority(TVETA) from the Ministry of Education. While on deployment, a vacancy was advertised at TVETA and applied, shortlisted and interviewed for the position. In 2018, he was issued with the appointment letter as a Manager Standards on Permanent and Pensionable terms. In 2021, he received a letter deploying him back to the Ministry of Education. He appealed the	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					said decision to the Public Service Commission vide a letter dated 24th June 2022 directed that he should be in TVETA.	
National Transport and Safety Authority						
1265.	Anonymous CAJ/NTSA/004/540/23-JMM	National Transport and Safety Authority	Anonymous	Delay	The Complainants alleged that they had received messages that their new generation Number plates are ready for collection but that the process of issuance of the same was slow and congestion with long queues.	Inquiry ongoing
1266.	Clement Muriithi Macharia CAJ/NTSA/004/545/23-EMN	National Transport and Safety Authority (NTSA)	Male	Delay	The Complainant alleged that he applied for an interim driving licence on 29th November, 2022 and that despite several follow-ups, the same has not been issued to her	Inquiry Ongoing
1267.	Charles Njiru CAJ/NTSA/004/546/23-JMM	National Transport and Safety Authority	Male	Inaction	The Complainant alleged that applied for a replacement of his number plate for his motor cycle Registration No. KMEH 637Y on 1st March 2021 and paid the requisite fees. When he visited NTSA's Embu office, he was directed to repeat the process again, and make a new payment without a refund of the initial amount paid. NTSA has declined to re-issue the No. Plate and his follow-ups have not yielded any positive outcome.	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
1268.	Sharlingon Sharles CAJ/NTSA/004/534/23-EMN	National Transport and Safety Authority (NTSA)	Male	Delay	The Complainant alleged that he applied for a new generation number plates but that the Respondent had failed to issue the same. He was advised to supply further details on his claim	Inquiry Ongoing
1269.	Gitonga Antony Nteere CAJ/NTSA/004/550/23-EMN	The National Transport and safety Authority (NTSA)	Male	Oppressive official conduct	The Complainant alleged that he applied for transfer of his logbook and that there was a delay in effecting the transfer. On following up, he was asked for a bride. The complaint was referred to the Ethics and Anti-Corruption Commission.	Inquiry Ongoing
1270.	Issack Hamdi Abdi CAJ/GSA/NTSA/004/001/23-AH	National Transport and Safety Authority (NTSA)	Male	Delay	A complaint of 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 wants NTSA to explain the cause of the delay and inefficiency.	Inquiry Ongoing
1271.	Joshua Wachira CAJ/NTSA/004/549/223-EMN	The National Transport and safety Authority (NTSA)	Male	Delay	The Complainant alleged that he applied for renewal of his driving licence but that he was informed that he was informed that he shares a driving licence number with someone else hence his licence could not be issued. He has been following up on the same in vain.	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
1272.	Kamau Simon CAJ/NTSA/004/542/23- FN	National Transport and Safety Authority	Male	Unfair Treatment	The Complainant alleged that the respondent neglected to provide the complainant with a reflective number plate for his car; KAW 213U without explanation.	Inquiry ongoing
Trans Nzoia County						
1273.	Teresa Ikong Niangiye CAJ/PEN/000/1517/23-JMM	Trans Nzoia County	Female	Delay	The Complainant alleged that she is a Person Living with Disability and a retired Nurse who was an employee of Trans Nzoia County.She retired on 1st August 2020 and has been making a follow up for release of his pension without success.	Inquiry ongoing
Kenya National Library Service						
1274.	Betty Wanjiru Gathaiya CAJ/KNLS/030/51/23-JMM	Kenya National Library Service	Female	Unfairness	The Complainant alleged that she was the Respondent's employee as a Supply Chain Officer III Scale 9 and deployed to HQ Procurement Department. She said that on 1st February 2023, she was transferred to Kenya National Library Service, Murang'a Branch where she reported on 21st February 2023. On the same day, she was served with a letter referenced No. KNL/HQ/PF/1799/23 informing her that she had refused to report to her new station and that she	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					should show cause why disciplinary action should not be taken against her. She was in the process of handing over pursuant to the Human Resource Manual, Section 2.19.1. Supply Chain services are centralized at HQ and therefore her services are not required in Murang'a Branch as it does not have a supply chain department.	
1275.	Esther Wambui Muchira CAJ/KNLS/030/52/23-JMM	Kenya National Library Service	Female	Unfairness	The Complainant alleged that she was employed in 2005 as a Supply Chain Officer and deployed to HQ Procurement Department. On 31st January 2023, she was transferred to Kenya National Library Service, Thika Branch where she reported on 21st February 2023. On the same day, 21st February 2023, she was served with a letter reference No. KNL/HQ/PF/1319/182 informing her that she had refused to report to her new station and that she should show cause why disciplinary action should not be taken against her. She was in the process of handing over pursuant to the Human Resource Manual, Section 2.19.1. Supply Chain	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					services are centralized at HQ and therefore her services are not required in Thika Branch as it does not have a supply chain department	
Postal Corporation of Kenya						
1276.	David Koskei Musewe CAJ/023/218/23-JMM	Postal Corporation of Kenya	Male	Unfairness	The Complainant alleged that he is the Respondent's retired employee, PF 30614 where he was an Assistant Tradesman. He was transferred from Headquarters to Nakuru in the same capacity but between May 2010 to October 2013, he was made to cover the duties of ASSOW/Rift valley. On 18th November 2013, he requested that he be paid his duty allowance and it was recommended that he be paid such. He has been making a follow-up on the same without success.	Inquiry ongoing
1277.	Regina Atieno Odek CAJ/KSM/KPC/023/21/23-WT	Kenya Postal Corporation	Female	Manifest Injustice	A complaint alleging failure by Kenya Postal Corporation to remit the pension benefits owed to the Complainant for the years 2017-2019. The Complainant alleged that she was employed by Postal Corporation of Keya as a non-skilled labourer from the year 1984-2017 where she was promoted as a skilled worker from 2017 to 2019 when she retired. Upon	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					her retirement, she was paid a sum of Kshs 1.8 Million, which she alleges were her dues from 1984-2017.That this money did not include benefits from 2017-2019 when she retired. Upon further review it was noted that the Complainant was not sure about the calculations of her benefits if the total amount included for the year 2017-2019 and she had not raised it with her employer. The Complainant was advised to follow up with her employer on the calculation that was used to arrive to the sum of ksh 1.8 million so as to ascertain the actual amount owed to her if any. The Complainant to update us on the foregoing.	
Harambee Sacco						
1278.	Evanson John Mwandanda CAJ/SASRA/025/182/23-JMM	Harambee Sacco	Male	Delay	The Complainant alleged that Harambee Sacco unfairly deducted his dividends without any justification. He was referred to Sacco Societies Regulatory Authority and updated the Commission of the progress.	Inquiry ongoing
Mukiira Technical Training Institute						
1279.	Anonymous Complaint against Mukiira TTI HUD/GPO/M.EDU/013/232/23-JMM	Mukiira Technical Training Institute	Male	Unfairness	The Complainant alleged that the Respondent's Principal is constantly harassing members of staff who decline to flout procurement procedures in the institution.	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
National Oil Corporation of Kenya						
1280.	Habitech Consultants CAJ/M.ENE/021/623/23-JMM	National Oil Corporation of Kenya	Organisation	Delay	The Complainant alleged that on 25th April 2018, the Respondent awarded them consultancy services for design, documentation and supervision of construction and rehabilitation of National Oil Service stations. On 4th June 2021, they raised a consolidated fee note of KShs 32,736,022.37. They sent several reminders for the settlement of the sums demanded and NOC responded vide a letter dated 20th January 2023 requesting for some time to settle the same. They have been making a follow up for payment on the same in vain.	Inquiry ongoing
Ministry of Co-operatives						
1281.	Juddy Nyambura CAJ/M-COO/025/183/23-JMM	Ministry of Co-operatives	Female	Unresponsiveness	The complainant alleged that the Respondent had failed to act on complaints lodged against Saccos.	Inquiry ongoing
1282.	Peter Opiyo Ogaloh and 13 Others CAJ/KSM/M.COOP/025/33/23-AO	Director for Cooperatives Nairobi County	Male	Unresponsive Official Conduct	A complaint against Transom Sacco on allegations of failure to refund members contribution upon their resignation from the Sacco which matter was brought to the attention of Commissioner for Cooperatives Development for intervention who in turn directed the	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					complaint to Director for Cooperatives, Nairobi County.	
KNH						
1283.	Emma Muthoni Karatai CAJ/M.HEA/012/627/23-JMM	Kenyatta National Hospital	Female	Unfairness	The Complainant alleged that she is the Respondent's employee and she is due to retire in 3 years. She has stagnated in the same position for 22 years without any promotion. She has raised her issues with the institution without success.	Inquiry ongoing
Tharaka Nithi County						
1284.	Marimanti Town Committee CAJ/C.GVT/THARAKA/13/20/23-JMM	Tharaka Nithi County	Organisation	Injustice	The Complainants alleged that Marimati Town Committee has been endorsed by the residents of Marimati Town to manage the day-to-day interactions between business owners and the County administration over development matters. While this is the case, your administration has moved forward with an unlawful pronouncement to outlaw the Committee and instead propose a Board that receives instructions solely from the appointing authority, not the residents of Marimati Town. This was done with the understanding that your office intends to misappropriate monies and is aware that the Committee has access to	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					information and will hold you accountable.	
National Drought Management Authority						
1285.	Halakhe Abgudo Saya CAJ/NDMA/038/202/23-JMM	National Drought Management Authority	Male	Unresponsiveness	The Complainant alleged that he works with the Respondent as a Hunger Safety Net Program Officer based in Moyale sub county, Marsabit County and that he made an online application for an annual leave for the financial year 2022–2023 but that the portal account was then disabled by the Marsabit County Drought Coordinator. He was no longer able to check the progress of his application. As a result, he sought the assistance of his immediate supervisor, the programme manager, who authorized his leave beginning on August 5, 2022 and ending on November 7, 2022. While on leave, he got a notice to show cause dated October 28, 2022, signaling that disciplinary action for desertion.	Inquiry ongoing
Maria-ini Secondary School						
1286.	Leero Africa Enterprises CAJ/M.EDU/013/2409/23-FN	Maria-ini Secondary School	Organisation	Unfair Treatment	The Complainant alleged that he conducted works and supplied materials of electrical goods worth Ksh 70,275/= to the Respondent but have not received the said payment to date	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
National Irrigation Authority						
1287.	Cecil Biketi For DLA Scientific Limited CAJ/NIA/014/400/23-FN	National Irrigation Authority	Organisation	Delay	The Complainant alleged that the Respondent failed to pay the complainant for goods provided worth Ksh. 4,592,350 despite the complainant following up on the matter severally.	Inquiry ongoing
Chief Mukuru Kwa Njenga						
1288.	Spetar Nyangaresi CAJ/PO/047/609/23-FN	Chief Mukuru Kwa Njenga	Female	Unfair Treatment	The Complainant alleged that the Respondent is yet to update the complainant regarding a matter reported to him. The complainant (mother to a child living with disability) was unfairly moved from a place where she conducted her business of selling wares in pipeline area	Inquiry ongoing
Registrar of Companies						
1289.	Anonymous CAJ/ROC/001/2537/2023-FN	Registrar of Companies	Unclear	Unresponsive Conduct	The Complainant alleged that the Respondent failed to disclose particulars of the company- Othaya Mahiga Chinga Exfacco Co. Ltd despite interventions of DCI through a letter dated 28th June 2022.	Inquiry ongoing
Kenya Urban Roads Authority						
1290.	Charles Kiprono Koros CAJ/KURA/006/226/23-FN	Kenya Urban Roads Authority	Male	Unfair Treatment	The complainant alleged that his land had been compulsorily acquired and that he had not been compensated. He was advised to supply further details and his claim supporting documents.	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
Egerton University						
1291.	Simiyu Wasike David CAJ/EGERT.UNI/013/2447/23-FN	Egerton University	Male	Unresponsive-ness	The Complainant alleged that he made a fees overpayment of Kshs. 130,000/- and efforts to get a refund are in vain.	Inquiry ongoing
1292.	David Wasike Simiyu CAJ/KSM/M.EDEU/013/389/23-AO	Egerton University	Male	Unresponsive Official Conduct	A complaint on allegation of failure by Egerton University to refund ksh 130,000 being the excess school fees paid to the institution on or about 25/8/2022 by the Complainant Registration number HP12/00910/15	Inquiry ongoing
1293.	Kakai Geofrey Kulabusia CAJ/EGE.UNI/013/2396/23-FN	Egerton University	Male	Manifest Injustice	The Complainant alleged that the Respondent's Vice Chancellor Deputy Vice Chancellor Administration & planning (Egerton University) unilaterally varied the 2022 December Basic Salary of the complainant which signifies an act of demotion contrary to Section 10 of 2007 Labour Act.	Inquiry ongoing
Nakuru County Government						
1294.	Winston Churchill Bwana CAJ/M.LAN/022/2356/23-FN	Nakuru County Government	Male	Unresponsive-ness	The Complainant alleged that the Nakuru County Executive Committee Member of the Department of Land, Housing and Physical Planning) is yet to offer direction/assistance to the complainant on the complaint made in respect to Land registration No. 971 'A' Njoro Jewatho Location	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
University of Nairobi						
1295.	Wilson Nyambu CAJ/UON/013/2416/23-FN	University of Nairobi	Male	Manifest Injustice	The Complainant alleged that the Respondent had failed to update his academic records which caused him not to graduate. He was requested to supply his claim supporting documents.	Inquiry ongoing
1296.	Titus Githiora CAJ/UON/013/2494/23-EMN	The University of Nairobi	Male	Unlawful Official Conduct	The Complainant alleged rampant felling of indigenous trees at the Respondent's Lower Kabete Campus and sought an explanation for the same. He was advised to follow up with the Respondent and update the Commission on the same. The complaint is addressed to the Respondent and copied to this Commission.	Inquiry Ongoing
1297.	Edgar Nyakundi CAJ/UON/013/2413/23-EMN	University of Nairobi	Male	Unresponsive Official Conduct	The Complainant alleged that he was a student at the University of Nairobi who missed out on examinations on grounds of illness. He has since recovered and sought to have exams re-administered so he could proceed on a scholarship. He was requested to supply the Commission with his claim supporting documents.	Inquiry Ongoing
1298.	Neema Joy CAJ/UON/013/2424/23-SK	University of Nairobi	Female	Unfair Treatment	The Complainant alleged that the University refused to clear her for graduation on the reason that she had not sat one unit and forced her to pay Kshs.12500 to retake the unit	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
Kenyan Universities						
1299.	ANONYMOUS CAJ/M.EDU/13/2439/23-FN	Kenyan Universities	Unknown	Unfair Treatment	The Complainant alleged that most universities deduct retirement dues from staff members but employees only receive20 % upon retiring and never recover the remaining monies.	Inquiry ongoing
Multimedia University of Kenya						
1300.	Samuel Nyiendo CAJ/MUL.MED/013/2448/23- FN	Multimedia University of Kenya	Male	Delay	The Complainant alleged that he is the Respondent's former employee and that he had not been paid his pension benefits. The complainant followed up on the issue with no success since 21/10/2020.	Inquiry Ongoing.
Kenya Water Towers Agency						
1301.	Philip Amasakha Kibisu CAJ/KWTA/038/201/23-FN	Kenya Water Towers Agency	Male	Unfair Treatment	The Complainant alleged that he was the Respondent's employee and that upon expiry of his contact, the CEO verbally extended the same. He said that the Respondent failed Ksh. 1,130, 641.11 in payment of salary and other dues owed to him despite follow-up.	Inquiry ongoing
Kericho Water & Sanitation Company						
1302.	Kenya County Government Workers Union CAJ/KEWASCO/129/16/23-FN	Kericho Water & Sanitation Company	Organisation	Delay	The Complainant alleged that the Respondent failed to pay the complainant's unionized members for over 7months contrary to an existing Collective Bargaining Agreement and other relevant laws.	Inquiry ongoing.

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
County Government of Isiolo						
1303.	CAJ/ISL/M.LAN/022/089/2023–KWK Ester Talaso Dida	County Government of Isiolo	Female	Inefficiency	The Complainant alleged failure by the Respondent to issue a survey report despite the Complainant paying the requisite fee. The complaint is premised on grabbing of the Complainant's inherited land situated in Checheles area, within Isiolo County by area Chief Mr. Abdullahi Jirimo and Osman Haji Daud who subdivided the land and shared the same equally;	Inquiry ongoing
1304.	Mohamed Jirma Bilala CAJ/ISL/CG/ISIOLO/049/118/2023 –KWK	County Government of Isiolo		Delay	The Complainant alleged that he was contracted vide Tender Ref NO. ICG/049/2016/17 awarded to Dertu Construction Company to construct a dispensary Lafe in Merti Sub County at a cost of Kshs 4,194,148 during the financial 2016/2017. He completed the work but has been following up for his payments in vain.	Inquiry ongoing
1305.	Francis Kirinya Murira CAJ/ISI/CG/ISI/049/121/23 - KWK	Isiolo County Government	Male	Manifest Injustice	The Complainant alleged that he was allocated a plot in Isiolo in Kiwanjani area Plot No. Kiwanjani K/635. In 2011 an unknown individual trespassed into his land. He reported the matter at Isiolo Police Station vide OB No. 19/5/7/2011. He was referred to the Ministry of Lands Office who summoned at the Ministry of Lands office but she failed to provide ownership documents.	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
1306.	Joshua Omuse Muthee & 5 Others CAJ/ISL/CG/ISIOLO/049/119/2023 –KWK	County Government of Isiolo	Group	Delay	The Complainant alleged inordinate delay in paying the salaries of the Complainants who were seconded to the County as farm tractor operatives from the Ministry of Agriculture. That the monthly salary amount attached to the above position is Kshs 15,000 gross; that since August 2021 to date, they have not received their salaries.	Ongoing inquiry
1307.	Anonymous CAJ/ISI/CG/ISIOLO/049/120/23 - KWK	Isiolo County Public Service Board	Unknown	Unlawful Official Conduct	The Complainant alleged that one of the employees of the County whose details are P/NO. 1982117150 and who is not a PWD is still in service despite attaining the mandatory age of retirement. The Complainant contends that which is in contravention Public Service Commissioner Ref No. PSC/ADM/13/(7)	Inquiry ongoing
1308.	Hadija Dieson Ibrahim CAJ/ISI/CG/ISIOLO/049/122/23 - KWK	Isiolo County Government	Female	Unresponsive Official Conduct	The Complainant alleges that in 2012, she was allotted Plot No. 18C by the defunct Isiolo town Council. That she has been paying the requisite land rates. In 2018, the Isiolo County Government reclaimed the land and promised to allocate her an alternative plot. However, she is yet to be allocated the said alternative plot.	Inquiry ongoing
1309.	ANONYMOUS CITIZENS CAJ/ISL/CG/ISIOLO/049/116/22	The County Government Of Isiolo	Unknown	Oppressive Official Conduct	The Complainant alleged that the Respondent engaged in unfair human resources practices like promotion and officers still serving despite attaining the	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					retirement age at the County and the County Public Service Board. The Complainants further seeks scrutiny of academic and qualifications of all employees of the County. The Complaint was referred to the Commission's investigation's department for processing and resolution.	
County Government of Marsabit						
1310.	Said D' Costa CAJ/ISI/CG/MARSABIT/077 /001/23 - KWK	County Government of Marsabit	Male	Unresponsive Official Conduct	The Complainant alleges that his grandfather Mr. J. P. D'Costa (deceased) was the legal owners of land parcel Plot Number 170 and 156 respectively situated in Moyale Township. The said Plots are currently occupied by Butiye Primary School, Butiye Mixed Day Secondary School and Butiye market. The Complainant has been following this matter with the National Land Commission and the County Government of Marsabit in vain.	Inquiry ongoing
Meru Teaching and Referral Hospital						
1311.	Stanley Mugambi CAJ/ISI/ATI/129/001/23 - KWK	Meru Teaching and Referral Hospital	Male	Access to Information	The Complainant alleged that he is the son of the late Henry Baithirua who died on 6th September 2004 while incarcerated at Meru GK Prison. According to death certificate, his cause of death was unascertained with head and neck injuries. He wants to file an inquest into the mysterious death of his	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					late father. He wrote to the Meru Teaching and Referral Hospital on 14th March 2022 requesting to be furnished with the copy of the post-mortem results of his deceased father; that instead he was asked to bring a Court order to get the said results. That this notwithstanding the fact that a post mortem report is a requisite to file the said inquest.	
Kenya Wildlife Services						
1312.	Said Hussein CAJ/ISI/M.WIF/010/029/23 -KWK	Kenya Wildlife Services	Male	Unresponsive Official Conduct	The Complainant alleged that his crops were destroyed by elephants that had strayed from Lewa Conservancy. He reported the matter at Isiolo Police Station then to the OCS Maili Saba KWS (Anti-Poaching Unit vide OB Number 05/01/05/2014. Officers from KWS accompanied by agricultural officer from IsioloCounty made a visit to his land, conducted an assessment and forwarded the report to KWS for compensation. He was awarded KSHs 300,000 which KWS has failed to remit into his account despite having provided all the requisite documents.	Inquiry ongoing
1313.	Boniface Mwanguwa Mwandoe HUD/WND/KWS/010/4/2023-KC	Kenya Wildlife Service (KWS)	Male	Delay	The Complainant alleged delay at Kenya Wildlife Service to process Kshs. 200,000 being the compensation for snake bite that occurred in 2019.	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
1314.	Mwaka Mrambani CAJ/GSA/KWS/010/3/23-AH	Kenya Wildlife Services	Male	Unresponsive Official Conduct	A complaint of compensation from the Respondent having reported that her goats were eaten by crocodile while at a drinking point at River Tana. We requested for any evidence of the incident in question and report.	Inquiry Ongoing
County Government of Uasin Gishu						
1315.	Reuben Maru CAJ/ELD/CG/U.GISHU/123/5/23-FL	County Government of Uasin Gishu	Male	Injustice	The Complainant alleged that the Respondent unfairly gave a permit to the residents of Kahoya Estate, Uasin Gishu County to put up a perimeter wall for their gated community which action has led to the blocking of an access road as a consequence thereof.	Inquiry ongoing
1316.	Christopher Kipkosgei Sitienei CAJ/ELD/CG/U.GISHU/066/33/23-FL	County Government of Uasin Gishu	Male	Unfair Official Conduct	A complaint on allegations that the Uasin Gishu County Government has unfairly terminated his temporary employment as a Trade Casual without settling dues owed to him	Inquiry Ongoing
1317.	Daniel Rono CAJ/ELD/CG/U.GISHU/066/34/23-FL	County Government of Uasin Gishu	Male	Unfair Official Conduct	A complaint on allegations that the Uasin Gishu County Government has unfairly terminated his temporary employment as a Trade Casual without settling dues owed to him	Inquiry Ongoing
1318.	Francis Magut CAJ/ELD/CG/U.GISHU/066/35/23-FL	County Government of Uasin Gishu	Male	Unfair Official Conduct	A complaint on allegations that the Uasin Gishu County Government has unfairly terminated his temporary employment as a Trade Casual without settling dues owed to him	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
1319.	James Kiptum Koech CAJ/ELD/CG/U.GISHU/066 /36/23-FL	County Government of Uasin Gishu	Male	Unfair Official Conduct	A complaint on allegations that the Uasin Gishu County Government has unfairly terminated his temporary employment as a Trade Casual without settling dues owed to him	Inquiry Ongoing
1320.	Joseph Ekuru CAJ/ELD/CG/U.GISHU/066 /37/23-FL	County Government of Uasin Gishu	Male	Unfair Official Conduct	A complaint on allegations that the Uasin Gishu County Government has unfairly terminated his temporary employment as a Trade Casual without settling dues owed to him	Inquiry Ongoing
1321.	Abraham Kosgei CAJ/ELD/CG/U.GISHU/066 /38/23-FL	County Government of Uasin Gishu	Male	Unfair Official Conduct	A complaint on allegations that the Uasin Gishu County Government has unfairly terminated his temporary employment services as a Trade Casual without settling dues owed to him	Inquiry Ongoing
1322.	Lazarus Biwott & 3 Others CAJ/ELD/CG/U.GISHU/066 /29/23- EK	County Government of Uasin Gishu	Male	Unresponsive Official Conduct	The Complainant alleged that the Uasin Gishu County Government has failed to settle dues owed and reclaim their land parcels which they leased for the temporary dumping of debris during the construction of the Kapchunga – Kiriswa Dam in Sergoit Ward.	Inquiry Ongoing
1323.	Centre Against Torture CAJ/ELD/CG/U.GISHU/066 /30/23-FL	Uasin Gishu County Government	Organisation	Unresponsive Official Conduct	The Complainant alleged that the County Government of Uasin Gishu has failed to initiate disciplinary proceedings against the Acting Deputy Director of Enforcement-Cosmas Kerich who has been charged at the Eldoret Law Court vide Criminal Case Number E652/23	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
Ministry of Agriculture and Livestock Development						
1324.	Concerned Residents of Kitale CAJ/ELD/M.AGR/014/8/23 -FL	Ministry of Agriculture and Livestock Development	Institution	Unresponsive official conduct	The Complainant alleged that the Kenya Seed Company has failed to address their complaint on unprofessional disposal of seed by products by the Company in Trans Nzoia County	Inquiry ongoing
1325.	Simon Korir CAJ/ELD/M.AGR/014/9/23 -EK	Ministry of Agriculture and Livestock Development	Male	Delay	The Complainant alleged that the Kenya Tea Development Agency (KTDA)delayed in payment of dues owed to the beneficiaries of Estate of the late Paul Kiptarus Kogo who prior to his demise in 1983 was a shareholder in Chebut Tea Factory.	Inquiry Ongoing
KETRACO						
1326.	John Kiragu HUD/NKR/M.ENE/021/4/23-FL	Kenya Electricity Transmission Company (KETRACO)	Male	Unresponsive official conduct	The Complainant alleged that the Respondent failed to settle dues owed to him for the compulsory acquisition of a portion his land parcel number Naivasha/Mwichiringiri/Block 4 (Mirera)/14324 which was compulsorily acquired for the construction of a way leave for the Olkaria-Lessos-Kisumu 440/220kV transmission line project	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
1327.	Haron Njenga HUD/NKR/M.ENE/021/6/23-FL	Kenya Electricity Transmission Company (KETRACO)	Male	Unresponsive official conduct	The complainant alleged that the Respondent failed to settle dues owed to him for the compulsory acquisition of a portion his land parcel number Naivasha/Mwichiringiri/Block 4 (Mirera)/10617 which was compulsorily acquired for the construction of a way leave for the Olkaria-Lessos-Kisumu 440/220kV transmission line project.	Inquiry ongoing
County Government of Trans Nzoia						
1328.	Moses Wafula Wepukhulu CAJ/ELD/CG/Trans Nzoia/061/21/23-FL	County Government of Trans Nzoia	Male	Delay	The Complainant alleged that the County Government of Trans Nzoia has failed to process and pay employment dues to the Complainant who was an employee in the institution.	Inquiry Ongoing
State Law Office						
1329.	Lydia Chepkemei Komen CAJ/ELD/AG/001/155/23-EK	State Law Office	Female	Delay	The Complainant alleged delay by the Registrar of Marriages to issue her with a certified copy of the marriage certificate which she made on 4/4/2022.	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
1330.	Golicha Gange CAJ/ELD/P.T/001/157/23-FL	State Law Office	Male	Delay	The Complainant alleged delay by the Public Trustee to update him on the outcome of the administration of the estate of Hassan Gange Omar Admin Cause number 316 of 1995.	Inquiry Ongoing
Ministry of Investments, Trade & Industry						
1331.	Kenneth Otieno Adek HUD/NKR/M. IND/020/2/23-EK	Ministry of Investments, Trade & Industry	Male	Unresponsive Official Conduct	The Complainant alleged failure by the Kenya Industrial Training Institute (KITI) to settle dues amounting to Kshs. 733, 690 for stationeries and branding services that his Company-Sea Gate Enterprises rendered on diverse dates in 2014-2016.	Inquiry Ongoing
ELDOWAS						
1332.	Uasin Gishu County Journalists CAJ/ELD/ATI/CG/U.GISHU /066/1/23-FL	Eldoret Water & Sewerage Company (ELDOWAS)	Organisation	Unresponsive Official Conduct	A complaint on an application for review of the decision by ELDOWAS rejecting to furnish them with information requested on the budget allocated and utilized for the Linda Maji Mtaani Initiative. ELDOWAS rejected to provide the information on grounds that the information requested is limited as it can substantially prejudice their commercial interests	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
Masinde Muliro University of Science and Technology						
1333.	Miheso Blair Richard HUD/KAK/M.EDU/013/3/23-AO	Masinde Muliro University of Science and Technology	Male	Oppressive Official Conduct	A complaint on allegation of missing marks, failure to reconcile school fee statement and failure to graduate student, Registration Number BJM/B/01-57015/2016	Inquiry ongoing
KENGEN						
1334.	Isaac Otieno Nyaranga CAJ/KSM/M.ENE/021/64/23-AO	Kenya Electricity Generating Company (KENGEN)	Male	Unfair treatment	A complaint alleging that following engagement on contract for a period of 6 years, suitability assessment was undertaken wherein the Complainant was issued with a letter of offer dated 28/2/2019 for employment on permanent and pensionable terms; however, upon execution he was not issued with a detailed contract and accordingly deployed.	Inquiry ongoing
Kenya Medical Practitioners & Dentist Council						
1335.	Raphael Otieno Apodo T/A M/S Amondi & Company Advocates	Kenya Medical Practitioners & Dentist	Male	Unresponsive Official Conduct	A complaint alleging failure to respond to a complaint of medical negligence lodged with KMPDC against a medical practitioner Dr. Nyatome and Dental Unit	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
	CAJ/KSM/M.HEA/012/67/23	Council (KMPDC)			at Jaramogi Oginga Odinga Teaching and Referral Hospital.	
Butere County Hospital						
1336.	Stella Nandwa Amere HUD/BGM/CG/KAK/073/1/23-AO	Butere County Hospital	Female	Unfair Treatment	A complaint against medical practitioners at Butere County Hospital resulting into prolonged labour, distress on the part of the featus, still birth and hysterectomy on the Complainant. Complainant advised to lodge complaint on professional negligence with Kenya Medical Practitioners & Dentists Council (KMPDC) in the first instance and issue of administrative action raised with Medical Superintendent at Butere County Hospital.	Inquiry ongoing
Department of Childrens Services						
1337.	Selinah Namubuya Wanyonyi CAJ/KSM/PO/047/1/23-AO	Department of Childrens Services	Female	Oppressive Official Conduct	A complaint alleging harassment and humiliation by her supervisor Mr. Geofrey Musoko which matter has been brought to the attention of the CHRAC and Regional Coordinator for Children's	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					Services Kakamega County wherein no action has been taken.	
Kisumu Maximum Prison						
1338.	Nick Amita Ikoka & 49 Others CAJ/KSM/KPS/002/17/23-AO	Kisumu Maximum Prison	Male	Oppressive official conduct	A complaint on allegations of poor medical care , inhumane treatment and death of prisoners at Kisumu Maximum Prison	Inquiry Ongoing
Kenya Marine and Fisheries Research Institute						
1339.	Lucas Ondede Aluoch CAJ/KSM/M.LIV/019/4/23-WT	Kenya Marine and Fisheries Research Institute (KMFRI)	Male	Manifest injustice	The Complainant alleged that he worked as a Human Resource Officer II at the Kenya Marine and Fisheries Research Institute (KMFRI) until his retirement in October 2020. While in service, he was appointed to act as Human Resource Officer I from 28/6/2012 and served in acting capacity until his retirement. Subsequently he was handed over the duties of Senior Human Resource Officer where he worked until his retirement. During his service, he was never paid his remunerative allowances in his acting capacities. Efforts to raise the complaint with the Institute had been unsuccessful.	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
Siaya County Public Service Board						
1340.	Community Initiative Action Group Kenya CAJ/KSM/ATI/CG/SYA/074/2/23-WT	Siaya County Public Service Board	I	Failure to provide information	Complaint alleging failure by the Siaya County Public Service Board to provide information pursuant to his request dated 3rd April 2023. The Complainant had requested for information regarding the names and qualifications for candidates employed by the County Government for various positions as per advertisement dated 15th September 2022.	Inquiry initiated which is ongoing
Nyamira County Government						
1341.	Shadrack Sosi Manoti HUD/KSI/CG/NYAM/ATI/076/23-WT	Nyamira County Government	Male	Unresponsive Official Conduct	A complaint alleging failure by Nyamira County Government to respond to his request for information made vide letter dated 2th May 2023. He had requested to be provided with information regarding the construction of Riakamai Market in Nyamira County which commenced in 2018 and stalled in 2019. The matter was brought to the attention of CEC trade Nyamira county vide letters dated 25th May 2023 and an office visit on 8th June 2023 to request information about the project but unsuccessfully.	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
Chief						
1342.	Anna Meli Ngonzi CAJ/M.IGC/062/1456/23-RA	Chief Joseph Mutua-Karaba Location, Mbondoni, Mwea, Embu County (Public Officer)	Female	Unlawful Official Conduct	The Complainant alleged that the Respondent has abused and continues to abuse his powers by attempting to unlawfully dispossess her and her family of their land. The Respondent has also demolished structures and developments on the said land.	Inquiry Ongoing
1343.	Redempter Mwaelu CAJ/PO/047/607/23-RA	Chief Of Mananja Location And Deputy County Commissioner , Masinga Division (Public Officer)	Female	Unlawful Official Conduct	The Complainant alleged that the Chief of Mananja Location and the Deputy County Commissioner of Masinga Division in Machakos County are abusing their office to harass and intimidate the Complainant and his/her mother over a parcel of land. The land in question is a subject of active Court proceedings in a land dispute.	Inquiry Ongoing
1344.	Edward Mwoshi Andanyi CAJ/M.IGC/062/1456/23-RA	Chief-Kangemi Location, Nairobi (Public Officer)	Male	Unlawful Official Conduct	The Complainant alleged that while travelling on 16th May 2023 at around 6. 30p.m, he received a call from the Respondent summoning him to his office which summons he could not honor and pledged to attend the following day upon his return. That upon his return, he was informed that certain individuals	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					had broken into his house on the strength of the Respondent's note dated 16th March 2023 and carted away a Television set, pan, sufuria, kabati, pillow, net, towel, orange basin, ndoo, clothes, mattress and a table .The Complainant further alleged that the items carted away were carted away with the help of the Respondent's office assistant without establishing whether ownership actually belonged to Naomi Rabai.	
State Department Of Fisheries, Aquaculture And The Blue Economy						
1345.	Crustacean Exporters And Dealers Association CAJ/M.AGR/014/407/23-RA	State Department Of Fisheries, Aquaculture And The Blue Economy	Organisation	Unfair Treatment	The Complainant alleged that the State Department of Fisheries through the influence of the Director General's office licensed 3 (Three) Chinese Nationalities under the companies Blue Union, Zero Degree Seafood Ltd, East Africa Shellfish Company Limited, Aden International Marine Biotechnology Company, Times Unity Investments Limited and IJK World International (K) Co. Ltd and that the Chinese companies perpetuate unhealthy and unfair competition as against the local exporters acquiesced by the state department of fisheries	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					which threaten the existence of the local exporters.	
Deputy County Commissioner						
1346.	Florence Kinatore Mwithiga CAJ/M.IGC/062/1432/23-RA	Deputy County Commissioner -Nyaki West Ward In Meru County	Female	Unlawful Official Conduct	The Complainant alleged that the Respondent, without lawful excuse or authority abused his power by intimidating and harassing the Complainant's mother namely, Hellen Karuthu alias Gladys Nkirote in a succession dispute. The Respondent has insisted to the parties in dispute to have the matter heard and determined by his office whereas the Complainant's mother has not acceded to any alternative dispute resolution process making the Respondent's action tantamount to arrogating himself powers of the Court.	Inquiry Ongoing
Makueni County Government						
1347.	Joshua Kelly Benson HUD/CG/MAKUENI/115/1/23-RA	Makueni County Government	Male	Unfair Treatment	The Complainant alleged that vide a letter dated 1st October 2020 ref no. DOH/HRM/DISCI/VOL.1(74), he was	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					suspended on grounds of intoxication and abdication of duty during which time he was to receive a quarter basic salary and full house allowance. Vide a letter dated 22nd November 2022 ref no. MCPSB/20140037716/2022, the Complainant was re-instated to office but is yet to receive his accrued entitlements despite several follow ups.	
Kisii County						
1348.	Kisii County Employees CAJ/KCPSB/070/26/23-RA	County Secretary Of Kisii County	Organisation	Delay	The Complainants alleged that the Kisii County Public Service Board advertised for various employment vacancies, interviewed and recruited employees into its service on diverse dates in the year 2022. That the newly employed staff have not been paid their salaries to date. That the failure to, or delay in payment of their salaries is despite the fact that the County Secretary, Chief officers and County Executive Committee members have been receiving their salaries yet they were absorbed after the Kisii County employees and there is no valid and reasonable explanation has been issued to the aggrieved Kisii County employees for non-payment of their salaries.	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
Lands Registrar,						
1349.	Martin Njiru Munyi HUD/EMBU/M.LAN/022/257/23-RA	Lands Registrar, Embu County	Male	Delay	The Complainant alleged that he has applied to the Respondent's office for an official search but the search results have not been provided yet, occasioning unwarranted delay.	Inquiry Ongoing
1350.	Sophia Meeli HUD/KAJIADO/PO/047/59/23-RA	Kajiado District Land Registrar	Female	Unlawful Official Conduct	The Complainant alleged that through the Respondent's office, she has registered several cautions against land title number KAJIADO/LORNGOSUA/949 and 950 as beneficiary claiming interest but the cautions have always been withdrawn without her consent and indulgence thus creating room for unauthorized, irregular and unlawful disposal of the parcels of land.	Inquiry Ongoing
Kilimani Police Station						
1351.	Philip Arunga CAJ/NPS/015/4210/23-RA	Kilimani Police Station	Male	Unresponsive Official Conduct	The Complainant alleged that on 17th December 2022, the he lodged a complaint at Kilimani Police Station based on allegations of forgery of birth certificates belonging to his children against Johnson Odhiambo Abuto and the same was booked under OB number	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					09/17/12/2022.The Respondent is yet to take any action despite several follow ups.	
Land Adjuducation and Settlement Department						
1352.	Richard Mwangi Kamwaro CAJ/M.LAN/022/2391/23-RA	Land Adjuducation And Settlement Department	Male	Unresponsive Official Conduct	The Complainant alleged that Plot No. 2149 was allocated to the Complainant and Plot No. 1047 allocated to his grand mother namely, Wambui Mwangi both plots located at Kiambogo Settlement Scheme, Elementaita in Nakuru. The Complainant and his family have been in occupation of the Plots until recently when squatters trespassed onto their lands and despite registering their concern with the Respondent's office, he is yet to be favored with a response or action taken.	Inquiry Ongoing
Kenya Railways Corporation.						
1353.	Shaheen Karaba CAJ/KRC/004/541/23-RA	Kenya Railways Corporation.	Female	Unresponsive Official Conduct	The Complainant alleged that she purchased first class tickets online for three adults and one child for travel from Mombasa to Nairobi and paid Kshs. 12,000 via M-pesa and got confirmation notification No. QL76M65JPG confirming	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					that money had been sent to account No. 6834883 belonging to the Respondent. Unfortunately, the website timed her out and she received a text that her payment had been unsuccessful yet funds had been deducted from her account. The Complainant registered her concern with the Respondent and was directed to avail herself alongside those she was to travel with and that she would have her ticket printed at the terminus. However, on the travel date, the Respondent's system erroneously processed travel tickets for the morning trip which was not what the Complainant had booked for hence she was forced to seek alternative means of travel. The Complainant has demanded for reimbursement of the Kshs. 12,000 paid to the Respondent through several emails to no avail.	
National Construction Authority						
1354.	Tony Kuligha CAJ/NCA/007/75/23-RA	National Construction Authority	Male	Unresponsive Official Conduct	The Complainant alleged that in early March 2023, he lodged a complaint with the Respondent against Elizabeth Mwanza based on illegal and irregular construction taking place on a common	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					boundary wall they share. Apart from condemning the impugned construction by affixing the "X" mark, no further steps have been taken and the condemned construction continues to date unabated. Despite several follow ups with the Respondent's office through personal visits, numerous phone calls and several emails, the Respondent has failed to take any further steps to redress the matter.	
County Government of Nyeri						
1355.	Daniel Gachanja CAJ/GG/NYERI/065/24/23 -EMN	County Government of Nyeri	Male	Unfair Official Conduct	The Complainant was appealing against a decision of the Respondent's Director of Alcoholic Drink. He was advised to follow up with the Respondent	Inquiry Ongoing
1356.	Daniel K. Gachanja HUD/NEYRI/CG/NYERI/065 /23/23-EMN	County Government of Nyeri	Male	Unfair Official Conduct	The Complainant alleged that he applied for his liquor licence for the year 2023 but that the same was unfairly denied. He was requested to supply his claim supporting documents.	Inquiry Ongoing
1357.	Daniel Kago Gachanja HUD/NYERI/ CG/NYERI/ 065/25/23-EMN	Nyeri County Government	Male	Unfair Official Conduct	The Complainant alleged that he is a businessman carrying on the business of bar and restaurant and that his application for liquor licence for the year 2023 was unfairly declined.	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
National Legal Aid Service						
1358.	Nayan Savla CAJ/NLS/026/252/23-EMN	National Legal Aid Service	Male	Unfair Treatment	The Complainant alleged that he visited the Respondent's offices at the Kenya Charity Sweepstake House, 9th Floor and sought help on a matter concerning his children and that NLS officers tried forcing him to reconcile with the people he had issues with but that he was not open to it. He said that he made several follow up visits but the officers were uncourteous to him and verbally advised that he couldn't be helped and efforts to have this communication reduced into writing were futile.	Inquiry Ongoing
Kikuyu Water						
1359.	Nancy Njeri CAJ/PE/040/2698/23-EMN	Kikuyu Water	Female	Unresponsive Official Conduct	The Complainant alleged that the Respondent had not supplied her with water for a month. The complaint was referred to The Water Services Regulatory Board.	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
Ngiya Girls Secondary School						
1360.	Kennedy Manyonyi CAJ/M.EDU/013/2443/23-EMN	Ngiya Girls Secondary School	Male	Delay	The Complainant alleged that his daughter was a student at Ngiya Girls Secondary School. She cleared her KCSE in the year 2021 and that at the time, he had made a fee overpayment of Kshs. 21,246/-. He has been following up on the refund in vain.	Inquiry Ongoing
National Hospital Insurance Fund						
1361.	Newtone Shivachi CAJ/NHIF/012/635/23-EMN	National Hospital Insurance Fund (NHIF)	Male	Unresponsive Official Conduct	The Complainant alleged that he is insured by the Respondent and that he has paid all his premiums. He said that he sought for emergency medical attention for his son but that he was denied the same. He sought to raise the issue with the Respondent but that the Respondent's security guards did not allow him access their office. He was requested to supply the Commission with his claim supporting documents.	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
The Nyeri Water & Sanitation Company Limited						
1362.	Charles Wangeci HUD/NYERI/NYEAWSCO/009/24/23-EMN	The Nyeri Water & Sanitation Company Limited	Male	Unfair Official Conduct	The complaint is addressed to the Respondent and copied to this Commission. The Complainant alleged that the Respondent had unfairly disconnected his water supply. He was advised to update the commission on the developments herein.	Inquiry Ongoing
State Department for Public Works						
1363.	Antony Wambugu for Faith Wambui CAJ/M.ROA/006/230/23-EMN	State Department for Public Works	Female	Delay	The Complainant alleged that her husband was the Respondent's employee who died in 2019. She said that she has been following up on his benefits in vain.	Inquiry Ongoing
Kenyatta University						
1364.	PPRA VS Kenyatta University CAJ/CG/KIAMBU/072/92/23-SK	Kenyatta University	Organisation	Delay	The Complainant alleged that KU had delayed in furnishing information sought by a contractor in a complaint where the Public Procurement Regulatory Authority copied CAJ in their correspondence.	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
1365.	Patric Kaberia CAJ/KU/013/2491/23-SK	Kenyatta University	Male	Delay	A complaint alleging delay by the Vice Chancellor of Kenyatta University to issue a letter of no objection to facilitate registration of an Alumni group known as YALI-A Association.	Inquiry Ongoing
Ministry of Sports, Culture & Heritage						
1366.	Fredrick Mutuma CAJ/M.SPO/031/111/23-SK	Ministry of Sports, Culture & Heritage	Male	Delay	Complainant alleged delay by the State Department for Culture and Heritage to pay him for three months contract where he was engaged as a casual employee	Inquiry Ongoing
County Government of Nyamira						
1367.	Anne Gumbe CAJ/CG/NYAMIRA/099/16 /23-SK	County Government of Nyamira	Female	Delay	A complaint alleging delay by the County Government of Nyamira to settle a debt owed to the Complainant's company, Brand Gallery Agency, for services offered in the 1st Devolution Conference in 2014.	Inquiry Ongoing
Department of Civil Registration						
1368.	Mbugua Fredrick CAJ/DCR/003/383/23-SK	Department of Civil Registration	Male	Incompetence	A complaint of inefficiency in service delivery at the Department of Civil Registration Headquarters. It was alleged that it takes too long for a service seeker	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					to be served once she is issued with an auto-generated ticket as well as a slow process of documents verification	
1369.	Dekow Abdi Ahmed CAJ/GSA/AG/001/001/23-AH	Department of Civil Registration	Male	Delay	The Complainant alleged that he 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 Ongoing
1370.	James Asiema Eledi CAJ/AG/001/2547/23-SK	Department of Civil Registration	Male	Unfair Treatment	The Complainant alleged stagnation and omission of his name in a list for promotion following reOrganisation and restructuring of the Department of Immigration under Public Service Commission Circular Ref: No.PSC/EMCS/1/1/14.	Inquiry Ongoing
Kenya Accreditation Service						
1371.	Kepha Mien CAJ/KAS/036/29/22-SK	Kenya Accreditation Service	Male	Delay	A complaint alleging delay by the Kenya Accreditation to pay a balance of Kshs.16,000 for services provided to KENAS at Mombasa A.S.K Show on 30/11/2022	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
National Government-Constituency Development Board (NGCDF Board)						
1372.	Njiru Ngugi Wanjiku CAJ/NGCDF.B/008/270/23 -SK	National Government-Constituency Development Board (NGCDF Board)	Female	Abuse of Power	The Complainant alleged that she was interviewed for a job at the NG-CDF Board but was denied the position by the Human Resource Officer.	Inquiry Ongoing
Kenya Agricultural and Livestock Organisation (KALRO)						
1373.	Concerned Staff of KALRO CAJ/KALRO/014/405/2023 -SK	Kenya Agricultural and Livestock Organisation (KALRO)	Unclear	Unfair Treatment	A complaint alleging unfair labour practices in KALRO such as unfair remuneration, promotion and bias in matters concerning staff.	Inquiry Ongoing
Chemili Sugar Company						
1374.	Atyang Ating Charles CAJ/PO/047/592/23-SK	Chemili Sugar Company	Male	Unlawful Official Conduct	An allegation of misconduct by the Acting Director General/CEO of Chemilil Sugar Company*(name withheld)* and the Head of Finance wherein it was alleged that the CEO was in Office illegally and had retained the Head of Finance after	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					expiry of his contract resulting in malpractices in the company	
Child Welfare Society of Kenya						
1375.	Distressed Child Welfare Buyers CAJ/CWSK/018/140/23-SK	Child Welfare Society of Kenya	Organisation	Unresponsive Official Conduct	A complaint alleging breach of contract by Child Welfare Society of Kenya for failure to facilitate issuance of title deeds for land parcels purchased in 2009.	Inquiry Ongoing
Makueni County Public Service Board						
1376.	Michael G.M Ngina CAJ/CG/MAK/115/21/23-SK	Makueni County Public Service Board	Male	Delay	The Complainant alleged delay by the Makueni County Public Service Board to reply to letters from the Public Service Board regarding his employment complaint. The letters were received at the County in 2020 but the Board had not replied to PSC	Inquiry Ongoing
National Syndemic Disease Control Council(NCDCC)						
1377.	Clauder N. Musi CAJ/NSDCC/012/630/23-SK	National Syndemic Disease Control Council(NCDCC)	Male	Unfair Treatment	The Complainant alleged that he was intimidated and harassed at the NSDCC for disclosing information as a whistleblower.	Inquiry Ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
Kajiado County Assembly						
1378.	Rashid Mzee Oloo HUD/KAJ/CE/081/10/23-SK	Kajiado County Assembly	Male	Abuse of Power	The Complainant alleged that he was not paid allowance for participating in a public participation exercise as was the case with other participants.	Inquiry Ongoing
County Government of Tana River						
1379.	Abdulkadir Hussein Kone CAJ/GSA/ WATER/091/001/23-AH	County Government of Tana River	Male	Unfair treatment	The Complainant alleged 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
Department of Social Protection						
1380.	Yusuf Adan Bule CAJ/GSA/DEP.S.P/017/001 /23-AH	Department of Social Protection	Male	Delay	The Complainant alleged that he had applied for a disability card and is yet to be issued with one.	Inquiry ongoing
County Government of Garissa						
1381.	Mohamed Omar Yusuf CAJ/GSA/CGG/092/004/2 3-AH	County Government of Garissa	Male	Unfair treatment	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	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
					that payment has been erratic in previous years resulting in salary arrears	
1382.	Harun Aden Khalif CAJ/GSA/CGG/092/005/23-AH	County Government of Garissa	Male	Unfair treatment	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. Complainant was contacted to provide copies of supporting documents	Inquiry Ongoing
1383.	Bouralgy Vs Gawasco CAJ/GSA/CGG/092/006/22-AH	County Government of Garissa	Male	Unresponsive Official Conduct	The complainant alleged that the Respondents' company had failed to regulate and control a nearby dumpsite causing environmental hazards.	Inquiry Ongoing
1384.	Ali Hussein CAJ/GSA/CGG/092/007/23-AH	County Government of Garissa	Male	Abuse of Powerr	The Complainant alleged that the Respondent is employing new staff without due process. We asked the Complainant to provide any supporting document.	Inquiry Ongoing
County GVT of Kajiado						
1385.	CAJ for Ngong Zambia estate Zam CAJ/OM/7/209/2023-IK	County GVT of Kajiado	Organisation	Unresponsive Official Conduct	A complaint that County Government of Kajiado has failed to take necessary action despite various reports of ravaging floods in the area.	Inquiry ongoing.

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
County Government of Mombasa						
1386.	Ainea Ragen CAJ/MSA/CG/MSA/068/147/2023-KC	County Government of Mombasa	Male	Delay	The Complainant alleged delay to repair or fix defective lifts at Bima Towers that houses key government offices such as Survey & County Adjudication offices on 11th & 12th floor for over one year. As result, members of public, particularly PWDs had been greatly impeded from seeking services.	Inquiry ongoing
1387.	Hannington Maina Njoroge CAJ/MSA/CG/MSA/068/151/2023-KC	County Government of Mombasa	Male	Delay	The Complainant alleged delay at the Mombasa County Department of Land, Planning & Housing to resolve a dispute regarding encroachment of an access road by his neighbour on Plot No. MN/II/5771. He stated that the issue had been pending since 2015.	Inquiry ongoing
Kenya Ports Authority (KPA)						
1388.	Mwavita Chapu Salim CAJ/MSA/KPA/004/137/2023-EM	Kenya Ports Authority (KPA)	Male	Unfair treatment	The Complainant alleged that he was wrongfully dismissed from employment at KPA and that his effort to appeal had been futile as he was denied an opportunity to appear before the KPA Appeal's Committee to defend his case.	Inquiry ongoing

No.	Name of Complainant & CAJ File Reference Number	Respondent	Gender	Classification of complaint	Complaint received/investigated	Remedial action/Status
1389.	Hamisi Kea Hamisi CAJ/MSA/KPA/004/140/2023-KC	Kenya Ports Authority (KPA)	Male	Unresponsive Official Conduct	The Complainant alleged lack of feedback to his inquiry at Kenya Ports Authority- HR & Administration office on the salary disparities as indicated on the P9 forms for the 2017-2021 period. He claimed that he has addressed the HR manager vide letters dated 29.3.22 & 6.9.22 but no response to date.	Inquiry ongoing
1390.	Mwinzi Mutemi Katumo CAJ/MSA/KPA/004/138/2023-KC	Kenya Ports Authority	Male	Delay	The Complainant alleged delay by KPA to process and pay his retirement dues upon retiring from employment in 1988	Inquiry ongoing